



ASSISTANCE PROGRAMS

Stay warm this season—we're here to help lower your heating costs

Colder weather is here, and staying comfortable often means using more energy—which can lead to higher heating bills. We know any increase can be challenging, especially during colder months. That's why we are committed to helping you reduce costs—without sacrificing warmth.

NW Natural options that can quickly lower your bill

- **Bill Discount program:** Save **15% to 80%** on your monthly bill based on income eligibility.
- **New grants:** Qualifying customers may receive up to **\$1,500 over two years** to help pay gas bills.
- **Flexible payment plans:** Choose from options like the Equal Pay budget billing plan, which helps smooth out seasonal fluctuations in energy bills, as well as extended due dates, and temporary payment arrangements.

Help making energy-saving upgrades

You may qualify for free upgrades like high-efficiency natural gas furnaces, water heaters, and insulation. Rebates are also available through NW Natural Preferred Contractors and Energy Trust.

Even with the latest rate update, the average NW Natural customer is still paying about the same for natural gas bills as they did 20 years ago.*

(Please see Billing Update on the other side of this page.)

Simple tips to conserve energy

- ✓ Change or clean furnace filters regularly to improve efficiency.
- ✓ Run ceiling fans clockwise on low speed to circulate warm air.
- ✓ Seal air leaks around doors and windows with caulk or weatherstripping.

Whether you need immediate support or want to plan for long-term savings, we're here to help.

→ See options today at nwnatural.com/PaymentAssistance

*The average bill for a NW Natural residential customer in our Oregon/Washington service territory in 2006 was \$85.79; that average bill now is \$83.70. This is based on the average amount of gas used per customer.



RELIABLE HEAT

Natural gas fireplaces keep you warm efficiently, even during power outages

Natural gas fireplaces deliver up to 80% efficiency, which helps you heat your home using less energy. And, because they don't rely on electricity, natural gas fireplaces can keep you warm when the power is out.

If you've been thinking about upgrading to a high-efficiency fireplace, you could receive rebates through our partnerships with NW Natural Preferred Contractors and Energy Trust—making qualifying models more affordable.



Introducing the Fireside Friends Sweepstakes!

Now that it's cozy fireside season, we invite you to enter for a chance to win a \$200 Chewy gift card by sharing a photo of your pet enjoying the warmth and comfort of your natural gas fireplace.

NW Natural will also donate \$1,000 to The Pongo Fund Pet Food Bank, supporting people and their pets across Oregon and Southwest Washington.

- ① Follow **@nwnaturalgas** on Instagram or Facebook
- ② Then post a photo of your pet(s) by your natural gas fireplace and tag **@nwnaturalgas**

Sweepstakes runs through February 1, 2026.

→ Learn more at nwnatural.com



BILLING UPDATE

New rates for Washington customers started November 1

NW Natural customers in Washington saw new rates starting November 1. This year's Purchased Gas Adjustment (PGA) for Washington reflects lower wholesale prices for natural gas. Residential customers will see the PGA-affected portion of their bill go down by about \$4 per month based on average use of 56 therms per month. The average small-commercial customer can expect a reduction of about \$18 per month based on average use of 236 therms per month.

How—and why—gas rates are changing

New rates for Washington customers will reflect changes in the expected cost of natural gas for the upcoming winter heating season, and account for differences between the estimated and actual cost of natural gas from the previous year. NW Natural does not mark up the price of gas; the PGA is a passthrough of costs for the wholesale price and delivery of natural gas.

| Type of Service | Schedule Number | Current Total Billing Rate* | Proposed Total Billing Rate* | Percent Change in Average Bill* |
|---|-----------------|-----------------------------|------------------------------|---------------------------------|
| General Residential Sales Service | 1 | \$1.66830 | \$1.63252 | -2.14% |
| General Commercial Sales Service | 1 | \$1.67264 | \$1.59582 | -4.59% |
| Residential Sales Service | 2 | \$1.31527 | \$1.24164 | -5.60% |
| Commercial Sales Service | 3 | \$1.27854 | \$1.20425 | -5.81% |
| Industrial Sales Service | 3 | \$1.23031 | \$1.15519 | -6.11% |
| Residential Heating Dry-Out Service | 27 | \$1.11591 | \$1.10834 | -0.68% |
| Commercial Firm Sales | 41 | \$1.00342 | \$0.93149 | -7.17% |
| Commercial Firm Transportation | 41 | \$0.60734 | \$0.60730 | -0.01% |
| Industrial Firm Sales | 41 | \$0.91598 | \$0.84428 | -7.83% |
| Industrial Firm Transportation | 41 | N/A | N/A | 0.00% |
| Large Volume Commercial Firm Sales | 42 | \$0.76903 | 0.69724 | -9.33% |
| Large Volume Commercial Interruptible Sales | 42 | \$0.68247 | \$0.64366 | -5.69% |
| Large Volume Industrial Firm Sales | 42 | \$0.71926 | \$0.64768 | -9.95% |
| Large Volume Industrial Interruptible Sales | 42 | \$0.68810 | \$0.64834 | -5.78% |
| Large Volume Commercial Firm Transportation | 42 | \$0.35813 | 0.35763 | -0.14% |
| Large Volume Industrial Firm Transportation | 42 | \$0.34818 | \$0.34767 | -0.140% |

*Estimates include current state-mandated Climate Act Fees and credits. For more information, visit nwnatural.com/ccs

NW Natural's filings are requests, subject to public review and a decision by the WUTC. Customers may comment on the proposed rate changes by clicking "Submit a Comment" at www.utc.wa.gov, emailing comments@utc.wa.gov, calling 1-888-333-9882 (WUTC), or mailing Washington Utilities and Transportation Commission, PO Box 47250, Olympia, WA 98504-7250.

For more information, visit the Rates and Regulations section of nwnatural.com, send a letter to NW Natural Rates and Regulatory, 250 SW Taylor St., Portland, OR 97204, call 800-422-4012, or email from nwnatural.com/ContactUs/Email



WAYS TO SAVE

Earn rewards with your smart thermostat

NW Natural Thermostat Rewards offers cash incentives when you reduce your natural gas use.

If you have a qualifying smart thermostat connected to a natural gas furnace, you can participate and start saving money.

Demand for natural gas increases during the coldest winter days. When participating in Thermostat Rewards, your thermostat will automatically adjust to use less natural gas during scheduled events.

You'll still be in control: if the temperature change doesn't work for you, you can opt out and override the setting at any time.

Learn more at nwnatural.com/ThermostatRewards