Comfort Zone

NW Natural Customer Newsletter · November-December 2026 · Oregon

NW Natural®
nwnatural.com

CHOOSE SUPPORT THAT WORKS FOR YOU

Ways to manage your winter energy bills

Managing energy costs looks different for every household. That's why NW Natural offers resources that can help lower bills, make payments more manageable and improve your home's energy efficiency. You may qualify for more than one program at the same time.

Lower monthly energy costs

- **Bill Discount Program:** Income-qualified customers may be eligible for up to 85% off monthly gas bills.
- **Low-Income Home Energy Assistance Program (LIHEAP) and Oregon Low-Income Gas Assistance (OLGA):** Oregon offers federal LIHEAP and OLGA assistance through local community action agencies to help pay heating costs.

Get help with a past-due balance

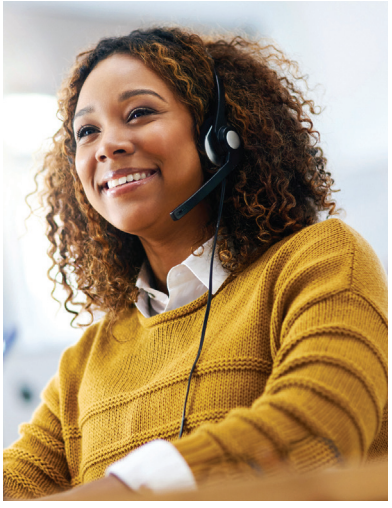
- **Energy assistance grants:** Customers who qualify may be able to receive grants that help pay energy bills and reduce outstanding balances.
- **Payment plans:** If you're having trouble paying your bill, flexible payment arrangements may be available.

Keep bills more predictable

Equal Pay: Spread energy costs more evenly throughout the year to help avoid seasonal bill fluctuations.

Save energy long term

Energy-efficiency programs: Rebates for energy-saving home upgrades, like high-efficiency natural gas fireplaces and water heaters, can help reduce energy use and lower future bills. These upgrades may be available for no charge if you have a limited income.



We are here to help. Visit nwnatural.com/ManageBills to learn more about the resources available for you

Even as everyday prices have risen, the average NW Natural residential customer bill, over a year, is about the same as it was 20 years ago. See rate update below.

ANNUAL BILLING UPDATE

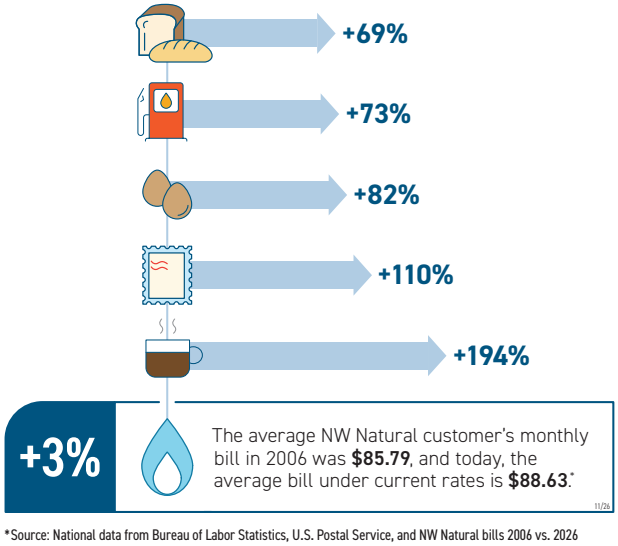
Keeping you informed about changes to Oregon rates

Beginning October 31, the average Oregon residential customer will see an increase of about $6.30 per month, based on average use of 54 therms.

Each year, we file a Purchased Gas Adjustment (PGA) to reflect expected natural gas costs for the upcoming winter heating season and account for differences between previously estimated and actual costs.

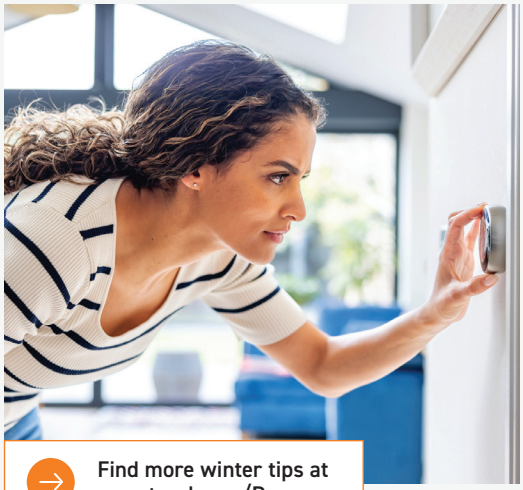
NW Natural does not mark up the price of natural gas. To help keep energy affordable, we buy natural gas throughout the year to reduce the impact of market price swings, invest in energy storage and support energy-efficiency programs.

These efforts help provide long-term value. In fact, even as everyday prices have risen, the average NW Natural residential customer bill, over a year, is about the same as it was 20 years ago.



*Source: National data from Bureau of Labor Statistics, U.S. Postal Service, and NW Natural bills 2006 vs. 2026

Know what goes into your bill. Visit nwnatural.com/Rates to see how rates are set and what your bill covers.



Find more winter tips at nwnatural.com/Prepare

WINTER TIPS

Get your home ready for colder weather

Cold weather means your heating system is working harder. A few simple steps can help keep your home comfortable, manage energy use and prepare for winter weather.

Stay comfortable

Replace or clean your furnace filter and keep heating vents clear. Lowering your thermostat when you're asleep or away can also help save energy.

Stay prepared

Keep flashlights, batteries, phone chargers and other outage essentials where you can easily find them.

Stay safe

Test your carbon monoxide alarms. And if you smell a natural gas odor, similar to rotten eggs, leave the area immediately and call NW Natural's 24-hour emergency line at **800-882-3377**.

SUSTAINABILITY

Fueling a renewable energy future

Our work with renewable natural gas (RNG) continues. RNG is fuel made by capturing and upgrading gas from decomposing organic waste at landfills, farms and wastewater treatment facilities. It can replace conventional natural gas in pipelines.[1]

Across North America, there are 604 RNG facilities in operation with hundreds more under construction or being planned.[2] Here at NW Natural, RNG made up 3.06% of the natural gas purchased for residential customers from January through September 2026.

[1] EPA, "An Overview of Renewable Natural Gas from Biogas," Jan. 2021, available at: https://www.epa.gov/sites/default/files/2021-02/documents/lmop_rng_document.pdf

[2] RNG Coalition, "RNG COALITION Marks 15 Years of Leadership, 600 Operational Facilities," July 7, 2026, available at: https://www.rngcoalition.com/press



Visit nwnatural.com/RNG for more information



DEC 31

SWEEPSTAKES END DECEMBER 31

Last call to enter for a chance to win backup power for your home

Has natural gas helped you through a power outage? Tell us your story when you enter the Block Star Sweepstakes. You could win a natural gas generator with professional installation to help keep your home's power running. **PLUS**, 25 runners-up will each win a home preparedness kit.



Share your story and enter by December 31 at nwnatural.com

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