



BILLING UPDATE

Look for a credit on your February bill

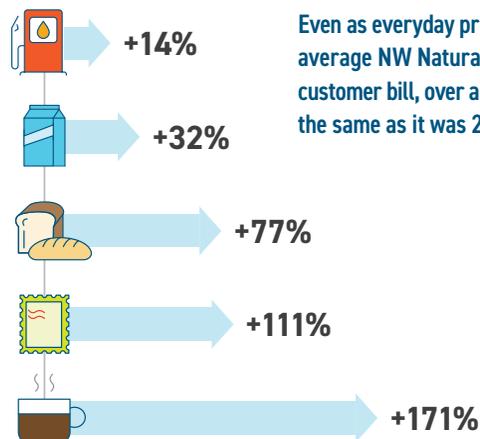
You'll see a credit on your February bill that helps lower energy costs this season.

This credit, made possible by efficient pipeline and gas-storage management, is part of more than \$23 million being shared with customers in Oregon in 2026. **The credit will appear automatically; there is no action needed from you.**

While the cost of other everyday items like postage, bread and coffee keeps rising, natural gas offers long-term value and remains one of the more stable household energy expenses. In fact, the average NW Natural residential customer bill, over a year, is about the same as it was 20 years ago.*



[Sign in to your account at nwnatural.com](http://nwnatural.com) to see your bill and February credit



Even as everyday prices rise, the average NW Natural residential customer bill, over a year, is about the same as it was 20 years ago.

-2%



*The average NW Natural customer's monthly bill in 2006 was \$85.79, and today, the average bill under current rates is \$83.70.¹

¹ National data from Bureau of Labor Statistics and U.S. Postal Service. NW Natural monthly bill comparison is based on average residential natural gas bills in Oregon and Washington from 11/1/2006–11/1/2007 versus 10/31/2025–11/1/2026. The figures are an average and for comparison and informational purposes only; customers' actual bills may differ.

RESOURCES AT nwnatural.com



Track and compare gas use over time



Start, stop or transfer your gas service



NW Natural turns 167!
Thank you for being a customer



YOUR PARTNER IN SAFETY

Simple safety steps can keep home projects running smoothly

We are excited to see more people than ever notifying 8-1-1 before they dig. This simple step helps prevent safety hazards and service interruptions. Customers across Oregon and SW Washington use this free service to locate underground utility lines before installing a fence, building a deck, planting trees and completing other home improvements.

If you haven't used 8-1-1 before, just call or submit a request online. Within a couple of days, a technician will mark the underground utility lines that deliver essential services to your home—like natural gas, electricity, water, sewer and cable—so you know exactly where it's safe to dig.

If you'd like year-round safety reminders, try our free NW Natural safety app. There you can access one-touch 8-1-1, store emergency phone numbers, complete safety checklists and much more.



[Learn more safety tips at nwnatural.com/HomeSafety](http://nwnatural.com/HomeSafety)





RELIABLE HEAT

Save on dependable home heating with an efficient natural gas furnace

Furnace rebates, seasonal tune-ups and smart tips can reduce your energy costs

As we step into spring, it's a great time to make sure your home heating system is running efficiently, and that you're getting the most value from it. Here's how natural gas heating and a little seasonal upkeep can help keep comfort high and costs low.

Thinking about upgrading? Rebates are available

Did you know natural gas furnaces use less energy to heat your home with efficiency ratings as high as 98%? If you've been thinking of upgrading to a high-efficiency natural gas furnace, you could get rebates through NW Natural Preferred Contractors and Energy Trust of Oregon. Rebates make the upgrade more affordable while lowering long-term heating costs.

→ See gas furnace rebates at nwnatural.com/Offers

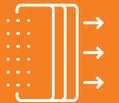
Want to save more with your current gas furnace?

Seasonal tune-ups are one of the easiest ways to save. With special **spring pricing from March 1 through May 31**, a furnace tune-up can help your system run more efficiently and even extend the life of your gas furnace.

→ Learn more about tune-ups by visiting nwnatural.com/Tuneup. Or call 877-243-5855 to get connected with a NW Natural Service Solutions Preferred Contractor



FURNACE TIP: Don't forget your filter. Remember to change or clean your furnace filter now that the winter heating season is wrapping up. A clean filter keeps the air moving freely and your furnace running efficiently. Dirty filters can restrict air movement and cause excess wear and tear.



Identifying a NW Natural employee or contractor



Remember you can recognize NW Natural employees and contractors by their uniforms and photo ID. Learn more at nwnatural.com



HELP WITH BILLS

More ways to get help with winter bills

Beyond the bill credit listed on page 1, you have additional options to help you pay or catch up on winter bills.

NW Natural programs include:

- Bill discounts of up to 85% off every month
- **Grants to pay bills**
- Flexible payment plans
- Extended payment due dates



→ See more ways to manage bills at nwnatural.com/PaymentAssistance

FOLLOW US:



CUSTOMER SERVICE

800-422-4012

24-HOUR EMERGENCY

800-882-3377

