



KEEPING YOUR HOME SAFE

Tips to be safe and prepared this spring and summer

Natural gas service is delivered to homes and businesses through one of the safest pipeline systems in the U.S. Staying safe starts with us and continues with you. As your reliable and ready partner, we encourage you to keep these simple safety tips in mind this season:

Know what's below before you dig. Planning a yard project? 8-1-1 is a free, nationwide service that shows where underground utility lines are located on your property. Notifying 8-1-1 before you dig helps protect you, your neighbors, utility crews, and critical infrastructure.

Smell gas? Call us right away. If you think you smell natural gas, call 800-882-3377, day or night. Our safety technicians are ready to respond quickly to your call. Tip: Download the free NW Natural safety app to reach emergency numbers with one touch.



Be ready for the unexpected. Emergencies can happen quickly. Take time to learn how to shut off your gas meter, research earthquake shut off valves, and sign up for emergency alerts in your county so you know what's happening in your area.



See more safety tips and resources in the Safety section of nwnatural.com

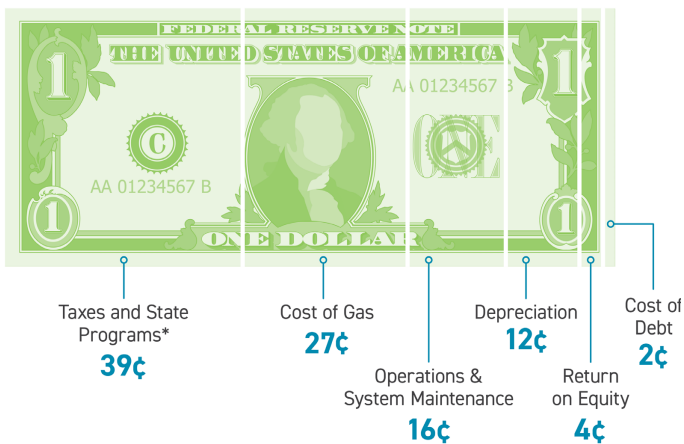


VALUE AND AFFORDABILITY

Long-term reliability and value are built into your NW Natural service

Know where your money goes on your gas bill

\$1.00 of a Washington Residential Customer's Bill



Based on current rates that took effect on Nov. 1, 2025 for an average residential customer in Vancouver.

*Includes federal and state taxes, franchise fees, public purpose and low-income programs, and Washington's Climate Commitment Act costs

We know many households are carefully managing expenses. Over time, the service you expect from NW Natural reflects consistent value. In fact, **the average NW Natural residential customer bill, over a year, is about the same as it was 20 years ago.**

This stability comes from efficient energy use, smart gas storage and careful planning—so you receive reliable service for the dollars you spend.

If you're looking for ways to lower your energy bills, we offer monthly discounts, grants and payment plans. We also partner with community organizations to provide free weatherization and heating upgrades that can reduce energy use over time.



Learn more about your bill and resources to manage costs at nwnatural.com/Guide

When you pay your gas bill, a large share of what you pay covers the gas you use and delivering it safely to your home. A smaller portion helps fund system improvements, so gas service stays reliable and costs stay stable over time.



COOK LIKE A PRO

Cook with confidence using precise, instant heat control



You may recognize tips from KATU-TV's "Cook Like a Pro" segments, where chefs share the benefits of cooking on a natural gas flame. Whether you're new to cooking with gas or have cooked with gas for years, these features help make everyday cooking easier:

- Instant on-and-off flame
- Precise, responsive heat and control
- Trusted by professional and home chefs
- **BONUS:** Most cooktops work in a power outage

To get the most from your gas cooktop or range, simple habits—like matching burner size to cookware and keeping burners clean—can further improve performance and safety.

→ Find more easy cooking tips and resources at nwnatural.com



WAYS TO SAVE

Two ways to lower bills and improve your home's energy efficiency

We partner with many local organizations to lower your energy bills, improve comfort, and get more value from your home. Here are two options to start saving energy and money this season.

1

Find the best ways to save energy around your home

To make home energy improvements, one must first know which upgrade can save the most money. That's why Energy Trust of Oregon, our long time partner serving Oregon and Southwest Washington, offers a free online home energy assessment for NW Natural customers.

Simply take the online assessment to receive a list of personalized recommendations and available cash incentives. Visit energytrust.org to get started.

2

Lower bills and extend the life of your gas appliances with a tune-up

Regular tune-ups help your natural gas appliances run more efficiently—saving energy and extending equipment life.

We connect you with a NW Natural Service Solutions Preferred Contractor so you are confident hiring a professional and get tune-up discounts.

Visit nwnatural.com/TuneUp or call us at 877-243-5855 to connect with a NW Natural Service Solutions Preferred Contractor. From March 1 through May 31, 2026, the following spring prices apply.*



If you're in the Portland Metro, Vancouver Metro, Coos County, Astoria or Lincoln County area, you can get:

- Furnace tune-up \$179
- Air conditioner tune-up \$179
- Furnace + Air Conditioner tune-up..... \$358

If you're in the Salem, Eugene, Albany, Corvallis or Columbia Gorge (OR and WA) area, you can get:

- Furnace tune-up \$129
- Air conditioner tune-up \$129
- Furnace + Air Conditioner tune-up..... \$258

* Additional charges may apply. Special pricing is available when you schedule service with a Service Solutions Preferred Contractor between Mar 1-May 31, 2026. Only for NW Natural customers.

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FOLLOW US:

CUSTOMER SERVICE
800-422-4012

24-HOUR EMERGENCY
800-882-3377

