



MANAGE ENERGY COSTS

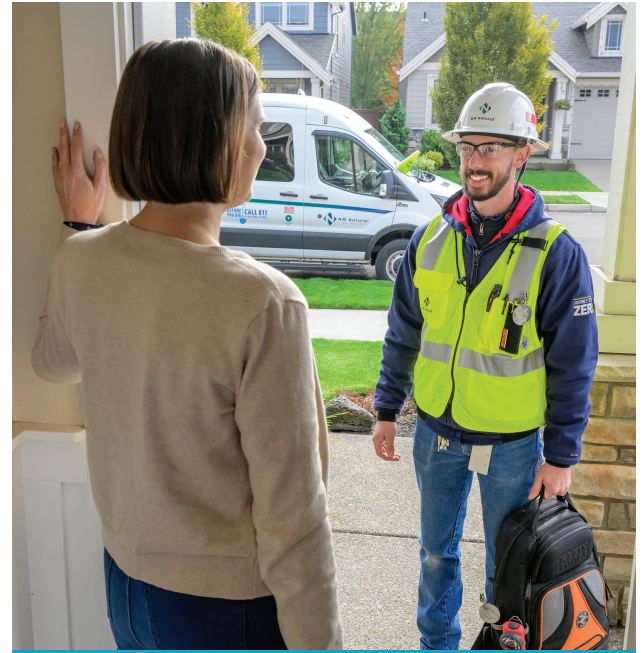
It's time to schedule your free annual gas appliance inspection

Take advantage of a customer benefit you may not know about. As a NW Natural customer, you are eligible to receive a natural gas appliance inspection once a year. Spring and summer are the best times to book.

A yearly inspection can help your gas appliances run efficiently and lower energy costs

During your inspection, a NW Natural service technician will:

- Check your gas appliances to make sure they are working as designed. Other common appliances inspected may include your gas furnace, water heater, fireplace, range or grill.
- Make small adjustments to improve performance.
- If repairs are needed, the technician will explain next steps and available options.



Why schedule now?

Appointments are limited and fill up quickly. Schedule now to secure a time that works for you.



Visit nwnatural.com/Inspection to schedule

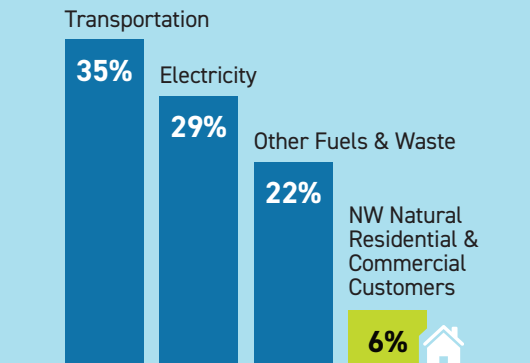


THANK YOU, NW NATURAL CUSTOMERS

Your efficient energy use makes a difference

NW Natural serves more than 2 million people, and yet according to Department of Environmental Quality data, the greenhouse gas emissions from our Oregon residential and commercial customers are among the lowest by sector at 6%.

Oregon Greenhouse Gas Emissions



Oregon Dept. of Environmental Quality; GHG Sector-Based Inventory; <https://www.oregon.gov/deq/ghgp/Pages/GHG-Inventory.aspx> (ODEQ Data Prelim. 2023)



Learn more at nwnatural.com

RESOURCES AT nwnatural.com



Cook like a pro with grilling safety tips.



Go paperless, we'll email you when your bill is ready.



Find trusted contractors to make energy upgrades.



SPECIAL OFFERS

Seasonal rebates help make energy-efficiency upgrades more affordable

You can access rebates year-round to help improve the energy efficiency of your home. Right now, take advantage of these special offers:

Get up to 50% off insulation

The better the insulation is in your home, the less your heating and cooling system has to work to maintain comfortable temperatures. NW Natural and Energy Trust of Oregon can help you stay cool and comfortable all summer long with 50% off insulation.

Get \$400 back when you upgrade to high-efficiency tankless water heating

Water heating is a home's second largest energy expense, and a natural gas water heater can help lower your energy bills and provide on-demand hot water. On-demand means energy is used to heat the water when you need it instead of continuously heating water stored in a tank. When you replace your gas tank water heater with a high-efficiency natural gas tankless water heater, Energy Trust of Oregon will give you a \$400 cash-back incentive.

Summer cooling tip

As temperatures warm up, remember to change the direction of your indoor ceiling fan. Set your fan to rotate counterclockwise to push air downward and create a cooling breeze.



See more discounts at nwnatural.com/Offers



PAYMENT ASSISTANCE

Looking for ways to lower your gas bill?

We're here to help!

We offer ways to help customers save energy and minimize monthly bills. Simple steps—like scheduling a free annual gas appliance inspection (**read more on page 1**) and tracking your gas use online—can help improve efficiency and manage monthly energy costs.

If you need extra support, we may be able to help.

We offer payment plans, grants and extended due dates, along with bill discounts and assistance programs for qualifying incomes.



Visit nwnatural.com/PaymentAssistance to see all your options

FOLLOW US:



CUSTOMER SERVICE

800-422-4012

24-HOUR EMERGENCY

800-882-3377

