

Important notice for NW Natural transportation customers

As a NW Natural transportation customer, you may be eligible for incentives and support to improve your business's energy efficiency through Energy Trust of Oregon. These programs can help you reduce energy use and manage costs.

To make these programs available, NW Natural shares certain customer information with Energy Trust. Customers have the right to reach out to NW Natural and request that their proprietary customer information not be shared.

What information is shared with Energy Trust?

NW Natural provides customer name, account number, service address, historical gas usage, business type and rate type. Energy Trust is required by law to keep this information confidential.

NW Natural does not provide information such as social security numbers, tax ID numbers, equipment type, or any financial information. Energy Trust must provide NW Natural with information about the energy-efficiency measures installed through customer participation in their programs.

How your information is used

Energy Trust uses this information to design, evaluate and improve energy-efficiency programs and may also use it to contact you directly about available programs.

All data shared with Energy Trust is considered confidential and can only be used for the delivery of energy-efficiency programs. For more information about how your information is used and the data protections in place, please see Energy Trust's privacy policy at energytrust.org/privacy-policy/

If you have concerns with whether and how your business data is shared with Energy Trust, please contact NW Natural at **MAST@nwnatural.com** or 503-721-2512.

You can opt out of Energy Trust contact

If you do not want Energy Trust to contact you, please submit a request at **energytrust.org/do-not-contact**

If you choose this option, Energy Trust will not contact you unless you ask them to in the future. This option does not stop data sharing between NW Natural and Energy Trust.

You can read the complete rule here:

Oregon Administrative Rules 860-086-0000 through 860-086-0040, **http://arcweb.sos.state.or.us/pages/rules/oars_800/oar_860/860_tofc.html**

Please also see OPUC Order No. 23-440 concerning how NW Natural shares transportation customer data with Energy Trust.

Please contact NW Natural if you have questions or concerns about the information being shared with Energy Trust at **MAST@nwnatural.com** or 503-721-2512.

If you have any questions about the requirements of this rule, you may contact the OPUC at: **puc.consumer@state.or.us** or by phone at 503-378-6600, toll free 1-800-522-2404.



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