

**Update: Important information about your bill—Washington Climate Commitment Act**

May 15, 2026

Dear valued customer,

Previous information we shared about Washington’s Climate Commitment Act included an error in how average bill impacts were shown in the table on page 2. This letter corrects that error and clarifies the information provided.

NW Natural customers in Washington will see new rates and customer benefits relating to the Climate Commitment Act (CCA) starting June 1, 2026. This year’s CCA reflects updated estimates of the costs to comply with the CCA, and the customer benefit required by the program.

**For customers connected to the gas system before July 25, 2021**

If approved as initially filed, the average Washington residential customer using 56 therms per month is expected to see the CCA-affected portion of their bill go down by about \$4 per month. The average small-commercial customer using 261 therms per month can expect a reduction of about \$24 per month.

**For customers connected on or after July 25, 2021**

The average residential customer using 56 therms per month is expected to see an increase by about \$2 per month, while the average small-commercial customer using 261 therms per month can expect an increase of about \$7 per month.

**How – and why – CCA rates are changing**

NW Natural filed its annual CCA with the Washington Utilities and Transportation Commission (WUTC) on February 27, 2026. If approved, Washington customers will see new rates on monthly bills starting on June 1.

New CCA rates for Washington customers will reflect updated estimates of CCA costs and the customer benefits returned to customers. Customers who qualify for income-based assistance will not pay CCA costs. Customers on the system before July 25, 2021, will receive benefits, and for many customers this lowers their monthly bills. The effects of this filing for customers in Washington are shown in the following table:

**Customers connected to the gas system on or after July 25, 2021**

**Customers connected to the gas system before July 25, 2021**

Type of Service	Schedule Number	Current Total Billing Rate Per Therm	Proposed Total Billing Rate Per Therm effective June 2026	Current Total Billing Rate Per Therm	Proposed Total Billing Rate Per Therm effective June 2026
General Residential Sales Service	1	\$1.63252	\$1.65962	\$1.63252	\$1.65962
<i>% Change in Average Bill</i>			1.2%		-0.7%
General Commercial Sales Service	1	\$1.59582	\$1.62292	\$1.59582	\$1.62292
<i>% Change in Average Bill</i>			1.5%		-7.3%
Residential Sales Service	2	\$1.24164	\$1.26874	\$1.24164	\$1.26874
<i>% Change in Average Bill</i>			2.0%		-6.4%
Commercial Sales Service	3	\$1.20425	\$1.23135	\$1.20425	\$1.23135
<i>% Change in Average Bill</i>			2.1%		-8.0%
Industrial Sales Service	3	\$1.15519	\$1.18229	\$1.15519	\$1.18229
<i>% Change in Average Bill</i>			2.3%		-7.8%
Residential Heating Dry-Out Service	27	\$1.10834	\$1.13544	\$1.10834	\$1.13544
<i>% Change in Average Bill</i>			1.1%		1.1%
Commercial Firm Sales	41	\$0.93093	\$0.95803	\$0.93093	\$0.95803
<i>% Change in Average Bill</i>			2.7%		-11.3%
Commercial Firm Transportation	41	\$0.61048	\$0.63758	\$0.61048	\$0.63758
<i>% Change in Average Bill</i>			3.7%		-18.4%
Industrial Firm Sales	41	\$0.83981	\$0.86691	\$0.83981	\$0.86691
<i>% Change in Average Bill</i>			2.9%		-9.5%
Industrial Firm Transportation	41	N/A	N/A	N/A	N/A
<i>% Change in Average Bill</i>		N/A	N/A	N/A	N/A
Large Volume Commercial Firm Sales	42	\$0.69632	\$0.72342	\$0.69632	\$0.72342
<i>% Change in Average Bill</i>			3.5%		-2.2%
Large Volume Commercial Interruptible Sales	42	\$0.64426	\$0.67135	\$0.64426	\$0.67135
<i>% Change in Average Bill</i>			4.0%		-14.5%
Large Volume Industrial Firm Sales	42	\$0.64715	\$0.67425	\$0.64715	\$0.67425
<i>% Change in Average Bill</i>			3.5%		0.0%
Large Volume Industrial Interruptible Sales	42	\$0.64904	\$0.67614	\$0.64904	\$0.67614
<i>% Change in Average Bill</i>			3.8%		-0.5%
Large Volume Commercial Firm Transportation	42	\$0.35614	\$0.38324	\$0.35614	\$0.38324
<i>% Change in Average Bill</i>			7.2%		-7.2%
Large Volume Industrial Firm Transportation	42	\$0.34985	\$0.37695	\$0.34985	\$0.37695
<i>% Change in Average Bill</i>			6.9%		-9.6%
Large Volume Industrial Interruptible Transportation	42	\$0.33715	\$0.36424	\$0.33715	\$0.36424
<i>% Change in Average Bill</i>			7.4%		-4.6%

**Relief for income-qualified customers**

We know households are still facing financial pressures with continued cost increases for everyday goods and services. 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. Whether you're looking for ongoing savings or short-term help with your bill, we have options to meet your unique needs, including: **monthly bill discounts of up to 80%, grants to help pay gas bills, payment plans and extended payment due date.** In addition to billing programs, we partner with community organization to provide **free weatherization, plus heating and water heating upgrades**—helping lower energy bills for years to come. See options and income guidelines at [nwnatural.com/PaymentAssistance](http://nwnatural.com/PaymentAssistance)

NW Natural's filings are requests, subject to public review and a decision by the WUTC. The Commission has the authority to set final rates that may vary from the request, which may be either higher or lower depending on the results of the Commission's investigation. Customers may comment on the proposed rate changes by clicking "Submit a Comment" at [www.utc.wa.gov](http://www.utc.wa.gov), emailing [comments@utc.wa.gov](mailto:comments@utc.wa.gov), calling 1-888-333-9882 (WUTC), or mailing Washington Utilities and Transportation Commission, PO Box 47250, Olympia, WA 98504-7250. Customers can also request more information, review the filing, and find out about open meetings. For more information, visit the Rates and Regulations section of [nwnatural.com](http://nwnatural.com)