

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

March 27, 2026

Dear valued customer,

NW Natural customers in Washington will see new rates relating to the Climate Commitment Act (CCA) starting May 1, 2026. This rate change reflects updated estimates of the costs and benefits of NW Natural programs required by the Climate Commitment Act.

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 who have recently connected to the natural gas system, 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**

On February 27, 2026, NW Natural filed a request with Washington Utilities and Transportation Commission (WUTC) to update its annual rates to meet state Climate Commitment Act requirements. If approved, Washington customers will see new rates on monthly bills starting May 1, 2026.

New CCA rates for Washington customers are based on updated estimates of program costs and benefits associated with NW Natural's compliance with the CCA. Customers who qualify for income-based assistance will not pay CCA costs. Customers who connected to the natural gas system before July 25, 2021, will receive benefits, or credits, which lower monthly bills for many customers. The table on page 2 shows how these changes affect customers in Washington.

## Existing Customers

## New Customers as of July 25, 2021

Type of Service	Schedule Number	Current Total Billing Rate Per Therm	Proposed Total Billing Rate Per Therm effective May 2026	Current Total Billing Rate Per Therm	Proposed Total Billing Rate Per Therm effective May 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 dates.** In addition to billing programs, we also partner with community organizations to provide **free weatherization, 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. 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)