

Our Communities, Our Customers

WE GREW UP HERE

We've operated for over 160 years with a focus on serving our customers and investing in our communities. It's not just what we do, but how we do it.



Community & Customer Highlights



CONTINUED TO RECEIVE TOP-LEVEL CUSTOMER SATISFACTION SCORES IN J.D. POWER AND ESCALENT STUDIES

Kept customer bills lower than they were 15 years ago by judiciously managing system capacity and skillfully navigating record volatility in the natural gas market



DISBURSED \$5.2 MILLION

to help low-income customers pay their bills and stay warm

DISTRIBUTED A RECORD

\$40 MILLION

in bill credits to Oregon customers



DONATED \$1 MILLION

to local nonprofits, with an emphasis on organizations that demonstrate a commitment to diversity, equity and inclusion



DISTRIBUTED \$2.3 MILLION

to fund weatherization projects and energy efficiency upgrades for low-income customers in Oregon



PROVIDED 8,300 MEALS AND 174 TENTS for events held by our nonprofit, community and civic partner organizations



Introduced a program to provide an ongoing bill discount for income-qualifying residential customers



Launched a Community and Equity Advisory Group to help ensure NW Natural programs and policies are informed by voices representing diverse communities

Caring for Our Customers

Superior service and customer satisfaction

In 2022, our customer service center answered nearly 524,000 calls, and our service technicians and other field resources responded to more than 190,000 requests. Our internal customer satisfaction survey continued to show high satisfaction ratings³⁸ among contacted customers:

	OVERALL	STAFF INTERACTION	PHONE	SERVICE TECH
2022	80.2%	90.0%	83.9%	96.2%
2021	83.5%	91.2%	86.2%	96.2%
2020	77.1%	89.0%	86.3%	92.9%

Top two in J.D. Power Customer Satisfaction Study for 19 years

In 2022, NW Natural continued its nearly two-decade streak of earning high marks from our customers in the J.D. Power Gas Utility Residential Customer Satisfaction Study. For the third year in a row, the company scored second-highest in customer satisfaction among large utilities in the West. This is the nineteenth time the company has scored in the top two in the West regional segment, which includes utilities serving 500,000 or more residential customers. NW Natural also scored in the top 10 in the nation among large gas utilities. The J.D. Power study measures residential customer satisfaction with natural gas utilities across six categories: safety and reliability; billing and payment; price; corporate citizenship; communications; and customer service.

Customer Champion in Escalent study

NW Natural earned the designation of West Region Customer Champion in the 2022 Syndicated Utility Trusted Brand & Customer Engagement™ Residential study by Escalent. The distinction in 2022 went to standout utilities that scored well above their industry peers for building engaged customer relationships and communicating with customers to help them find support in managing their energy use.

The Escalent study goes beyond J.D. Power customer-satisfaction scores to gauge the level to which customers want to do business with utility brands. It benchmarks and trends performance of the largest approximately 140 utilities on the Engaged Customer Relationship (ECR) score, a composite index of service satisfaction, brand trust and product experience performance. The sample design for conducting customer interviews is based on US census data to ensure a demographically balanced sample of each evaluated utility's customers based on age, gender, income, race and ethnicity.

³⁸ Percentage of customers rated us either 9 or 10 on a 10-point scale, where 1 means poor and 10 excellent.

"Our customers have always been the focal point at NW Natural, and it is particularly satisfying to once again receive such robust confirmation that they appreciate our commitment to service, safety and reliability."

— David Anderson, NW Natural CEO

A great customer experience on any device

Our core value of service includes making it easy for all our customers to get help and manage their accounts 24/7 from any location. We offer more than 30 self-service options online, with website accessibility features to serve a more diverse set of customers. Currently nearly 500,000 customers are registered for an online account that allows them to use a phone or other mobile device to do things like get their account information, view and pay their bill online, and find out about energy efficiency resources. In 2022 we saw an upsurge in adoption of self-service features:

- Registration for online accounts increased 23%.
- More than 300,000 customers have signed up for paperless billing, choosing to receive their bill electronically rather than through the mail. Enrollment increased by 10% in 2022, and today nearly 40% of our customers are enrolled for paperless billing. To further promote online transactions and paperless billing to conserve resources, during Earth Month in April we promoted paperless billing. We also promote paperless billing to customers throughout the year via their bills, print and electronic newsletters, and more.
- Online payments increased more than 8%, with nearly 5.9 million payments processed online.



Natural gas is one of the most affordable utility bills our customers have

Reductions in bills from 15 years ago



↓ 2%

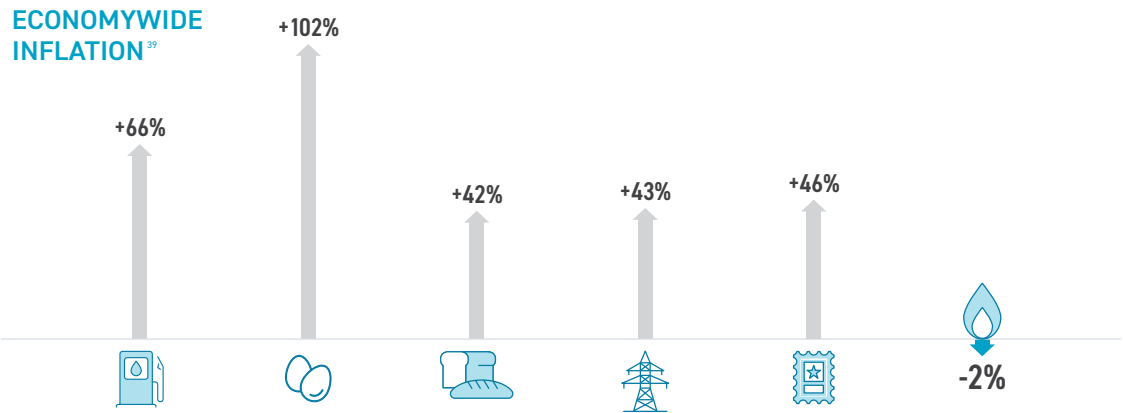
RESIDENTIAL BILLS



↓ 7%

SMALL COMMERCIAL BILLS

GAS BILLS REMAIN AFFORDABLE



The Portland metro area continues to be the most affordable major metropolitan area on the West Coast. Even with economywide inflation and increases in the wholesale price of natural gas, our residential and small-commercial customers are paying less for gas than they did 15 years ago. A typical monthly gas bill for a residential customer using 50 therms or 100 therms of gas delivered per year was \$51.65 and \$95.30 respectively. NW Natural has taken several steps to increase affordability,⁴⁰ including:

- Locking in gas purchases at lower rates
- Smart investments in energy storage
- Effective and efficient operations
- Energy efficiency measures



³⁹ National data from Bureau of Labor Statistics, U.S. Postal Service, and NW Natural bills 2022 vs. 2007.

⁴⁰ Affordability also depends on the wider economic dynamics of our service territory as well as the cost of the natural gas commodity.

⁴¹ Natural gas bill data for NW Natural customers from 11/1/21–10/31/22 using normal weather assumptions

⁴² Electric bill information uses rates for 2021 in NW Natural's service territory and data obtained from 2020 Oregon Public Utility Commission Stat Book (latest data available) and other regional sources for usage information

⁴³ Water and wastewater bill is from Bluefield Research U.S. Municipal Water & Wastewater: Annual Utility Rate Index, 2021. Oregon rates could differ from this.

⁴⁴ Cell phone bill data is from J.D. Power's 2022 U.S. Wireless Purchase Experience Full-Service Performance Study

RESIDENTIAL AVERAGE MONTHLY UTILITY BILLS

Natural Gas ⁴¹	Electricity ⁴²		Water & Sewer ⁴³	Cell Phone ⁴⁴
Gas Space & Water Heating	Has Gas Space & Water Heating	All-Electric Home	\$112	\$142
\$65	\$76	\$166		
\$141				

NW NATURAL GAS UTILITY STATS

Sector	Customers (as of 12/31/2022)	Gas Delivered (During 2022)		Natural Gas Rate (Weighted Average Rates from 11/1/21 - 10/31/22)	
		THERMS	MMBtu	VARIABLE RATE PER THERM	FIXED RATE PER MONTH
Residential	724,287	478,092,635	47,809,264	\$1.05	\$8
Commercial	69,139	288,499,121	28,849,912	\$0.95	\$24
Industrial	768	104,444,119	10,444,412	\$0.76	\$247
Transportation	303	381,300,739	38,130,074	\$0.11	\$880
TOTAL	794,497	1,252,336,614	125,233,662		

Caring for Our Communities

As an essential service provider and a key employer in the Northwest, we view caring for our communities as both a moral imperative and a sound business practice. We invest time and resources to benefit all the communities we serve—especially those facing social and economic challenges. Our customers and neighbors are key stakeholders in our business.



See a video about NW Natural's dedication to nurturing deep community roots and innovating for the future.

Community matters are overseen by the Public Affairs and Environmental Policy Committee of our board of directors. Our VP, chief public affairs and sustainability officer is the NW Natural executive tasked with primary responsibility for government affairs and community involvement.

Stakeholder engagement

We value our community stakeholders, and we actively seek a broad range of perspectives in our decision-making processes. Our senior management and board of directors use feedback received through our various outreach activities to help inform business strategy and decisions.

Our community of stakeholders starts with our employees and extends to our customers, business partners, suppliers, organized labor unions, shareholders, lenders, financial analysts, regulators, government officials, community leaders, the media and nonprofits and other organizations. Our Human Rights Policy sets forth our public commitment to work to engage with these groups where appropriate to better enable us to listen to, learn from, collaborate with and incorporate the views of stakeholders into our business.

As a regulated utility, we remain transparent through regular public meetings, workshops and proceedings before the public utility commissions in the states where we do business. Approximately every two years, we develop our integrated resource plan (IRP), which describes how we plan to meet our customers' energy needs now and in the future while fulfilling our commitment in helping the region reduce its impact on the climate. The IRP is developed through a process open to the public, informed by feedback, reviewed by a diverse set of interested parties, and ultimately filed with the public utility commissions that regulate our business. In September 2022, we filed our Integrated Resource Plan with Oregon and Washington state regulators and went through a comprehensive engagement process with stakeholders that was open to the public.

Service ethic is one of our core values, and one way we foster this value is by engaging regularly with customers and community members through satisfaction and opinion surveys, along with our website, newsletter and social media channels. Our government affairs team regularly solicits feedback from governments, legislators, nonprofit organizations and community members on important issues, trends and policies so we can be responsive to the communities we serve. We also engage with our communities through partnership, programs and philanthropic support of nonprofit organizations that provide essential services. In 2022, we continued our direct engagement with nonprofits that serve our low-income community and customer needs.

We aim to be the employer of choice and regularly engage with employees through a wide variety of channels such as internal and external websites, meetings and events, communications and surveys, including our annual engagement survey that is designed to enable company leaders to gather valuable feedback and guidance from employees. In 2022, we continued to engage in "pulse" surveys and other means in order to attend to employee concerns. We have a hotline, maintained by a third party, available for our employees, our communities or anyone else to anonymously raise concerns.

Our notable engagements in 2022 included:

- Participated in ongoing policy, renewables project and climate action planning discussions at the federal, state and local level, and worked with elected officials, community leaders and nongovernmental organizations to share our low carbon pathway goals and pipeline decarbonization strategies.
- Maintained an online customer survey and digital platform to engage with customers on our Low Carbon Pathway. Through this process, customers who have a greater interest in these issues can receive updates from the company and are provided with more opportunities to engage with NW Natural and with policymakers as part of an ongoing dialogue and feedback loop.
- Dedicated staff allowed us to increase capacity and focus on growing community engagement. They worked with partners to continue to improve participation in low-income and community serving programs and to increase responsiveness to complex needs of front-line communities.
- Continued funding and enhanced community outreach on arrearage management resources, including partnering with community organizations to reach populations experiencing hardship during COVID-19.
- Developed partnerships with local Community Action Agencies to increase awareness of low-income assistance and weatherization resources.
- Attended more than 115 events and directly engaged with individuals on topics ranging from natural gas safety to renewable energy education.
- Established a Community and Equity Advisory Group to better incorporate underrepresented voices into our processes and programs, in keeping with

NW Natural's commitment to improving energy equity and easing the energy burden for low-income customers.

- In 2021, launched a website specific to vendors in furtherance of our efforts to engage with diverse suppliers and promote sustainable procurement. The effort has built momentum into 2023. We have doubled the number of diverse suppliers as a part of this sustainable purchasing program.

Supporting customers during COVID-19

As the pandemic continued to take a financial toll on many households in 2022, we focused on assisting customers who fell behind in making payments during the 18 months we suspended our normal disconnection practices to help the community through the pandemic. We provided flexible payment arrangements and offered new options for our customers and, in 2021, doubled the amount of time for customers to make payments through our Time Payment Agreement program (TPA) for Oregon, to 24 months. Our comprehensive outreach programs continued to inform customers in need about options for bill assistance, focusing on low-income, elderly, and non-native English-speaking customers. The Arrearage Management Programs for low-income residential customers in Oregon and Washington, introduced in 2021, provided up to 1.5% and 1% of its respective Oregon and Washington retail revenues to fund these programs and help customers reduce or eliminate past-due balances and avoid disconnection. The total amount provided and committed to customers through these programs was nearly \$9.4 million. The programs in both Oregon and Washington closed at the end of 2022. The Federal COVID-19 Public Health Emergency declaration ended on May 11, 2023.



PROGRAMS TO HELP OUR CUSTOMERS STAY WARM AND PAY THEIR BILLS

- [Bill discounts](#) for low-income customers
- Suspension of disconnections during severe winter weather events, prolonged periods of extreme cold, poor air quality, winter holidays and wildfires
- Flexible [payment options](#) to help customers keep up with current bills and reconcile account balances
- Time Payment Agreements (TPAs) that allow customers with past-due accounts to pay in installments and avoid disconnection
- A [Gas Assistance Program](#) that provides additional support for the most vulnerable low-income families and seniors in our communities
- Medical Certificate exemptions and TPAs for customers with medical conditions
- No-cost energy efficiency home improvements for income-qualified customers

Energy assistance for low-income households

Energy equity is central to our core value of caring, and we believe it is essential to the strength and well-being of the communities where we live and do business. We offer multiple financial assistance programs targeted at reducing gas bills for low-income customers, especially energy burdened households that spend a disproportionately high percentage of their income on energy costs.⁴⁵ Our low-income energy assistance programs distributed **\$5.2 million in energy assistance during the 2022 program year**⁴⁶—the largest distribution since the end of the 2008 recession, and the third-largest in more than two decades.

Bill discounts to reduce energy burden

Looking to provide additional resources for low-income households, NW Natural worked with a [diverse coalition](#) of stakeholders to help shape the [Oregon Energy Affordability Act](#)—historic legislation that for the first time allowed the Oregon Public Utilities Commission (PUC) to consider equity in the ratemaking process.⁴⁷ The bill passed in 2021 with the support of regulators and organizations representing utility customers, historically underserved communities and advocates for energy equity and climate justice. This cleared the way for NW Natural to launch our Bill Discount Program in 2022. The program provides income-eligible customers with ongoing discounts ranging from 15%–40%, in addition to other energy assistance customers may already be receiving. To qualify, households must be at or below 60% of the state median income level.

Recognizing that many financially eligible customers don't take advantage of energy assistance,⁴⁸ we sought stakeholder input on how to reduce barriers that have been shown to decrease participation—including lack of awareness, language barriers, application procedures and confusion about eligibility. The program design includes:

- Auto-enrollment of customers who have received energy assistance in the previous two years.
- Self-verification of financial eligibility.
- An intensive multilingual, multi-platform campaign to help community action agencies and organizations inform their clients of this new resource.


⁴⁵ Energy burden is defined as the percentage of gross household income spent on energy costs. According to DOE's [Low-Income Energy Affordability Data \(LEAD\) Tool](#) the national average energy burden for low-income households is 8.6%, nearly three times higher than for non-low-income households, which is estimated at 3%.

⁴⁶ The program year (PY) date range is October 1, 2021 to September 30, 2022, coinciding with the release of federal LIHEAP funds. Totals for 2022 include four temporary sources of additional federal Low-Income Energy Assistance Program (LIHEAP) funding that became available to states through emergency COVID legislation: the Coronavirus, Aid, Relief and Economic Security (CARES) Act, the Energy Assistance Coronavirus Relief Fund (EASCRF), the American Rescue Plan Act (ARPA), and the Oregon Emergency Rental Assistance Program (OERAP).

⁴⁷ [Oregon House Bill \(HB\) 2475](#), passed during Oregon's 2021 legislative session, allows the Oregon Public Utilities Commission to consider "differential energy burdens on low-income customers and other economic, social equality or environmental justice factors that affect affordability for certain classes of utility customers" when establishing rate classifications.

⁴⁸ <https://rmi.org/by-the-numbers-low-income-energy-assistance/>

40 years of helping low-income customers stay warm



NW Natural's Gas Assistance Program (GAP) turned 40 in 2022, and it was a birthday worth celebrating. Since its inception, the voluntary program has raised more than \$6.6 million to assist more than 60,000 of the most vulnerable low-income families and seniors in our communities. NW Natural customers, employees, retirees and shareholders all donate to the program, which supplements the support customers receive through federal and state energy assistance programs. A network of community action groups distribute the funds directly to those who need them most. Because NW Natural covers all administrative costs, 100% of the funds are donated to the recipients. In 2022, customers facing financial challenges received more than \$120,000 from GAP to cover their heating costs.

"Our Gas Assistance Program gives our partner agencies additional resources and flexibility to support customers when they need it."

— Mary Moerlins, NW Natural Director of Environmental Policy and Corporate Responsibility

Low-income needs assessment

We actively seek out income-eligible customers across our service territory to help them lower their gas bills. In 2022, we conducted our first low-income needs assessment (LINA) to better understand the low-income customer base in our region. Advanced Environmental Group (AEG), the third-party consultant we engaged, layered multiple data sources to identify areas of high energy burden. When the research was complete, customers who had a high probability of being eligible for income-based energy assistance received postcards to inform them of available programs. Going forward, the data will be used to help us target outreach efforts to connect with people in the highest poverty and energy burden areas.

Outreach

We want all our customers who qualify for payment assistance to take advantage of the resources available to them. That's why meaningful community engagement is a critical piece of our income-based programs. We work directly with community members and local community action agencies and organizations to get out the word about energy assistance funds. Our outreach strategy includes:

- Seeking community input to make sure we're reaching out to residents in a culturally competent way
- Producing communication materials in our service territory's five most commonly spoken languages
- Reducing barriers that prevent underserved communities from finding information and receiving energy assistance
- Maximizing the reach of our messaging through multiple communication channels, including our customer website, four social media platforms, monthly newsletters, emails and bill inserts.

In 2022 we created a Community and Equity Advisory Group (CEAG) that provides NW Natural with input to advance inclusive policies and actions in a range of important areas, including income-based and arrearage programs. Based on the group's feedback, we created an innovative communication strategy for the launch of our Bill Discount Program. The centerpiece of the strategy was an online [toolkit](#) that provides our partners with a variety of digital and printable content so they can choose what works best for their clients. We engaged with 250+ community-based partners to reach eligible clients through sources they already interact with, including housing authorities, social service agencies, houses of worship, government agencies, libraries and more than 835 schools.



Low-income energy-efficiency programs

Energy efficiency upgrades serve as a cost-effective strategy for reducing energy use and lowering utility bills, but these upgrades are often out of reach for people in communities most vulnerable to economic shocks such as rising housing costs, stagnant wages and high inflation rates. These communities are more likely to live in older, energy-inefficient housing and spend a disproportionately large percentage of their household income on energy. This reality is more pronounced in certain racially and culturally diverse households, who spend an average of 20% to 45% more of their incomes on energy bills than white households.⁴⁹

Our low-income energy efficiency programs in Oregon and Southwest Washington are assigned to make energy efficiency more equitable and accessible. Only customers who earn less than 200% of the [federal poverty line](#) (roughly \$55,000 for a family of four) are eligible for these programs. We work directly with community agencies and organizations to provide whole-home weatherization, efficiency upgrades and energy education. Through our community partners we distributed \$2.3 million of [Oregon Low-Income Energy Efficiency Program](#) (OLIEE) and [Washington Low-Income Energy Efficiency Program](#) (WALIEE) funds in 2022. To help address increased costs for energy-efficiency projects, we joined with our community partners and other advocates to obtain regulatory approval for a 25% increase in the Oregon program's per-dwelling expenditure limit.

⁴⁹ [Report](#) by the American Council for an Energy Efficient Economy, an independent nonprofit research organization that develops policies to reduce energy waste and combat climate change

Extending energy-efficiency home improvements to more low-income households

To provide energy efficiency assistance to a greater number of income-eligible households in NW Natural's Oregon service territory, OLIEE's Open Solicitation Program (OSP) extends support to qualified multiple-dwelling buildings and amplifies opportunities for certain types of dwellings and projects that fall outside the conventional OLIEE parameters. NW Natural's newest OSP investment will provide full energy retrofits for six buildings that house, shelter and care for approximately 320 low-income children, youth and adults with intellectual and developmental disabilities.⁵⁰ The buildings are owned and operated by Albertina Kerr, one of Oregon's leading social service organizations. Kerr will manage client engagement and resident care throughout the process. Oregon Energy Fund, Oregon's premier energy assistance nonprofit, is the project lead. National Association of Minority Contractors—Oregon (NAMCO), a nationally respected coalition of Black, Indigenous and other underrepresented trade workers, will serve as the onsite construction manager.

2022 ENERGY EFFICIENCY PROJECTS EQUAL SAVINGS FOR LOW-INCOME CUSTOMERS



165 OREGON DWELLINGS
SAVING OVER 58,000 THERMS OR 5,800 MMBTU



11 WASHINGTON HOMES
SAVING ABOUT 2,600 THERMS OR 260 MMBTU



20% REDUCTION
AVERAGE ANNUAL GAS USAGE REDUCTION

⁵⁰ All residents receive support through one or more federal programs including Medicaid, Supplementary Security Income (SSI), free/reduced government lunch, Bureau of Census definition of disability, and therefore meet OSP income eligibility qualifications.



Charitable Donations

Corporate philanthropy is an integral part of NW Natural's company culture and an enduring example of our core value of caring. Through our shareholder-funded Corporate Philanthropy Fund we gave nearly \$900,000 to more than 300 local nonprofits in 2022, with an emphasis on supporting youth and family resiliency. Funding also went to organizations focused on health and human services, environmental stewardship, and arts and culture.

Inclusion and belonging guide our charitable giving, and we're committed to working with the community to improve outcomes for people who face barriers based on racial, social, economic and geographic inequalities. We prioritize requests from organizations that demonstrate actions, programming and practices that align with a commitment to inclusion and belonging principles.

Spirit of Giving

Employees play an important role in NW Natural's efforts to give back to the community. Every fall, employees and retirees donate to their favorite local nonprofits through our Spirit of Giving campaign, and a 100% match from the shareholder Corporate Philanthropy Fund doubles the impact of their generosity. In 2022, employees gave over \$163,000 to local nonprofits and good causes, exceeding the previous year's number of participants and donations. Together with the company match, employees and retirees contributed nearly \$326,000 to local charities.

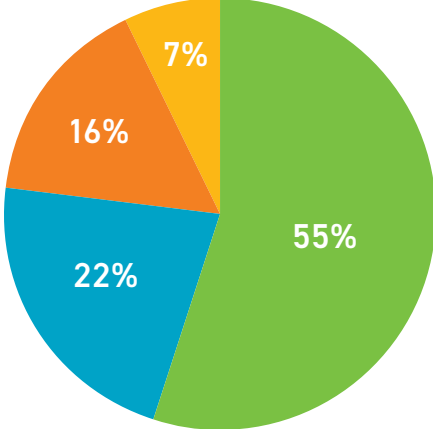
Top 10 Employee-Supported Nonprofits in 2022

The following top 10 organizations received the highest number of employee contributions in 2022 through the company's annual Spirit of Giving campaign:

1. Oregon Food Bank Inc.	6. Oregon Humane Society
2. Janus Youth Programs Inc.	7. United Way of The Columbia-Willamette
3. Casa For Children Inc.	8. Portland Rescue Mission
4. Path Home (formerly Portland Homeless Family Solutions)	9. Meals On Wheels People Inc.
5. Black United Fund of Oregon Inc.	10. Oregon Public Broadcasting

2022 CORPORATE CONTRIBUTIONS BY CATEGORY

- Families & Children in Crisis
- Youth Services & Education
- Environmental Stewardship
- Other



Dollars for Doers

Through our Dollars for Doers program, NW Natural makes financial contributions to the nonprofit organizations employees support with their time. The program, funded with shareholder dollars through the corporate philanthropy fund, is one of the ways NW Natural supports our culture of caring and the good work employees do in the community.



[Watch a video about Dollars for Doers](#)

28	Number of 2022 Dollars for Doers grants
7,584	Estimated Dollars for Doers volunteer hours in 2022
8	Average number of years Dollars for Doers volunteers have been engaged with their organizations



NW Natural's Volunteer of the Year wants to tell the story of all Oregonians

Darren Nakata's community leadership reflects his passion for history and education, as well as his deep roots in and commitment to the community.

Nakata, who is NW Natural's general counsel for NW Natural Water and NW Natural Renewables, is proud to serve on the Oregon Historical Society's (OHS) board of trustees and help make Oregon's collective history visible and accessible to all. He is passionate about the potential of the organization and its ability to educate by telling stories that encompass the voices of all Oregonians.

Nakata traces this commitment back to his own family history. During World War II, his father, an American-born U.S. citizen, lost everything he and his family ever had when they were removed from their home in Portland, Oregon and incarcerated—first in a horse stall, then in a makeshift prison camp in the Idaho desert for nearly four years. Nakata's father nonetheless went on to serve in the U.S. military and forge a successful career in international trade and finance. Finally, he built a second career teaching about his family's story, with the hope that educating Oregonians may better our collective understanding of the importance of constitutional rights and help prevent future injustices.

"My family's story is just one of many that make up Oregon's many-layered, rich and complex history," Nakata said. "OHS is tirelessly working to capture Oregon's incredible story, including shedding light on important new stories that have not been heard before."



Living NW Natural's core value of caring

As the Russian military invasion escalated in Ukraine in 2022, NW Natural pledged to match up to \$5,000 in employee donations to provide shelter, food, water, and medical supplies and services. Dina Thompson, enterprise applications director in NW Natural's Information Technology & Services department (IT&S), couldn't help her family members who were hiding from Russian missile strikes in the basement of their building in Ukraine. But she wanted to do something to help other Ukrainians, so she reached out to her fellow NW Natural employees. They came through, using the employee giving website to donate more than \$5,000 and maximize the company match. When Thompson's family finally made it across the Polish border, IT&S solutions architect Jerzy Bilchuk and his family in Poland helped them find housing. "People at NW Natural have been wonderful," Thompson said. "There is still a lot of good in the world, and my family experienced that."

Programs of Focus

Through Programs of Focus, NW Natural supports local organizations making a difference for children and families in our communities. Grant recipients are chosen through a competitive review process that actively engages a diverse group of employees from across the company. The program is NW Natural's highest level of philanthropic support.

"As members of the communities we serve, our employees are best suited to direct our philanthropic giving and help respond to unique community needs."

— Mary Moerlins, NW Natural Director of Environmental Policy and Corporate Responsibility

Over the three years ending in 2022, Programs of Focus gave a total of about \$500,000 to [five local organizations](#) that support children and families at risk. In 2022, the company announced its [Programs of Focus for 2023-2025](#). Four local organizations will receive \$420,000 in unrestricted funding over the next three years, along with in-kind resources and volunteer support from employees.

2023-2025 Programs of Focus:

Adelante Mujeres

Adelante Mujeres provides holistic education and empowerment opportunities to marginalized Latina women and families to promote their full participation and active leadership in the community.

Asian Health & Service Center

Asian Health & Service Center (AHSC) works to bridge gaps between Asian and American cultures, reduce health inequity and improve health care quality for all Asians. Funding from NW Natural will enable AHSC to assist Asian immigrant students and their parents in Portland Public Schools.

Growing Gardens

Growing Gardens uses the experience of growing food in schools, backyards and correctional facilities to cultivate healthy, equitable communities. The organization builds gardens with the community to create equal access to nourishing food and help people become stewards of their own neighborhoods.

Store to Door

Store to Door supports independent living for Portland-area homebound seniors and adults living with disabilities. Through their volunteer-based grocery delivery program, the nonprofit provides social and community connection, food access and food security.

Conservation Champion Award

In 2022 NW Natural launched a new [Conservation Champion Award](#), which provides more than \$100,000 over three years to help environmental nonprofits grow capacity, develop innovative programs or reach new audiences. The award includes an annual cash grant, in-kind resources and multi-level organizational engagement. Awardees are chosen from among nonprofits that have established relationships with NW Natural. The first recipient for 2023-2025 is Oregon Bee Atlas, a volunteer-powered organization based at Oregon State University. The group has compiled a comprehensive publicly accessible inventory of the state's 700+ species of wild bees, and volunteers also meticulously document what flowers each bee visits. The award from NW Natural will be used to turn the data into a tool that will help people match the plants in their region to the bees that live there.





Community Events

Hospitality engagement is part of NW Natural's long history of community support, and every year we contribute resources for events organized by nonprofit, community and civic organizations. We make it a priority to maintain these longstanding partnerships. In 2022 we ramped up our engagement activities as our partner organizations resumed in-person events after a long period of cancellations due to the pandemic.

Our community events team served 8,300 meals and provided 174 loaner tents for events held by groups such as Pride Northwest, Portland Veterans Stand Down and CASA. NW Natural's big blue tents and canopies have long been a familiar sight at local gatherings, and they popped up again across our service territory in summer 2022 as we helped organizations welcome people back. We also resumed our emergency preparedness events, in partnership with local fire departments. We provided free lunches at several of these events, feeding up to 900 people in a few hours.

Part of our mission is to provide in-kind resources for organizations that receive support through our charitable donation programs like Programs of Focus. As these organizations restarted their pre-pandemic activities, we ramped up delivery of resources such as food service, event support and use of NW Natural conference space. For example, A Village for One, one of our 2020-2022 Programs of Focus, held its annual fundraiser at our downtown Portland headquarters, and we contributed the space along with a full buffet dinner for 120 guests. Events like these are core to how we show up for our communities.

Political Contributions

NW Natural makes campaign contributions to state and local candidates and political committees and caucuses, as allowed by law. Our [Code of Ethics](#) sets forth our expectations regarding the use of Company funds for political purposes. We also maintain memberships in various business and trade associations that advocate on public policy. In 2022 we made campaign contributions and had lobbying expenditures totaling approximately \$1.5 million.⁵¹



For more information see also:

[Supporting our Community](#)

[Bill Assistance Programs](#)

⁵¹ Calculated using Internal Revenue Service guidance