

To Our Stakeholders

NW Natural Holdings experienced a dynamic year in 2022. Across our growing family of companies, we stepped up to deliver on our commitment to growing more sustainable, serving people and leading the way to a resilient, lower-carbon energy system that benefits everyone in our region.

At our natural gas utility, we exceeded our targeted pace for cutting carbon emissions, formed a partnership to generate hydrogen at our facilities, and completed our first project to produce renewable natural gas (RNG) on behalf of customers. Our NW Natural Water subsidiary invested in safety, reliability and environmental improvements while nearly doubling the company's customer base. Construction began on two RNG facilities we invested in through NW Natural Renewables, the competitive business we launched in 2021 to supply lower-carbon fuels to the utility, commercial, industrial and transportation sectors. And every day, in the face of tumultuous world events and economywide inflation, we continued to provide safe, reliable, and affordable utility services to our customers.

Our core values of integrity, safety, caring, service ethic, and environmental stewardship guided our actions in 2022, as they always have. Integrity is our foundation, and it informs how we serve our customers, operate our business, treat our colleagues, and engage with the community. I am particularly proud that NW Natural Holdings was recognized as one of Ethisphere® Institute's 2022 World's Most Ethical Companies®—an honor we received again in 2023—as the recognition belongs to each of the 1,200 employees responsible for this company's success.

As a key employer and service provider in our region, we put people at the center of everything we do. Safeguarding the health and well-being of our communities and our workforce is paramount, and I am pleased to report that in 2022 we experienced the lowest number of workplace injuries in nearly two decades. We looked for ways to assist our low-income community members, a commitment that led to the creation of our new bill discount program for low-income households in 2022. We also worked to foster a diverse, inclusive company culture where everyone can thrive and grow. We increased the number of employee resource groups that champion underrepresented employees, and we created a Community and Equity Advisory Group of representatives from outside organizations to bring an equity and environmental justice lens to our energy and operational planning.

The energy industry and the world around us are changing at a pace perhaps never experienced before, and we see unprecedented opportunities for growth, innovation and reimagining our role as a trusted provider of essential services. This report provides a view of how we're meeting today's challenges and building on our strengths to continue serving our communities into the future. We've sustained a thriving business for over 160 years by continually evolving, and we're not slowing down. I'm grateful for our dedicated people, whose steadfast focus on service, innovation and environmental stewardship allows us to meet this moment.



David H. Anderson
NW Natural Holdings CEO



NW Natural Holdings
CEO David H. Anderson
at Vancouver
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