



NW Natural®

2018 Community and Sustainability Annual Report

Our annual community and sustainability report, in a new online format, shows the ways our company and employees are going beyond business as usual to deliver service that reflects our values:

- Our corporate giving and grant recipients
- Employee volunteerism and community support
- Sustainability and progress on our Low Carbon Pathway
- Initiatives and activities that exemplify our core values, and
- Our continued commitment to safety and reliability.

Learn more about NW Natural's commitment to the future of this region and steps we're taking to deliver what comes next.



Find us online at nwnaturalcommunity.com.

Every region and every season

Whether we're feeding the volunteers, providing shelter under our tents, or donating our own time, NW Natural contributes to making our region a better place all year long. Here's a look at just a few of the many events NW Natural supported in 2018.



NW Natural®
Celebrating 160 years



PORTLAND
Lan Su Chinese Garden



WASHINGTON COUNTY
Project Homeless Connect



LANE COUNTY
Home and Garden Show



ASTORIA
Festival of Dark Arts



COOS BAY
Kids CARE Family Fun Day



COLUMBIA COUNTY
Century Challenge



RIDGEFIELD
Dozer Day



THE DALLES
Northwest Cherry Festival



LINCOLN CITY
PixieFest



SWEET HOME
Oregon Jamboree



LANE COUNTY
Tour of Homes



SOUTH HILLSBORO
NW Natural Street of Dreams



MT. ANGEL
Oktoberfest



PORTLAND
Union Gospel Mission Thanksgiving



HILLSBORO
Familias en Acción



HOOD RIVER
Harvest Festival



Find us online at nwnaturalcommunity.com.

Letter from the CEO

NW NATURAL'S TAGLINE "WE GREW UP HERE" MEANS A LOT TO US.

Our company was founded on January 7, 1859, five weeks before Oregon became the union's 33rd state, when the territorial government gave founders Herman C. Leonard and John Green a perpetual franchise to provide natural gas service.

Today, 160 years later, NW Natural serves two million people with 750,000 meters in Oregon and Southwest Washington, nearly 1,200 employees, and one of the most modern pipeline systems in the nation.

Our employees strive to deliver an affordable, efficient product to our customers, and to do so safely and with the highest level of service.

Our shareholder-funded Corporate Philanthropy Fund donates almost \$1 million annually to organizations that support children and families in need, alongside our employee volunteers and the causes that matter most to them.

NW NATURAL'S LEGACY IS ALSO ONE OF CREATING WHAT'S NEXT.

Over time, the company has been able to anticipate the challenges facing our communities and evolve to provide forward-thinking solutions for our customers.

We've led the industry by introducing innovative programs. In 2002 we adopted rate decoupling, meaning the company would not have a profit incentive for customers to use more energy. In 2007 we rolled out Smart Energy, the first carbon offset program offered to customers by a gas utility. And in 2017 we launched our Low Carbon Pathway, with a goal to drive down carbon in our product and business.

This year's Community and Sustainability report and website collects some of the many ways that we're making a difference by living our values as a company and a community of employees.

I hope you will take a moment to learn more about the ways we're committing to the future of this region, and helping deliver what comes next.



David H. Anderson
NW Natural president and CEO



David Anderson, volunteering at Habitat for Humanity's Executive Build project.

Impact Overview

Here are a few of the ways NW Natural makes a difference in the communities we serve.

\$1M

CORPORATE PHILANTHROPY

Shareholder
contributions
distributed annually

Corporate Giving

230

TENTS LOANED

Supporting dozens of
events and festivals in
2018

Community
Support

50 Bcf

RENEWABLE NATURAL GAS

Potential for RNG
production in Oregon

Sustainability

12,000

MILES BIKED

NW Natural
participants in 2018
Bike More Challenge

Living Our
Values

7,500

SAFETY CONVERSATIONS

NW Natural's Smell.
Go. Let Us Know.®
roadshow exhibit

Safety And
Reliability

Corporate Giving

\$1 million annually to local nonprofits

Our shareholder-funded Corporate Philanthropy Fund provides critical support to customers and communities.

Community Support

Ways we serve

NW Natural contributes time and resources to community events, making our region a better place all year long.

GIVE

Care

DONATE

Commit

BE KIND

Sustainability

Our Low Carbon Pathway

We're working toward a voluntary carbon savings goal of 30% by 2035.

Living Our Values

The way we work

NW Natural supports an environment that creates opportunities, encourages respect and trust, and values diversity and an inclusive approach to the work we do.

Safety and Reliability

A commitment to the communities we serve.

System improvements, employee training, preparedness planning, public outreach—all play a role in how we serve our customers and communities.

Programs of Focus

NW Natural's Programs of Focus commits ongoing support to a select group of nonprofits.

Recipients receive \$35,000 per year for three years from our Corporate Philanthropy Fund, plus in-kind resources and volunteer support from NW Natural employees. Organizations are chosen through a review process that considers mission, service area, effectiveness, impact of sustained funding, volunteer opportunities and more.

The primary focus is on organizations serving children and families at risk, with an additional grant reserved for a nonprofit focused on environmental stewardship.

2017-2019 Programs



Bridge Meadows

Bridge Meadows develops and sustains multi-generational housing communities. Former foster youth, adoptive families and low-income elders live side-by-side in these affordable housing developments building place, permanence and purpose one community at a time.

Its newest location focuses on young people aging out of the foster care system, sharing life skills, support and connections to other Bridge Meadows residents as they enter adulthood.



CASA for Children

When an abused or neglected child is going through the trauma of the foster care system, a Court Appointed Special Advocate, or CASA, works to guide them through safely, quickly and effectively.

CASA for Children of Multnomah, Washington & Columbia Counties recruits, trains and supports citizen volunteers to provide quality advocacy for as many children as possible.



Janus Youth Programs

Janus Youth Programs serve more than 6,000 at-risk children, youth and families each year, providing a second chance to kids who have few resources and no place to turn for help.

These services include providing shelter for 200 youth each night and working with 400 young people every day. Janus operates dozens of programs, many in conjunction with other agencies and nonprofits.



SOLVE

SOLVE is a statewide nonprofit organization that takes action every day to keep Oregon clean and green. It mobilizes over 35,000 volunteers and organizes nearly 750 cleanup and restoration projects each year. When Oregonians – and NW Natural employees – volunteer with SOLVE they become hands-on stewards, removing litter from beaches, planting trees and removing invasive plants.



American Red Cross-Cascades Region

The American Red Cross Cascades Region covers Oregon and Southwest Washington. Some 2,500 volunteers provide response, relief and recovery services; save lives through health and safety training; provide assistance to active military members, their families and local veterans; and ensure a safe and stable blood supply for patients in need.

\$35,000

ANNUAL COMMITMENT
FOR THREE YEARS

\$2.5M

IN DONATIONS SINCE 2003
TO OUR NONPROFIT
PROGRAMS OF FOCUS

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Harbor of Hope

CREATING SAFE HARBORS AND A BRIDGE TO STABILITY FOR OREGON'S HOMELESS

NW Natural has joined local business leaders in committing \$75,000 over the next three years to fund the new Oregon Harbor of Hope navigation center and temporary shelter, as a means to help meet the needs of the region's growing homeless population.

The company's donation will be used for operational support of mobile shower and laundry units, medical care, and the development of a new 24/7 transitional facility for those experiencing homelessness in downtown.

"As longtime business residents of Portland's downtown corridor, every day we witness the homelessness crisis. We're glad to join Oregon Harbor of Hope in support of its vision and work to transition people to the next step of care."

– VON SUMMERS, COMMUNITY RELATIONS MANAGER, NW NATURAL

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Focus of Our Support

Our philanthropic contributions focus first on the needs of children and families at risk, with additional support for arts and culture, education and health, and other community causes.



Education

Grants totaling more than \$171,000 to organizations delivering education resources in the Pacific Northwest, including:

ALL HANDS RAISED
CASCADIA TECH ACADEMY
COMMUNITY TRANSITIONAL SCHOOL
JUNIOR ACHIEVEMENT
OREGON BALLET THEATRE
OREGON ZOO FOUNDATION
PORTLAND COMMUNITY COLLEGE FOUNDATION
PORTLAND STATE UNIVERSITY FOUNDATION
SCHOOLHOUSE SUPPLIES
STAND FOR CHILDREN
START MAKING A READER TODAY
THE LIBRARY FOUNDATION
WIND & OAR BOAT SCHOOL



Environmental Stewardship

Grants totaling \$126,000 to organizations focused on stewardship of urban and natural environments, including:

COLUMBIA SPRINGS
FOREST PARK CONSERVANCY
FRIENDS OF TREES
NORTHWEST EARTH INSTITUTE
OREGON COAST AQUARIUM
PORTLAND PARKS FOUNDATION
THE FRESHWATER TRUST
THE NATURE CONSERVANCY



Health & Human Services

Grants totaling more than \$400,000 to local organizations whose efforts improve community health and well-being, including:

BOYS & GIRLS CLUBS OF PORTLAND METRO
CASA
CENTRAL CITY CONCERN
CHILDREN'S CENTER
DOUGY CENTER
FRIENDS OF THE CHILDREN
GUIDE DOGS FOR THE BLIND, INC.
IMPACT NW
KIDS CENTER
MEDICAL TEAMS
INTERNATIONAL
OREGON FOOD BANK
P:EAR
TRANSITION PROJECT
VIRGINIA GARCIA MEMORIAL FOUNDATION



Arts & Culture

Grants totaling more than \$146,000 to organizations that showcase creativity and diversity in our Northwest communities, including:

BASIC RIGHTS OREGON
COMMUNITY CYCLING CENTER
ETHOS MUSIC CENTER
JAPANESE GARDEN SOCIETY
LITERARY ARTS
OREGON SYMPHONY
PORTLAND ART MUSEUM
PORTLAND CENTER STAGE
URBAN LEAGUE OF PORTLAND



Corporate Giving

\$1 million annually to local nonprofits

Our shareholder-funded Corporate Philanthropy Fund provides critical support to customers and communities.

Community Support

Ways we serve

NW Natural contributes time and resources to community events, making our region a better place all year long.



Sustainability

Our Low Carbon Pathway

We're working toward a voluntary carbon savings goal of 30% by 2035.



Living Our Values

The way we work

NW Natural supports an environment that creates opportunities, encourages respect and trust, and values diversity and an inclusive approach to the work we do.



Safety and Reliability

A commitment to the communities we serve.

System improvements, employee training, preparedness planning, public outreach—all play a role in how we serve our customers and communities.

Employee Volunteers

Through volunteering, our employees are able to share their skills and values to causes that support strong and vibrant communities. NW Natural magnifies these employee efforts with matching funds and grants through its charitable giving programs.



Dollars for Doers

Many employees embrace the company's value of service by volunteering to worthy causes outside of work.

NW Natural's Dollars for Doers program recognizes these efforts with grants to those organizations in support of these employees.

In 2018, NW Natural awarded 52 checks of \$100-\$500 each, totaling \$19,600, from the Corporate Philanthropy Fund.



Volunteer of the Year

NW Natural's 2018 Volunteer of the Year Scott Ellickson knows the key to keeping skills sharp is practice and training. A NW Natural field service tech who works out of The Dalles, Ellickson moonlights as a training coordinator for Wasco County Search and Rescue.

Ellickson's goal is to make sure that search and rescue volunteers have the skills they need to succeed when they go out to find an injured hiker or a lost hunter. That may mean knowing how to use a compass, tie a knot, build a shelter or boil water in a paper cup.



Spirit of Giving

NW Natural employees and retirees came together to give nearly \$140,000 in the 2018 fall giving campaign. These contributions get matched by the company's shareholder Corporate Philanthropy Fund, bringing the total to about \$280,000 in donations for regional nonprofits.

The donations are distributed to organizations selected by employees through NW Natural's nonprofit and federation partners: Black United Fund of Oregon, EarthShare Oregon, Oregon Food Bank, Regional Arts & Culture Council Arts Impact Fund, and United Way of the Columbia-Willamette.

Tents and events

Every region and every season

Whether we're feeding the volunteers, providing shelter under our tents, or donating our own time, NW Natural contributes to making our region a better place all year long.

Our long-standing tent loan program proved popular again in 2018, with 230 tents going out to provide shelter for more than 60 events. NW Natural's hospitality and catering delivered the goods as well, serving nearly 15,000 attendees food and beverages at more than 80 breakfasts, luncheons, receptions and cook-outs.

Here's a look at just a few of the many events NW Natural supported this past year.

	 PORTLAND Lan Su Chinese Garden	 WASHINGTON COUNTY Project Homeless Connect	 LANE COUNTY Home and Garden Show	 ASTORIA Festival of Dark Arts
	 COOS BAY Kids CARE Family Fun Day	 COLUMBIA COUNTY Century Challenge	 RIDGEFIELD Dozer Day	 THE DALLES Northwest Cherry Festival
	 LINCOLN CITY PixieFest	 SWEET HOME Oregon Jamboree	 LANE COUNTY Tour of Homes	 SOUTH HILLSBORO NW Natural Street of Dreams
	 MT. ANGEL Oktoberfest	 PORTLAND Union Gospel Mission Thanksgiving	 HILLSBORO Familias en Acción	 HOOD RIVER Harvest Festival



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Pathways to decarbonization



NW Natural is helping the region meet its climate challenges, with new approaches to capturing, storing and delivering clean energy.

We're looking for ways to reduce emissions in our operations and supply chain, lower the carbon intensity of the energy we provide to customers, and displace dirtier transportation fuels in the region's economy with cleaner alternatives.

We've begun with a voluntary carbon savings goal of 30% by 2035. That's based on 2015 greenhouse gas emissions associated with our customers' gas use and company operations (4.6 million metric tons of carbon dioxide equivalent).

Learn more about our work at LessWeCan.com.

Pivotal role for natural gas

A new study commissioned by NW Natural and conducted by independent consulting firm, Energy and Environmental Economics (E3), shows natural gas plays a pivotal role in helping the region meet dramatic emission reduction goals most affordably and reliably.

To date, all decarbonization studies agree that meeting the challenge of 80% carbon reduction by 2050 means using energy more efficiently, ramping up renewable resources, electrifying passenger vehicles, and aggressively developing biofuels like renewable natural gas.

E3's study also takes a hard look at how to meet the energy needs of homes and businesses on the coldest winter days in the Pacific Northwest—times when the regional energy infrastructure is already at or near capacity.

The study found that using the existing natural gas system and adding 25% renewable natural gas (RNG) to heat homes can help reduce emissions more affordably and reliably than other pathways considered.



Renewable natural gas can be produced from many different types of waste. Renewable hydrogen can be created through power-to-gas pathways using clean electricity.

Organic materials like wood waste, food and agricultural waste, and even human waste all release biogases as they decompose. Now we can capture those gases and condition it to pipeline quality renewable natural gas.

With renewable natural gas, we're finding new ways to lower emissions and at the same time close the loop on this waste, beginning with wastewater treatment plants here in Oregon. We're also looking ahead at other sources, such as landfills, food scraps, dairy farms and wood waste.

BILLION CUBIC FEET

Potential for renewable natural gas production in Oregon, according to Oregon's Department of Energy report.

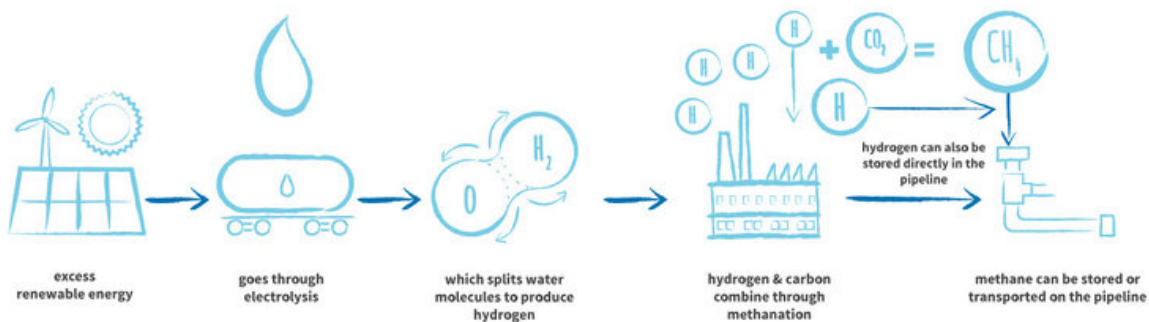
That's equivalent to the amount used by all residential gas customers in Oregon.

Power to Gas

What if you could capture and store surplus wind and solar energy by converting to a renewable gas?

That's the promise of power-to-gas, a cutting edge technology that uses clean electricity and electrolysis to produce hydrogen from water. This renewably produced hydrogen could be blended into the natural gas system or used as a vehicle fuel in fuel cells.

Today we're working with other utilities, universities and manufacturers to better understand the technical and regulatory requirements for power to gas. And in 2018 we helped launch the Renewable Hydrogen Alliance, a trade association supporting hydrogen and power to gas in the policy arena.



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Fuel for the Future

Compressed Natural Gas (CNG)

Heavy-duty vehicles that run on compressed natural gas rather than diesel have 90% less NOx emissions and significantly lower greenhouse gas emissions (up to 125%). They also provide reliability and cost-savings unmatched by other alternative fuels.



Cherriots runs on CNG

The transit provider serving the Salem-Keizer community is called Cherriots—a nod to Salem’s nickname of the Cherry City. As part of its commitment to sustainable business practices, Cherriots has been running buses on compressed natural gas (CNG) since 1998.

Today, 34 of its 64 full-sized buses serving fixed routes use CNG. Over a 12-year period, the transit provider estimates savings of \$1.5 million using CNG rather than diesel.



City opens first CNG fueling

In partnership with NW Natural, Portland City Commissioner Nick Fish announced the opening of a compressed natural gas fueling facility at its Columbia Boulevard Wastewater Treatment Plant in March 2018.

Part of the Bureau of Environmental Services' Renewable Natural Gas project now underway, fueling will switch to renewable natural gas produced on-site in 2019. This pipeline quality renewable gas will also be available to others via NW Natural's distribution system.

Energy efficiency

In partnership with Energy Trust and our customers

Energy efficiency is a powerhouse for reducing emissions. Since 1970 NW Natural residential customers have cut their emissions in half. From conservation to equipment innovation, energy efficiency represents the single largest opportunity to reduce emissions.

In short, we won't achieve our carbon savings goal without the support of you, our customer. The good news is we believe increasing efficiency means using less, but also making sure you stay warm and comfortable in the process. Working together, we can use less and offset the rest.

36,287

METRIC TONS

Equivalent amount of carbon dioxide emissions avoided through energy efficiency

6.85

MILLION

Therms saved by NW Natural customers through Energy Trust of Oregon in 2018



ilani doubles down on green

Green was a sure bet at the Cowlitz Indian Tribe's new ilani Casino Resort, located on its 150-acre reservation near Ridgefield, WA. Energy Trust of Oregon supports business customers of NW Natural in Washington. The management team worked with Energy Trust to make installing energy-efficient equipment during construction of this 368,000 square-foot facility more affordable.

They took advantage of incentives to purchase three gas-fired condensing boilers to help with space and water heating. This equipment will save an estimated 51,300 therms annually which translates into \$41,100 annual energy cost savings. The new boilers require less maintenance, which frees up time for staff to focus on other tasks.



Bright ideas in efficiency

By replacing nearly 300 overhead fixtures with high-efficiency LED lights and sensors, NW Natural expects to trim electricity use by more than 80 percent at our Sherwood warehouse and garage.

This and other lighting projects in 2018 emerged from a year-long Strategic Energy Management (SEM) workshop that NW Natural took part in with other large commercial businesses.

As a customer of Portland General Electric, NW Natural was able to claim more than \$50,000 in Energy Trust incentives along with \$25,000 in expected annual energy saving for the Sherwood project alone. More projects—and savings—are on the way in 2019.



Product innovation

NW Natural is working with peer utilities and organizations like the Gas Technology Institute and the Northwest Energy Efficiency Alliance to advance market availability of new high-efficiency equipment like natural gas heat pumps, which offer efficiencies of greater than 100 percent.

Thanks to funding and advocacy from gas utilities like NW Natural, NEEA has worked to support the adoption of efficient natural gas technologies and to influence more effective codes and standards.

Low-Income Programs

Our Low-Income Energy Efficiency programs in Oregon (OLIEE) and Washington (WALIEE) work with community action agencies to identify customers eligible for programs such as weatherization, bill payment assistance and more.

Weatherization

Our customers pay a public purpose charge that supports energy efficiency and cost-effective upgrades for lower income customers. We work with Community Action Agencies to make sure those funds reach homeowners and renters who need them.

An average project will reduce gas usage by about 20 percent.

A few years ago, we saw that this program wasn't meeting the growing need in our communities. So we worked with our community partners and the utility commissions to make this work better for our customers.

We made more dollars available for health and safety improvements that are required before upgrading a heating system. In 2017 we increased the public purpose charge for the first time since the program began in 2002.



Helping heat

NW Natural customers and shareholders gave more than \$150,000 to help pay for the heating bills of low-income families. Donations to the Gas Assistance Program (GAP) are distributed to community action networks, which screen all low-income recipients.

NW Natural covers the program's administrative costs. Over the past 36 years, NW Natural's GAP has raised about \$6 million for community action groups that distribute the funds directly to those in need.

The season of giving continues: [Make a contribution today.](#)



"I am thrilled that there is a program that can help seniors when we can't afford to do it ourselves. Thank you so much for making this possible. I have already noticed the effects of the work with the house just feeling much warmer and my NW Natural gas bills being lower."

— CLACKAMAS COUNTY RESIDENT WHO RECEIVED INSULATION, VENTILATION AND WEATHERIZATION IMPROVEMENTS THROUGH NW NATURAL'S OLIEE PROGRAM.

Smart Energy

Use Less, Offset the Rest.

Carbon offsets are a valuable component of carbon reduction efforts, when offered alongside conservation and efficiency.

When NW Natural introduced Smart Energy back in 2007, we were the first stand-alone natural gas utility to offer a voluntary carbon offset program.

Today, 50,000 customers have chosen to offset their emissions. Customers pay a small fee to offset the emissions associated with their natural gas usage. These investments support projects such as anaerobic digesters on dairy farms in the Northwest that capture methane emissions to produce biogas.

Through 2018, the Smart Energy program has invested in offsetting the equivalent of over 721,000 metric tons of carbon dioxide— equal to the annual emissions of around 150,000 passenger vehicles.

In 2018, NW Natural contributed \$19,600 on behalf of new Smart Energy customers to the Oregon State Parks Foundation (OSPF).



The Smart Energy program works with The Climate Trust to verify carbon offsets from biogas projects in the region.

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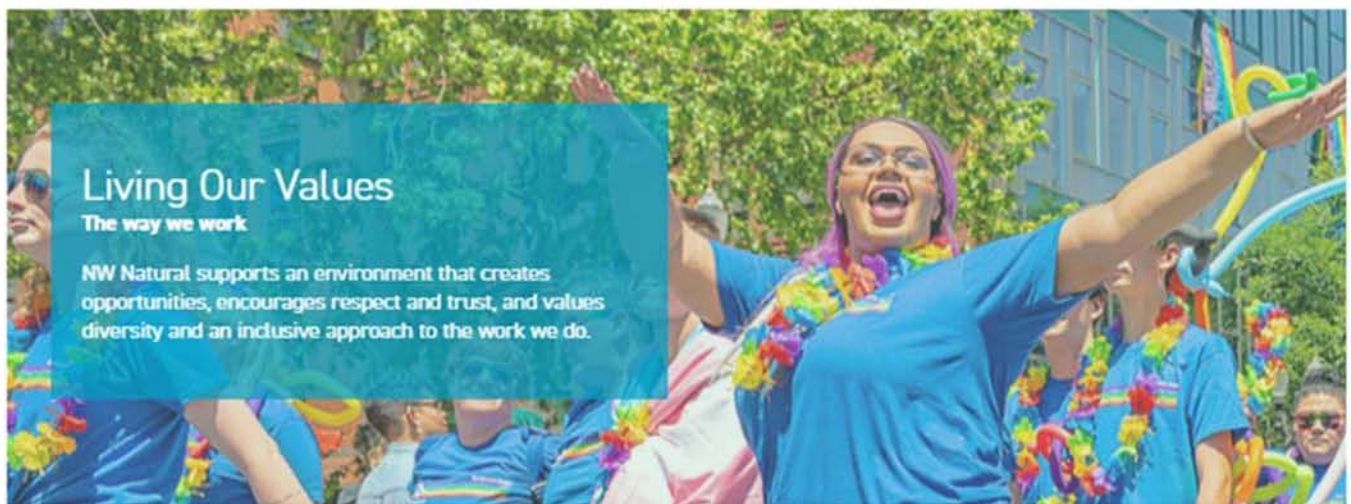
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Employees taking action

Employee-led programs such as the Diversity & Inclusion Council, the Women's Network, and the Green Team develop programming and engagement opportunities that build awareness around issues important to coworkers, families, customers and our community.



Pride Parade

Dozens of NW Natural employees, family members and friends joined the more than 150 organizations taking part in the 44th annual Portland Pride Parade in June, celebrates members and allies of the LGBTQ community.

Efforts by NW Natural's Diversity & Inclusion Council and other volunteers helped make this the most widely attended since NW Natural first took part in 2013.



Bike More Challenge

Seventy NW Natural employees, including 18 first-time participants, took part in the May 2018 Bike More Challenge, pedaling more than 12,000 miles in commutes, races and rides for fun.

The company's new headquarters facility will include 120 bike parking spots, giving employees another great reason to ride.



Oregon Food Bank packaging

NW Natural's Women's Network hosted a volunteer event at the Oregon Food Bank in October.

Employees, friends and family members helped package almost 50,000 pounds of food. That translates to 41,283 meals for people in need.

Code of Ethics

Conducting business with integrity

All of NW Natural's nearly 1,200 employees must complete the company's Business Integrity Program every year, with results reported to the company's board of directors.

In 2018, the company completed a significant update to its training program, which includes a Code of Ethics and online module program with a focus on helping employees to understand their responsibilities and make the right choices in the workplace.

This effort led to the 2018 national award for Best Ethics and Compliance Program (Mid-Cap) at the Corporate Governance Awards.

Workforce of the Future

Building job skills

A new recruiting initiative aims to increase women and minority representation in the company workforce via a paid internship program for construction jobs.

The Construction Internship Program is the first of its kind for NW Natural, offering six-month paid internships with training and mentoring. The goal is to attract candidates who may not have a typical background in underground construction.

Representatives from departments across NW Natural worked to develop a successful pilot, reaching out to the Urban League of Portland, Oregon Tradeswomen, Constructing Hope and Partners in Diversity for help recruiting and retaining qualified applicants.



NW Natural's new Construction Internship Program creates opportunities for qualified candidates. The first cohort included several interns who transferred into full-time positions with the company in 2018.



Talking Safety

Smell. Go. Let us know.

When summer rolls around, NW Natural team of safety ambassadors hits the street with the company's Smell. Go. Let Us Know.® safety exhibit.

From street fairs and movies in the park, to bike rides and safety fairs, the team is on hand to share information (and fresh-popped popcorn!), answer questions, and to remind people what to do if they smell gas.

Last summer NW Natural attended 26 events, where team members spoke with more than 7,500 visitors about natural gas safety while sharing materials with thousands more.

Oh—and if you do smell gas? Leave the area and then let us know!

26

**SUMMER
EVENTS**

7,500

**SAFETY
TALKS
WITH EVENT
VISITORS**



NW Natural interacts with visitors to the company's safety exhibit at summer events.

Mutual Aid for Emergency Response

Utilities turn to one another in times of need

Utility industry companies help one another in times of crisis. In 2018, NW Natural teams answered the call for mutual aid.

In the fall, two teams of NW Natural field crews deployed to Massachusetts to help local utility Columbia Gas recover from an incident that disrupted service to thousands.

Our crews quickly gained a reputation among peers for excellence and were in high demand as they helped repair lines and reconnect customers.

NW Natural also assisted other Northwest utilities during the Enbridge pipeline incident in Canada that reduced the region's gas supply in the fall.



NW Natural field crews like this one helped a Massachusetts utility repair lines and restore gas service to its customers.