

Elements

NEWS FOR EMPLOYEES PRESENT & PAST **SUMMER 2025**

ACROSS THE COMPANY

Honoring employee volunteers

3/13/2025

Through volunteering, NW Natural employees across the company exemplify our company's core belief that we are as strong as the communities we serve. At the annual Volunteer Reception on Tuesday, March 11 at 250 Taylor, NW Natural honored individuals who regularly give their time and energy to support a wide variety of local charitable causes.

The event celebrated the Volunteer of the Year, Volunteer of the Year finalists, Volunteer Champions and Dollar for Doers recipients, highlighting their good work and thanking them for their efforts.

"We appreciate all our employee volunteers – and there are many," said Mary Moerlins, NW Natural's director of environmental policy and corporate responsibility. "Their important work really puts our core value of caring into action and contributes to making the communities we serve more resilient."

Tonya Brumley, 2024 Volunteer of the Year

Tonya Brumley, NW Natural Community Affairs Manager for the Columbia Gorge region, is the 2024 Volunteer of the Year. For approximately 10 years, Tonya has served on the allocations committee for the United Way of the Columbia Gorge, which has supported over 27 different organizations throughout the Gorge with funding. Her work with the United Way made Tonya aware that there's a lot of need in the Gorge, and her volunteer efforts are a way to give back and help strengthen the community. [Watch this video](#) to see Tonya speak to her work with the United Way.

2024 Volunteer of the Year Finalists

The following NW Natural Volunteer of the Year Finalists share common threads: deep ties and long-term commitments to the organizations they serve.

- NW Natural Business System Manager Kim Coon and her husband have volunteered with Golden Bond Rescue for nearly 20 years. During that time, they have fostered dogs, conducted home visits for families seeking to adopt a rescue, evaluated surrendered dogs, provided administrative support and helped with fundraising.
- Cindi Fostveit is a NW Natural Community Manager for Lincoln County, Oregon and has volunteered with the local Habitat for Humanity for 8 years, where she is a board member. Along with her board duties, Cindi also volunteers on the construction committee, participates in cleaning day projects, and helps with fundraising.

- NW Natural Senior Director of Strategic Planning Tamy Linver has supported Lifeworks NW for over 7 years and wears many hats. This year she is the Board Chair and helps with strategy, setting meeting agendas and priorities, acts as a sounding board for the Executive Director, visits sites, promotes and participates in fundraisers, and helps with board recruiting.

2024 Volunteer Champions

NW Natural Volunteer Champions are dedicated employees who take on specific responsibilities to ensure that their volunteer event is a success. From ideation through event follow up, Volunteer Champions are empowered to work directly with the organization, design the event, recruit volunteers, manage commitments and report on event activities and employee participation afterwards.

The following Volunteer Champions and their events were acknowledged at the Volunteer Reception:

- Business Analyst Anna Couzens & ITS Team for assembling hygiene kits for the [Home Builders Association](#).
- NW Natural volunteers, Timber & Thorns Stand Together Week supporting [Project Lemonade](#).
- Customer Contact Center Supervisor Christine Daley & CCC Team: Supply Drive for [Schoolhouse Supplies](#).
- Public Affairs Team for assembling Welcome Home Kits for [Community Warehouse](#).

If you are interested in learning more about becoming a Volunteer Champion, please reach out to CommAffairs@nwnatural.com for ideas and support.

Dollars for Doers Recipients

Dollars for Doers are NW Natural employees who volunteer on a regular basis for 501(c)(3) charitable organizations, and are eligible for donations from the company on behalf of the nonprofits they serve. Dollars for Doers are involved with a wide range of causes, touching a broad cross section of the community landscape.

Listed below are the 2024 Dollars for Doers recipients and the organizations they support.

- Andy Bauer: [Cycle Columbia County](#)
- Ted Bogart: [Adopt One Block](#)
- Holly Braun: [Institute for Nature and Leadership](#)
- John Budiao: [Wilsonville Scout Troop](#)
- Curtis Daniels: [Write Around Portland](#)
- William Durig: [American Red Cross - Cascades Region](#)
- Steve Eversmeyer: [Mt. Hood Ski Patrol](#)
- Alan Garcia: [Agros International](#)
- Christine Jeibmann: [Camp Odakoda](#)
- Tonya Lynch: [Future Farmers of America](#)
- Brock Martin: [Taft Tiger Boosters](#)
- Jorge Moncayo: [Oregon Community Warehouse](#)
- Darrell Nelson: [Oregon Community Warehouse](#)
- Tracy Pierce: [Oregon Bay Area Beautification](#)
- Martha Ray: [Northwest Association for Blind Athletes](#)

- Jaime Reed: [Northwest Trail Alliance](#)
- Kat Rosenbaum: [Girl Scouts Of Oregon & Southwest Washington](#)
- Daryl Self: [Foundry Flights](#)
- Sama Shagaga: [American Leadership Forum of Oregon](#)
- Sam Urman: [Rose Haven](#)
- Kyle Walker: [Jerri Walker Depriest Memorial Endowment Fund](#)
- David Weber: [Junior Achievement of Oregon and SW Washington](#)

Congratulations and thank you to all of our employee volunteers!

NW Natural Holdings Closes Acquisition of Texas Natural Gas Utility

6/3/2025

SiEnergy Operating, LLC, a wholly owned subsidiary of Northwest Natural Holding Company, has completed the acquisition of 100% of the capital stock of Hughes Gas Resources, Inc. from EPCOR USA Inc. for \$60 million.

Hughes serves approximately 6,900 connections in 12 communities northeast of Houston and is expected to have a rate base of approximately \$46 million at the end of 2025.

With a similar business model as SiEnergy, Hughes has grown organically by providing infrastructure to residential and commercial developments in high-growth areas. Hughes further expands SiEnergy's regulated gas utility business in Texas with a contracted customer backlog of approximately 11,000. The transaction is expected to be accretive in the first full year of operations.

"Hughes is a great fit for us and a logical step as we expand our Texas utilities," said Justin B. Palfreyman, president and CEO of NW Natural Holdings. "I'm excited the team has completed this acquisition, which enhances the scale of SiEnergy and positions the Company for further growth."

"I'm pleased to close this acquisition and begin serving additional customers in Texas," said June Dively, president of SiEnergy. "Our gas utilities share a laser focus on providing safe, reliable service to benefit our customers and communities. I'm thrilled to welcome Hughes into our family and look forward to continued growth."

After closing, Hughes is expected to be rebranded to Pines Holdings, Inc.

EXTENDED INTERVIEW:

CEO Justin Palfreyman on leadership, public policy and planning for growth

What is the most important thing that every employee can do for us to be successful as an organization?

The first thing that comes to mind is collaboration and communication. It's something that I think we do well as an organization, but is even more important as we're working across subsidiaries more often and doing a lot of different things. And in order to be successful with that, we need to be good at collaborating. We need to be good at communicating. That's something that I think every employee can do for us to be successful. It's also an attribute I've noticed in emerging leaders throughout our organization. The people who can really build relationships with their colleagues,

work together on shared goals, and achieve those outcomes in a way that's collaborative in nature tend to be really successful in our organization.

What are you most excited about for the rest of your first year as CEO?

I'm excited about our overall business achieving its goals, and I mean that across the spectrum – operationally, financially, for safety, for customer service and more. I am confident we can achieve our goals because we've got an excellent team in place to do it. Another thing I'm looking forward to this year is spending time in smaller groups with employees to hear from more people about the exciting things happening across our organization. I recently began a series of breakfast meetings with employees and I am out visiting our various resource centers throughout the summer and fall. I'm really looking forward to getting out in the field and seeing everyone.

You're a (mostly) lifelong Pacific Northwesterner, but have you enjoyed spending time in other parts of the country as our company's footprint grows?

Yes, absolutely! What's amazing about our service territories is they are all naturally beautiful across the board. Whether that's here in Portland and Western Oregon where we've been for 166 years, or now in Central Oregon and Central Washington, and in Coeur d'Alene and Eastern Idaho. We have water operations in the Puget Sound region near the San Juan Islands. Those are all beautiful areas of the country. If you go down to our territories in Texas, Hill Country is incredible and the amount of growth and excitement that you're seeing in that area is really great to tour around. In Arizona, we have multiple locations, including in Yuma where we serve the Foothills region. It's desert and mountains terrain with a lot of really pretty sunrises and sunsets. We're also up in Kingman, which is situated between Lake Havasu and the Grand Canyon. There are just so many beautiful areas all across our service territories and it's been fun to visit all these locations.

EMPLOYEES RECOGNIZED FOR GOING ABOVE & BEYOND

Individuals who went Above & Beyond in 2024

6/19/2025

On the afternoon of Friday, June 13, the company held its annual Above & Beyond event in the 250 Taylor Community Space, where six individuals and five teams were honored for doing exceptional work.

At the event, Justin Palfreyman, NW Natural Holdings CEO, thanked all the honorees for their contributions on behalf of the company. Attendees also watched a video featuring the honorees, and enjoyed light refreshments.

Read on to learn about each of the individuals and their work.

Above & Beyond Individual Honorees

The following are this year's Above & Beyond individual honorees who were recognized for their outstanding work, and for their efforts that generated real and tangible results.

Craig Alexander, Engineer

Craig Alexander is being honored for several reasons. First, for promoting a culture of caring by sharing his knowledge and expertise with his colleagues, helping them better understand what their work is supporting. Second, for demonstrating Operational Excellence: Craig was an invaluable contributor during a recently completed OT project, where he helped design and implement effective solutions to capture data across the wide range of NW Natural plant SCADA environments. Last but

not least, Craig and his team developed a disaster relief plan, making NW Natural safer and more resilient against cyberattacks.

Stephanie Crossfield

Stephanie consistently went above and beyond as a DEI Council Co-Chair, which she served as from 2022 – 2024. During her tenure, she fostered a caring and inclusive workplace by helping plan and host the first Employee Resource Group (ERG)/DEI Fairs, which introduced many employees to the company's ERGs. Stephanie did this in addition to her full-time job in Accounts Services and Payment Processing. Although her time as DEI Council Co-Chair has ended, Stephanie's passion for and dedication to the work continues.

Kevin Duell

As a member of the Customer Acquisition team, and as NW Natural liaison to the Washington State Building Codes Council (SBCC), Kevin Duell identified an inequity in the Washington State Building Code that disallowed gas hybrid heating systems used in commercial buildings – restricting fuel choice options, creating design complications, and causing higher cost for customers. After working with NW Natural's legal staff, peer utilities, and the NW Gas Association staff, Kevin advocated for a hybrid heating petition that successfully persuaded the SBCC to amend the code and address the inequity. Thanks to Kevin's hard work and diplomatic skills, commercial gas hybrid heating systems are now allowed in Washington State.

Melissa Martin

Melissa is a member of the NW Natural Integrated Resource Planning (IRP) team, and her work helped support several NW Natural core values including environmental stewardship, caring, integrity, safety, and service ethic. Melissa coordinated a highly successful Winter Preparedness Fair at Parkrose High School; helped launch the Community Equity and Advisory Group (CEAG); helped with the launch of the BYOT Demand Response program; and ensured new hires adapt quickly to their roles on the IRP team. Additionally, she organized team building and social activities, and brings a deep commitment to sustainability to her work.

Brittany Park

As a member of NW Natural's Decarbonization team, Brittany has made exceptional contributions. She has played a key role in advancing NW Natural's renewable natural gas (RNG) goals through innovation, determination, and strategic thinking. Even during regulatory uncertainty, her positivity, collaboration, and commitment have inspired team members and driven real progress.

Scott Peters

Scott went above and beyond when he applied his abilities as a NW Natural Communications and Marketing specialist to support the company's Integrated Resource Plan process and new Demand Response program. His ability to navigate internal processes, secure approvals, and keen attention to the customer experience greatly supported the company's efforts, and contributed to successfully getting the program off the ground.

A heartfelt thanks and hearty congratulations to all Above & Beyond winners!

High performance teams celebrated at Above & Beyond event

6/19/2025

The power of teamwork – and what it can achieve – was acknowledged at this year's Above & Beyond awards, where five teams were recognized for work that helped move major company initiatives forward.

The event, which took place on Friday, June 13 at 250 Taylor also recognized six individual contributors. Attendees celebrated the efforts of all honorees that reflected the company's core values in action.

Above & Beyond Team Honorees

Learn more about the teams that were honored:

Climate Protection Program and Climate Commitment Act Team (CPP/CCA)

Lora Bourdo, Kellye Dundon, Gail Hammer

The CPP/CCA team went above and beyond working with state agencies to achieve fair and reasonable rules for environmental compliance programs, developed an expert understanding of the rules and laws, and assessed how our strategies impact customers. Their sophisticated and essential work informed executive decisions about the programs, and how to best innovate for the future.

Demand Response Team

Cory Beck, Steven Da Silva, Matthew Doyle, Matthew Fletcher, Haixiao Huang, Melissa Martin, Scott Peters, Rebecca Trujillo, Philip Zlatnik

NW Natural's Demand Response Team went above and beyond by completing groundbreaking work defined by firsts: they launched the first residential/small commercial demand response program for gas customers by a gas-only utility in the Pacific Northwest; and were one of the first to launch such a program for a gas-only utility in the country. Their efforts are now helping NW Natural customers reduce their gas usage during peak times, and have helped further potential non-pipeline solutions for the gas distribution system.

Multi-Channel Services Team

Amber Jeffers, Sean Padget, Brooke Yorty

The Multi-Channel Services team went above and beyond diving in to help multiple projects and teams to improve our customers' self-service options on the website and phone system while delivering an excellent overall customer experience. Their combined expertise has helped identify and address issues, improve processes, and smooth the way for customers to adopt self-service. Their efforts have led to several successful project launches that have created internal efficiencies, resulting in better outcomes for our customers and improved support for our project managers and IT&S team.

Meter Modernization Asset Replacement Team

Marc Chaney, Carl Bronson, Dale Dukatz, Jesse Ekerson, Aaron Hughes

The Meter Modernization Asset Replacement Team went above and beyond to kick off the first-year implementation of a 4-year field project that impacts over 500,000 NW Natural customers. The team developed best practices for our meter and ERT replacement contractor to ensure quality customer service and safe practices; implemented training and coaching for our new contractor; maintained quality assurance; contacted hundreds of customers to schedule return visits; and monitored over 75,000 work orders completed in 2024.

System Modeling Team

Roger Haley, Edward Thurman

The System Modeling Team went above and beyond by completing two projects that helped increased Gas Supply resources with no incremental costs. Their modeling studies identified that the Newport LNG facility can dispatch more LNG on a peak day than previously thought; and also showed that Mist can deliver more supplies on a peak day than previously expected. Their high-quality work is extremely valuable to both customers and NW Natural.

A sincere thank you and enthusiastic congratulations to all Above & Beyond honorees!