

STAY HOME, SAVE LIVES: Our Commitment to Customers

Dear Customers:

This week governors in Oregon and Washington issued executive orders to help fight the spread of Coronavirus (COVID-19). Like you, I see the uncertainties this brings for our region in the months ahead. But what I am absolutely certain about is our commitment to customers and our communities.

NW Natural's service is part of the region's critical infrastructure. More than two million people are depending on us to heat their homes, cook their meals and keep their business running. That's why we'll continue all functions necessary to provide reliable service, including having our crews out in your community responding to customer issues or emergencies, and performing maintenance on our system.

How will we do this? These are the practices we're establishing for the wellbeing of our customers and employees:

CUSTOMERS

We will not disconnect customers who can't make a payment due to impacts caused by the coronavirus. We know our customers will have questions and need help during this time, and we encourage you to call us. Our team can make temporary payment arrangements and help with other bill payment assistance options. **Call us at 800-422-4012, Monday through Friday, 7:00 a.m. to 6:00 p.m.**

EMPLOYEES

Following "stay home" executive orders in Oregon and Washington, we're executing work-from-home plans wherever possible. For employees whose role requires them to work at one of our centers or in the field, we are following CDC and executive order guidelines, and taking every action possible to ensure social distancing and sanitizing protocols.

COMMUNITY

As a member of our community for more than 160 years, NW Natural's core value of caring has never been more important. Every year, our Corporate Philanthropy Fund, made possible by shareholders, donates about \$1 million to children and families at risk. At this time, we are focusing these contributions to community organizations that support those in need, including food banks, homeless shelters, soup kitchens, emergency responders and community action partners. In collaboration with policy makers, community partners and others we are advocating for additional energy assistance and other support to help our customers.

Despite this challenging time, our communities can depend on us. We are committed to working together – to do what's needed, when it's needed most.

Sincerely,



David H. Anderson
President & CEO

For more information and the latest updates, visit nwnatural.com.