

August 2021

Dear Valued Customer,

Today's energy landscape has become increasingly complex and there are critical decisions on the horizon – including some that impact you as a customer of NW Natural. I believe that part of my job is to keep our customers informed about these issues, so that you have an opportunity for your voice to be heard. That's why I'm writing today. **Please sign up at the link below to stay informed and share your thoughts.**

We are engaged in a number of fronts to reduce carbon emissions, improve energy efficiency and transition more of our supply to renewable energy. Our **Low Carbon Pathway** strategy introduces renewable energy for the pipeline with affordability, dependability and resilience in mind. At the same time, we are monitoring Oregon Governor Kate Brown's executive order to reduce carbon emissions, which is being designed now by state agencies, as well as monitoring proposals from some groups for bans on new natural gas hookups. These important topics are another reason why I'm asking for your engagement.

At NW Natural, we believe a collaborative effort will lead to the most promising energy future. Our key principles are:

- **All forms of renewable energy are needed in a balanced, low-carbon future.** NW Natural is committed to renewable natural gas – gases captured from organic waste streams – clean hydrogen and our vision of a carbon-neutral pipeline by 2050. We are exceeding our 2035 carbon savings goal that starts us down the path toward this vision.
- **Families and businesses should have a choice of energy options to meet their needs.** This is not a decision that should be mandated.
- **Communities with natural gas have greater energy reliability.** We need a dual energy system – gas and electric– to prepare for what we know is a future of more extreme weather events. Homes and businesses with gas service can have energy even when the power is out.

Consulte el reverso para obtener más información

Hãy xem mặt sau để biết thêm thông tin

有关详细信息, 请参阅背面

Информация о помощи в переводе - на обороте



**REGISTER HERE** Tell us what's important to you by taking a short survey. Sign up today so your ideas are taken into consideration for public policy decisions: [nwnatural.com/registerOR](https://nwnatural.com/registerOR).

- **Affordability and leveraging our existing modern system is our priority.** We will seek options that ensure a renewable energy future without undermining long-term affordability, dependability and choice.

I encourage you to share your thoughts on these issues so that we can continue to improve our programs and services to meet your needs. Working together, we know the right balance can be achieved.

Sincerely,



David H. Anderson  
President & CEO



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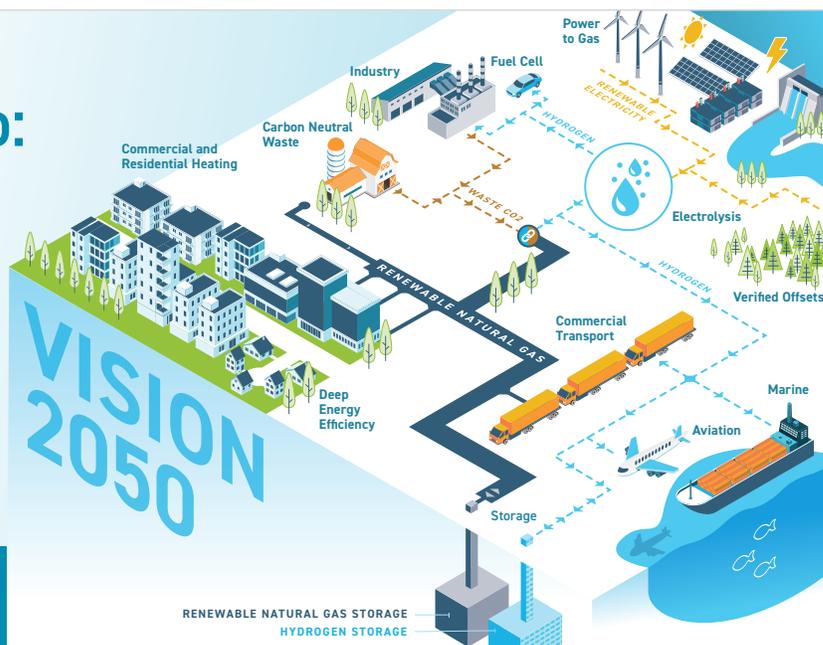
## Destination Zero:

The pathway to our vision of carbon neutral

A decarbonizing network:

- Renewable Natural Gas
- Hydrogen
- Waste CO<sub>2</sub>
- Renewable Electricity

Find more details at [nwdestinationzero.com](https://nwdestinationzero.com)



A NW Natural le gustaría conocer su opinión sobre el cambio climático. Si le interesa saber más sobre lo que estamos haciendo y cómo puede darnos su opinión, envíenos su información de contacto y su idioma preferido a [nwnatural.com/register-translation](https://nwnatural.com/register-translation).

NW Natural đánh giá cao việc lắng nghe ý kiến từ quý vị về biến đổi khí hậu. Nếu quý vị quan tâm tới việc tìm hiểu thêm về những gì chúng tôi đang thực hiện và cách thức gửi phản hồi cho chúng tôi, vui lòng gửi cho chúng tôi thông tin liên lạc của quý vị và ngôn ngữ yêu thích của quý vị tại địa chỉ [nwnatural.com/register-translation](https://nwnatural.com/register-translation).

NW Natural 希望听到您关于气候变化的信息。如果您有兴趣了解有关我们正在做什么以及如何向我们提供反馈的更多信息, 请通过 [nwnatural.com/register-translation](https://nwnatural.com/register-translation) 将您的联系信息和首选语言发送给我们。

NW Natural хотели бы узнать ваше мнение по поводу изменения климата. Если вы хотите узнать больше о том, что мы делаем и как связаться с нами, отправьте нам свою контактную информацию и предпочитаемый язык на странице [nwnatural.com/register-translation](https://nwnatural.com/register-translation).