



Ways to Save: Making warmer memories, and a warmer home, for fall

Natural gas already offers reliable heat and lower energy bills with high-efficiency appliances. But we strive to help you save more by partnering with Energy Trust of Oregon and NW Natural Preferred Contractors. Together, we offer seasonal cash incentives and rebates that make home energy upgrades more affordable.

This fall, **up to \$1,200** cash back is available for installing a high-efficiency natural gas furnace, and **up to \$400** for a high-efficiency natural gas fireplace.

Plus, a **limited-time \$250 bonus** is available from Energy Trust when you install a new air conditioner.

» Visit nwnatural.com/Offers to see all our special offers, with full details and requirements.



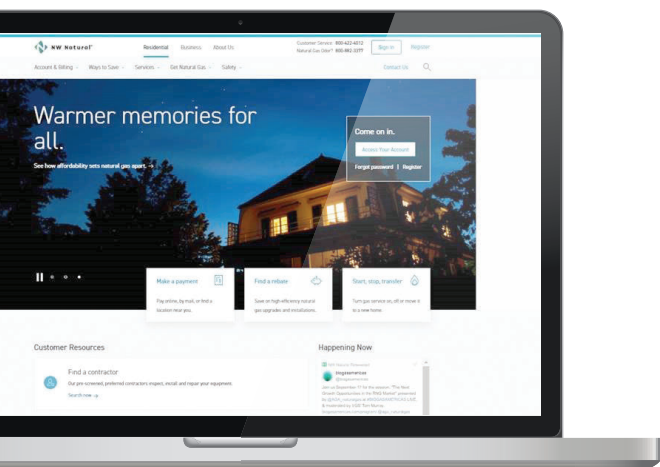
LESS WE CAN™

DID YOU KNOW energy-efficiency improvements benefit your energy bills, while also impacting our region's carbon emissions? In fact, NW Natural and Energy Trust helped our customers save nearly 5.4 million therms in 2019. That's equivalent to removing greenhouse gas emissions from over 6,000 passenger vehicles for one year (source: EPA).



“
Our hearts are with our customers and communities impacted by the historic wildfires this past month. We remain grateful to all of the emergency responders for their tireless and heroic efforts.”

David H. Anderson,
President & CEO, NW Natural



We continuously work to serve you better, and are excited to bring you the new and improved nwnatural.com.



The new NW Natural website arrives in October!

Your account number and login will stay the same

In October, we're launching a new and improved nwnatural.com to make managing your natural gas service easier, mobile and more secure.

- If you have your bill paid automatically through **Auto Pay**, your payment will be processed on the **scheduled due date, without interruption.**
- Program enrollments such as Paperless Billing and Smart Energy will stay the same.
- Please note, logins to the website will be temporarily disabled while data transfers to the new website. You will be able to login to your online account when the new site is live.



If you have questions about transitioning to our new website, please contact NW Natural Customer Service at customeraccounts@nwnatural.com or **800-422-4012**.



The Safety of Our Delivery System:

At NW Natural, when it comes to your safety, it's all in a day's work

With support from regulators and advocates, we were one of the first gas utilities in the U.S. to replace all cast iron and bare steel pipes with newer modern materials. These new pipes have the following benefits:

- Highly resistant to corrosion
- Keep gas in the pipes, making our system tight and better for the environment
- Have thousands of shut-off valves to control our system in the event of any emergency
- Perform better in landslides or seismic events
- Have a lifespan of up to 100 years

Our system not only meets state and federal pipeline safety regulations, it exceeds them. Our gas control room is staffed 24 hours a day and monitors the company's pipeline system. We inspect it in person throughout the year.

We have customer field technicians ready to respond to our customers, around the clock. We're always thinking about the safety of our system so you don't have to.

OUR SYSTEM NOT ONLY MEETS STATE AND FEDERAL PIPELINE SAFETY REGULATIONS, IT EXCEEDS THEM.



Visit the Safety section of nwnatural.com to learn more.



We're here to help with your gas bill

During this challenging time, we continue to provide options that can help you manage bills and lower monthly payments. Our assistance options include:



FLEXIBLE PAYMENT PLANS

We have a variety of payment plans to help you manage a past due balance.



MORE TIME

If you need a simple, quick way to ensure you don't miss a payment this month, we can often extend the payment due date.



LOW-INCOME ASSISTANCE

If you're on a limited or fixed income, and need continued assistance paying energy bills, we can go over available energy assistance programs.



Please contact us today at **800-422-4012** for help with your bill, in Spanish and additional languages. Or, visit nwnatural.com for more information.

FOLLOW US:

