

## **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 **\$750 cash back is available for installing a high-efficiency natural gas furnace**, or **\$400 for a high-efficiency natural gas fireplace**. Plus, a limited-time bonus is available from Energy Trust when you upgrade your home's insulation.

» Visit [nwnatural.com/Offers](http://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).

## **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

Our system meets or exceeds state and federal pipeline safety regulations. 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 work on the safety and reliability of our system every hour of every day. We're always thinking about it, so you don't have to.

» Visit the Safety section of [nwnatural.com](http://nwnatural.com).

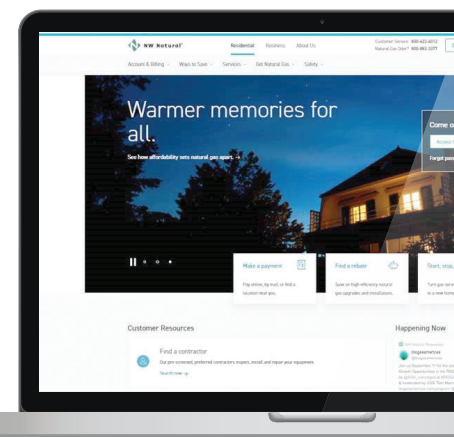
## **The new NW Natural website arrives in October!**

**Your account number and login will stay the same**

In October, we're launching a new and improved [nwnatural.com](http://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.

We continuously work to serve you better, and are excited to bring you the new and improved [nwnatural.com](http://nwnatural.com). If you have questions about transitioning to our new website, please contact NW Natural Customer Service at [customeraccounts@nwnatural.com](mailto:customeraccounts@nwnatural.com) or **800-422-4012**.



## New Rates Start in November

On Sept. 14, 2020, NW Natural filed a Purchased Gas Adjustment (PGA) request with the Washington Utilities and Transportation Commission (WUTC).

The PGA request includes the following changes:

- Rates for residential customers to increase by about \$4.52 a month.
- Rates for small-commercial customers to increase by about \$18.08 a month.

The annual PGA trues up differences between estimated and actual natural gas costs from the previous year.

The combined effects of the following filings for the PGA contribute to changes for Washington customers:

1. Purchased Gas Adjustment: A 3.7% or \$2.01 increase on the average monthly residential bill, and a 4.0% or \$8.53 increase on the average small-commercial bill. The filing trues up the differences between the estimated and actual cost of

natural gas, and it establishes the customer costs for natural gas from Nov. 1, 2020-Oct. 31, 2021.


2. Energy Efficiency Programs: A 0.8% or \$0.45 increase on the average monthly residential bill, and a 0.8% or \$1.71 increase on the average monthly small-commercial bill for energy efficiency programs that support cost-effective natural gas conservation.
3. Low-Income Assistance: A 0.4% or \$0.24 increase on the average monthly residential bill, and a 0.4% or \$0.89 increase on the average monthly small-commercial bill for programs that help low-income residential customers install energy efficiency improvements and stay warm during the winter.
4. Other year-to-year adjustments and costs approved by regulators: A 3.4% or \$1.82 increase on the average monthly residential bill, and a 3.3% or \$6.95 increase for small commercial.

### THE PROPOSED CHANGES FOR NATURAL GAS RATES ARE:

TYPE OF SERVICE	Schedule Number	Percent Change
General Residential Sales Service	1	7.8%
General Commercial Sales Service	1	8.1%
Residential Sales Service	2	8.3%
Commercial Sales Service	3	8.5%
Industrial Sales Service	3	8.2%
Residential Heating Dry-Out Service	27	8.5%
Commercial Firm Sales	41	11.8%
Non-Residential Firm Transportation	41	5.5%
Industrial Firm Sales	41	12.0%
Large Volume Commercial Firm Sales	42	14.5%
Large Volume Commercial Interruptible Sales	42	12.4%
Large Volume Industrial Firm Sales	42	13.5%
Large Volume Industrial Interruptible Sales	42	10.1%
Large Volume Commercial Firm Transportation	42	5.8%
Large Volume Industrial Firm Transportation	42	4.4%
Large Volume Interruptible Transportation	42	5.6%

If approved as filed, the new rates will take effect on Nov. 1, 2020. NW Natural's filings are requests, subject to public review and a decision by the WUTC. Customers may comment on the proposed rate changes by clicking "Submit a Comment" at [www.utc.wa.gov](http://www.utc.wa.gov), emailing [comments@utc.wa.gov](mailto:comments@utc.wa.gov), calling 1-888-333-9882 (WUTC), or mailing Washington Utilities and Transportation Commission, PO Box 47250, Olympia, WA 98504-7250. Customers can also request more information, review the filing, and find out about open meetings.

The percentages for Rate Schedule 41 and Rate Schedule 42 do not include the effect of demand costs.

 For more information, visit the [Rates and Regulations section of nwnatural.com](#), send a letter to NW Natural Rates and Regulatory, 250 SW Taylor St., Portland, OR 97204; call **503-226-4211** and ask for the Rates and Regulatory Department; or email from [nwnatural.com](mailto:nwnatural.com).



### 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](http://nwnatural.com) for more information.