SCHEDULE 351
THERMOSTAT REWARDS PROGRAM

PURPOSE:
To describe and set forth the terms and conditions for NW Natural's Thermostat Rewards Program, a voluntary program that enables customers with qualifying smart thermostats to participate in demand response events (Events) and earn a reward for participating. In addition, customers participating in Schedule 351 who reside in identified zip codes will be automatically enrolled in the geographically targeted Thermostat Rewards Program with the ability to earn an additional reward for participating. (T) (N) (N)

AVAILABLE:
The system-wide program is available to all Residential and Commercial Customers on the Rate Schedules of this Tariff listed below: (C)

Rate Schedule 2	Rate Schedule 3

The geographically targeted program is available to the participating customers in the system-wide program taking service in specifically identified geographically targeted zip codes. (N) (N)

PARTICIPATING SMART THERMOSTAT MANUFACTURERS:
NW Natural will work with various providers of thermostats and the list may change from time to time. The current brands we are working with can be found on NW Natural's website:
https://www.nwnatural.com/thermostatrewards

PROGRAM COSTS AND TERMS:
Program costs for the system-wide program will be deferred and amortized for recovery coincident with the Company's Purchased Gas Adjustment filing, or as otherwise approved by the Commission through Schedule 121. Incremental program costs for the geographically targeted portion of the program will initially be deferred for future ratemaking. NW Natural may seek in a future accounting petition to capitalize program costs and record them as a regulatory asset, which will be included as rate base within the Company's revenue requirement in a future cost recovery proceeding. (T) (T) (N) (N) (N) (N)

CONDITIONS:
1. Participants must be a NW Natural Residential or Small Commercial customer and be an authorized user on the account and use a natural gas forced air furnace for space heating.
2. An eligible smart thermostat must be installed and connected to Wi-Fi prior to enrollment.
3. For the geographically targeted portion of the program, participants must be enrolled in the system-wide program and must be located in the geographically targeted zip codes. (N) (N)

INCENTIVES:
The incentives for the system-wide program are as follows: (T)

- Upon acceptance of the customer's enrollment, a $25 gift card will be provided.
- In addition, if the customer participates in at least 50 percent of all Event hours and remains enrolled on March 31 (the last day of the season) a $25 gift card will be provided.

The incentives for the geographically targeted program are as follows: (N) (N)

- An additional $10 Virtual Prepaid Card, if the customer participates in at least 50 percent of all geographically targeted Event hours and remains enrolled on March 31 (the last day of the season). (N)

(K)

ENROLLMENT AND PROGRAM DETAILS:
Customers can sign up for the system-wide program via NW Natural's website or through their smart thermostat application or website. Devices enrolled in the system-wide Thermostat Rewards program and located within the geographically targeted zip codes will be automatically enrolled in the geographically targeted portion of the program. Participants may check NW Natural's program website listed above for the qualifying geographically targeted zip codes. (T) (N) (N)

During an Event, geographically targeted or system-wide, the Participant's thermostat will automatically lower the temperature setpoint by one to four degrees Fahrenheit (or one to two degrees if a thermostat is set at Celsius) at their home or business. At the end of an Event, the Participant's thermostat will return to its original settings. (T) (T)(N) (N)

(continue to Sheet 351-2)

(K) (K): Material transferred to Sheet 351-2.

Received
Filing Center
SEP 25 2026

SCHEDULE 351
THERMOSTAT REWARDS PROGRAM
(continued)

ENROLLMENT AND PROGRAM DETAILS (continued):

NW Natural may call multiple Events during the winter season from November 1 to March 31. Program Events during the winter season will typically last up to four hours. Events will usually occur between 7:00 AM and 11:00 AM with an Event duration of no more than four hours. Some Events may be preceded by pre-heating prior to the start of an Event. (T)(M) (T) (T)

Participants may opt out of any Event before it begins. Participants can also opt out during an Event by manually adjusting their thermostat to the desired temperature. Participants may also disenroll/opt out of the program at their discretion anytime. (T) (M) (D)

Participation in the geographically targeted program requires enrollment in the system-wide program. Therefore, participants must remain enrolled in the system-wide program to maintain enrollment in the geographically targeted program. Disenrollment from the system-wide program will automatically terminate enrollment in the geographically targeted program. (N) (N)

NW Natural reserves the right to terminate any participant from enrollment in the Program at any time based upon level of participation (such as being offline for prolonged periods or for lack of participation) or for any other reason without liability or responsibility. Notice will be provided to participant after the participant has been removed from the program.

Additional program details including Terms and Conditions are available on the program website: https://www.nwnatural.com/thermostatrewards

REPORTING

NW Natural will report results of this program annually, including customer participation rates per event broken down by the smart thermostat brand customers use, incentive payouts, and Event details such as duration. In addition to the current reporting for the system-wide program, NW Natural will report annually the total peak load savings, net energy savings, and total overall participation rates for the geographically targeted portion of the program (to the extent such information does not disclose or cannot be used to identify a particular customer). (M) (T)(M) (N)(M) (N) (N) (N)

GENERAL:

This Schedule is governed by the terms of this Schedule, the General Rules and Regulations contained in this Tariff, any other schedules that by their terms or by the terms of this Schedule apply to service under this Schedule and by all rules and regulations prescribed by regulatory authorities, as amended from time to time.

(M): Moved from Sheet 351-1.

Received
Filing Center
SEP 25 2026