

Comfort Zone

NW Natural Customer Newsletter • Washington



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WAYS TO MANAGE YOUR ACCOUNT

Save more this winter with helpful account options

Natural gas is already the affordable way to heat your home compared to other energy sources, and there are ways to lower your monthly payments even more.

- GRANTS.** If you have a past-due account balance, we can help with instant grants. A grant can be used to help offset the cost of a payment plan or pay off a past-due account balance. nwnatural.com/PaymentAssistance
- PAYMENT PLANS.** Flexible payment plans can also lower monthly payments, while reconciling a past-due balance. nwnatural.com/PaymentAssistance
- EQUAL PAY.** Equal Pay is another option and keeps your payments steady 11 months of the year. This can be especially convenient during colder-than-normal weather. nwnatural.com/EqualPay



Visit nwnatural.com to learn more about lowering monthly payments, or call us at 800-422-4012.



BILLING UPDATE

New rates start in November

NW Natural customers in Washington will see new rates starting Nov. 1, which include the combined effects of a rate case and the annual Purchased Gas Adjustment, both recently approved by the Washington Utilities and Transportation Commission.

Changes to this year's rates are driven by multiple factors, including economy-wide supply and demand impacts during the COVID-19 pandemic, and higher prices experienced during last winter's heating season.

In total, the impacts of both adjustments together will result in a rate increase of about \$9.15 a month for the average residential customer using 57 therms per month. It's approximately \$36.74 more a month for the average small-commercial customer using 236 therms per month.

The effect of rate changes may vary for individual customers depending on their customer category, natural gas use and other factors.

Natural Gas Rates Remain Low

NW Natural customers are paying nearly **30% less** today for their bills than they did 15 years ago, due to lower commodity costs coupled with efficient operations and energy-efficiency measures.



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 the Rates and Regulatory Department at 503-610-7330, or email from [### More NW Natural news you can use](mailto:nwnatural.com>ContactUs>Email.</p></div><div data-bbox=)

More about rates



Understand how your bill is calculated and how natural gas rates compare to other everyday items. nwnatural.com/Guide



Gas Assistance Program

Help keep the heat on for neighbors in need. Join NW Natural shareholders, employees and retirees in donating to GAP. nwnatural.com/GAP



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Stay up to date on the latest NW Natural goings-on. You can find us on Facebook, Twitter, YouTube, LinkedIn and Instagram.



WAYS TO SAVE

Savor time at home with natural gas appliances that can lower heating bills

We work with NW Natural Preferred Contractors and other organizations to help you upgrade to appliances that can lower heating bills, reduce household carbon emissions, and keep you warm this winter, and many Pacific Northwest winters to come.

Cozy on demand, with and without power.

A high-efficiency natural gas fireplace turns on instantly with a switch or remote, and provides better indoor air quality than a wood-burning fire. Plus, many models work even when the power goes out - watch a step-by-step video at nwnatural.com/PowerOutage.

Easy, affordable comfort.

A furnace that uses less energy to heat your home with efficiency ratings as high as 98%? That's a high-efficiency natural gas furnace, and one that warms your home with fast, consistent heat. See more benefits at nwnatural.com/Appliances.

DIY tips and resources for the best winter home.

Get even more value from your natural gas appliances with energy-efficient DIY improvements. Learn how to weatherize your home for winter or find the right smart thermostat. Energy Trust of Oregon, our partner in saving energy, has DIY ideas of varying skill levels at energytrust.org/DIY.



Visit nwnatural.com/Offers for this season's rebates and discounts, and to find NW Natural Preferred Contractors near you.



YOUR SAFETY IS ALWAYS FIRST

Carbon monoxide facts and safety tips

Carbon monoxide can be caused by different sources, including household appliances or equipment not working or venting properly. Protecting yourself can be simple.

To help keep you safe this winter, here are some carbon monoxide (CO) prevention tips and warning signs:

- Install and regularly test carbon monoxide detectors that meet strict Underwriters Laboratories standards around your home and garage. They are stocked at most home supply stores, and may be available for free from your local fire department or state fire marshal.
- Make sure all vents and chimneys are properly installed and regularly inspected by licensed professionals. Keep them free of debris, such as leaves, animal nests and creosote.
- A yellow flame from your natural gas burner may be a sign of malfunctioning equipment (the flame should be blue). Soot around the front of a furnace or water heater, or a furnace that constantly runs but doesn't warm up the house, are also warning signs.



- Know CO exposure symptoms, including headache, dizziness, feeling out of breath, confusion and nausea. If you suspect carbon monoxide poisoning, leave your home immediately and call 911.



See more carbon-monoxide prevention and winter safety tips at nwnatural.com/HomeSafety.

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