

Dear valued customer:

When the COVID-19 national emergency was declared on March 13, 2020, all major utilities in Washington voluntarily suspended late fees and turning off gas meters for non-payment of past-due balances.

The Washington Utilities and Transportation Commission approved a customer-assistance order to address the effects of COVID-19. As part of this order, all utilities will resume normal billing and collection processes with their residential and small-commercial customers. **Under the order, suspension of meter turn-offs for non-payment ends on July 31, 2021.**

**NW Natural will resume its normal process of mailing past-due notices on or after July 12, 2021.** If you receive a past-due notice, please contact us at the phone number below before the notice expires to keep your gas service connected. In addition, the suspension of late fees and deposit requirements ends on January 27, 2022.

#### **Financial-assistance resources**

We know this is still a difficult time for many of our customers and we are here to help. Flexible payment plans may be available, including long-term payment arrangements for up to 18 months for residential customers, or up to 12 months for commercial customers.

If you are a residential customer who needs help making a past-due payment, please contact us. You may be eligible for financial assistance through our new COVID-19 Assistance Program. Also, if you're on a limited or fixed income and need continued assistance paying your home energy bills, agencies in Washington can help. Available programs include the Low-Income Home Energy Assistance Program, NW Natural's Gas Residential Energy Assistance Program and NW Natural's Gas Assistance Program. Visit [nwnatural.com/PaymentAssistance](http://nwnatural.com/PaymentAssistance) for a list of local agencies and eligibility requirements.

If you have questions, please contact us at **800-422-4012**, 7 a.m. to 6 p.m., Monday through Friday.

NW Natural's utility services in Washington are regulated by the Utilities and Transportation Commission (UTC). You can contact the UTC using the following information:

- By phone: (toll free) 888-333-9882
- By email: [Consumer@utc.wa.gov](mailto:Consumer@utc.wa.gov)
- By mail: P.O. Box 47250, Olympia, WA 98504-7250

Thank you for taking the time to read this important notice.

Sincerely,  
NW Natural