

# 2021 Highlights

## SUSTAINABILITY

**Exceeded our Low Carbon Pathway target** pace for saving 30% of carbon emissions from our own operations and customers' use of our product by 2035<sup>1</sup>

**Completed an in-depth analysis** of potential models for becoming a carbon neutral energy provider by 2050

**Contributing to the sustainable economy**, NW Natural issued an inaugural sustainable bond and amended the credit facilities for NW Natural Holdings and NW Natural to link borrowing costs to environmental and safety goals

**Led the industry with one of the lowest ratios of leaks** per mile of distribution pipeline

**Delivered the first environmental benefits of RNG under Senate Bill 98** and completed our first interconnection to a local RNG facility

## SAFETY

Continued to operate one of the most modern, tightest systems in the nation

**Lowest number of workplace injuries** in over a decade

## CUSTOMERS & COMMUNITIES

**Ranked #2 in the West** by residential customers in J.D. Power survey for the 18th year running

**Contributed more than \$950,000** to organizations supporting families and children at risk

## EMPLOYEES

**92% of surveyed employees say they are proud to work for NW Natural**

## DEI

**NW Natural Holdings' board of directors** elected a woman as board chair for the first time and 45% of the board are women

**Employee Resource Groups focused on diversity, equity and inclusion**, building awareness, creating connections among employees, and providing company leaders with important feedback

## WATER

**Invested in critical infrastructure**, cybersecurity, safety and customer support improvements across our growing family of water and wastewater utilities

## RENEWABLES

**Launched a competitive renewable energy business** to provide renewable natural gas to the utility, commercial, industrial and transportation sectors

## GOVERNANCE

**Recognized by Ethisphere®** as one of the 2022 World's Most Ethical Companies®

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<sup>1</sup> This is an emissions savings goal equivalent to 30% of the carbon emissions from our customers' gas use and company operations in 2015.