



YOUR SAFETY IS ALWAYS FIRST

## Tips and tools for summer home safety

Safety is our priority and commitment to you. That's why we work 24/7 to maintain our pipeline system, which is one of the safest, most modern pipeline systems in the U.S.

While we work to deliver natural gas safely to your home, we ask that you remember two essential and easy summer safety tips:

- **If grilling tasty meals is part of your summer celebrations**, please keep the grill at least 10 feet away from other structures and objects.
- **If you're preparing to install a fence or planning fall landscaping projects**, be sure to notify 811 via phone or online before digging to locate underground utility lines.

We've seen more people notifying 811 to locate underground utility lines. Thank you for taking this free step to help keep your household and communities safe!



See more safety tips at [nwnatural.com/HomeSafety](https://nwnatural.com/HomeSafety)

### NEW WAYS TO HELP YOU STAY SAFE!

We've designed new safety tools for you. Check out the NW Natural safety app and sweepstakes information included along with this newsletter.

Visit [nwnatural.com/HomeSafeHome](https://nwnatural.com/HomeSafeHome) for details.



BILLING AND PAYMENT

## Need help paying or reducing energy bills? We may have options for you

If you need help paying or catching up on monthly energy bills, we have options that may help for qualifying incomes:

- **Flexible payment plans** for past-due accounts
- **Bill Discount Program** can save 15% to 80% on bills every month
- **No- and low-cost tips** can shave off extra energy costs. Check out a couple of no-cost summer cooling tips on page 2



Plus, **free or discounted home weatherization and natural gas upgrades** may be available through our partnerships with community organizations.



See options at [nwnatural.com/PaymentAssistance](https://nwnatural.com/PaymentAssistance)

### Resources at [nwnatural.com](https://nwnatural.com)



Learn how your natural gas appliances are performing. **Schedule an annual inspection**



Start, stop or transfer your gas service online. **Full self-service is available!**



Your bill is about to look different and be easier to read. **We've added more helpful data**



## WAYS TO SAVE

# Stay cool now, prep your home for fall later

This summer, help keep cooled air circulating inside by setting ceiling fans to the counterclockwise direction, and cleaning or unblocking air vents.

If it's time to make more significant energy upgrades, you could get rebates from NW Natural Preferred Contractors and Energy Trust of Oregon to help pay for the cost.

This summer, you can get:

- **Up to \$700 for a high-efficiency natural gas tankless water heater.**
- **Up to \$1,800 for a high-efficiency natural gas furnace.** Natural gas heating pairs well with an efficient air conditioner to keep you comfortable in every season.



[Learn about appliance rebates, energy-saving tips and NW Natural Preferred Contractors at \[nwnatural.com/Offers\]\(https://www.nwnatural.com/Offers\)](https://www.nwnatural.com/Offers)



## LOW CARBON PATHWAY

# Join 92,000 Smart Energy customers who are already addressing carbon emissions from their natural gas use

In 2016, we set a voluntary goal of 30% carbon savings by 2035. In 2022, we exceeded our target pace and, with your help, we could reach this goal faster.

Here's how you can make a difference:

- **Join the Smart Energy community. You can make the biggest impact today by enrolling in Smart Energy.** The largest source of carbon savings comes from Smart Energy customers who address carbon emissions from their natural gas use through a mix of carbon offsets and renewable natural gas projects.
- **Conserve energy.** Energy efficiency and reduced gas use are currently the second largest sources of carbon savings from NW Natural and our customers.

More customers than ever are enrolled in Smart Energy and together they have addressed more than two million tons of carbon emissions.

[Learn more and enroll at \[nwnatural.com/Smart\]\(https://www.nwnatural.com/Smart\)](https://www.nwnatural.com/Smart)

## Did you know?

THANKS TO OUR OVER 92,000 SMART ENERGY COMMUNITY MEMBERS, WE'VE ADDRESSED

MORE THAN  
**TWO MILLION**

TONS OF CARBON EMISSIONS<sup>1</sup> FROM NATURAL GAS USE.

\*That's like keeping 736,000 tons of recycling out of the landfill!<sup>2</sup>

▶ **Join Smart Energy today!**

<sup>1</sup> 2,129,279 metric tons of carbon offsets funded as of 12/31/2023.

<sup>2</sup> 2,129,279 metric tons of CO<sub>2</sub> is equivalent to greenhouse gas emissions avoided by 736,775 metric tons of waste recycled instead of landfilled. (Source: [www.epa.gov/energy/greenhouse-gas-equivalencies-calculator](https://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator))



## WE HAVE UPDATED OUR PRIVACY NOTICE TO COMPLY WITH OREGON'S NEW CONSUMER PRIVACY LAW

If you are interested in learning more about how we use consumer data and your rights as a consumer, please visit [nwnatural.com/online-privacy](https://www.nwnatural.com/online-privacy).