



YOUR SAFETY IS ALWAYS FIRST

## More ways to prepare for an emergency

BE BETTER PREPARED FOR AN EMERGENCY  
WITH TWO NEW, FREE SERVICES FROM NW NATURAL.



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### Download the free NW Natural Safety App.

In this app, you can add your own list of emergency numbers, complete a home safety checklist, learn how to create an emergency plan, and much more.

### Enter for a chance to win an emergency-preparedness kit.

50 winners will get a kit filled with pop-up lanterns, a power bank, emergency radio, batteries to use in your natural gas fireplace battery back-up and kit devices, wand lighter, and emergency blanket. *Sweepstakes end Nov. 1, 2024.*

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



Improve efficiency with a **gas furnace or fireplace** tune-up.



Get help paying or catching up on bills.



Start, stop or transfer **gas service** at your convenience.



Visit [nwnatural.com/HomeSafeHome](http://nwnatural.com/HomeSafeHome) or scan the code to learn more about the safety app and enter for a chance to win.



WAYS TO SAVE

## Prep your home for fall and winter with help from rebates

Between bath time, dishes and laundry, **hot water is the second largest energy expense in the home.** Make sure you're getting the biggest energy savings by upgrading to a high-efficiency natural gas tank or tankless water heater. NW Natural Preferred Contractors and Energy Trust of Oregon offer rebates for both models.

If you need space-heating improvements, we have rebates for high-efficiency fireplace and furnace upgrades, too. High efficiency means a fireplace or furnace uses less energy to deliver the warmth you rely on, helping to lower heating bills. Rebates can make these upgrades more affordable.



See rebates and easy tips to save energy at [nwnatural.com/Offers](http://nwnatural.com/Offers).



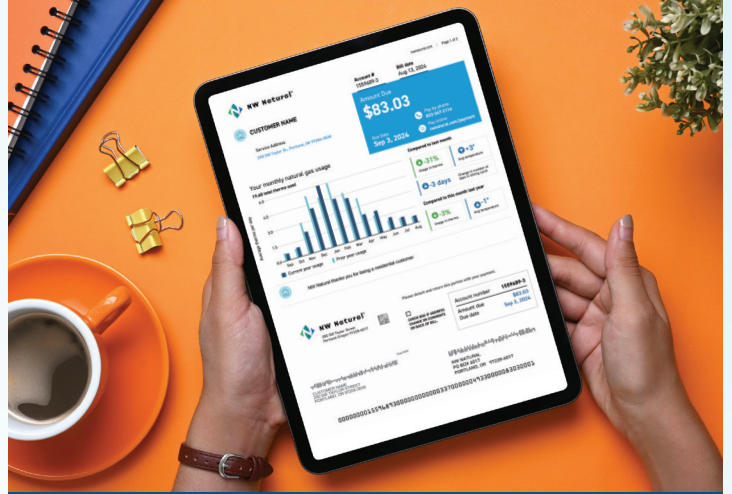


BILLING UPDATE

## Serving you better with a new NW Natural bill

We've been working hard to make your bill simpler to read and added details that answer the most common questions. On the new bill, you will see:

- A graph that shows your energy use for the current and previous years, so you know how your energy use is trending over time.
- Differences between billing periods, such as changes in the number of days billed and average temperature. These variations can affect a bill amount.
- At a glance, whether you used less or more energy than the month before, letting you gauge the results of your energy-saving efforts.



Visit [nwnatural.com/Guide](https://www.nwnatural.com/Guide) to learn more about your bill.



DESTINATION ZERO

## NW Natural surpasses Washington biennial energy-efficiency goal

NW Natural works with partners to deliver residential and commercial energy-efficiency programs to customers in SW Washington. Programs establish two-year savings targets that are approved by the Washington Utilities and Transportation Commission. Utilities then report their program activity and progress over the two-year period in a biennial report.

During the 2022-23 biennium, NW Natural programs saved a total of 739,694 therms, **achieving 119% of the established goal.**



Visit [nwnatural.com/Tips](https://www.nwnatural.com/Tips) to read the report and see easy ways you can improve your home's energy efficiency.



## KNOW YOUR RIGHTS AND RESPONSIBILITIES AS A NW NATURAL CUSTOMER

We are committed to providing safe and reliable natural gas service to all customers. You can help us meet this commitment by keeping your gas meter and other NW Natural facilities protected from damage or tampering, and alerting us in advance at [nwnatural.com](https://www.nwnatural.com) or **800-422-4012** if you plan to move, wish to change your service, or have a service problem.



Know your customer rights and responsibilities: View the Rights and Responsibilities brochure at [nwnatural.com/BillInserts](https://www.nwnatural.com/BillInserts).