



## THE COST OF NATURAL GAS DROPS AGAIN

**You're paying less for gas today than you did 15 years ago**

NW Natural filed its 2016 Purchased Gas Adjustment (PGA) with the Washington Utilities and Transportation Commission (WUTC) on September 12.

The filing requests approval of a rate reduction of about **1.5%** for residential customers and **1.8%** for commercial customers to reflect lower natural gas costs.

The typical residential customer using an average of 53 therms a month would pay about **79 cents less** each month. The typical commercial customer using 243 therms a month would pay **\$3.94 less** every month.

### HOW IT WORKS

The purpose of the annual PGA filing is to true up differences between estimated and actual gas costs and to establish the cost of gas to be applied to customer bills for the coming November-through-October PGA cycle.

The company adjusts for gas cost changes each year. NW Natural does not profit from increases in gas costs. When it files the PGA, NW Natural also typically files to

revise rates for other annual adjustments based on ongoing agreements with the WUTC.

### MORE SAVINGS FOR CUSTOMERS

In addition to the November 1 rate reduction, in June of this year the company returned to Washington customers **\$2.6 million** in gas cost savings. Residential customers received bill credits averaging \$27 for residential customers and \$111 for commercial customers.

Normally, NW Natural would have waited until the PGA to true up gas costs. However, prices had fallen so significantly since the last rate adjustment that the company chose to provide bill credits earlier in the year.

### THE FILING PROCESS

The PGA is filed with the WUTC each September with new rates to take effect Nov. 1.



**For more information, visit the Rates & Regulations section of [nwnatural.com](http://nwnatural.com) or call us at 503-226-4211 and ask for the Rates & Regulatory Department.**



## DAVID ANDERSON TAKES REINS AS CEO

On Aug. 1, David H. Anderson succeeded Gregg Kantor to become the 12th CEO in NW Natural's history. "It's an honor to be the next CEO of this company and to lead our employees who are so committed to delivering natural gas to our customers safely, reliably and affordably each day," said Anderson, who has been with the company since 2004. "We intend to uphold this company's strong legacy of customer service and community support as we move ahead."

Learn more about David at [nwnatural.com/AboutNWNatural/PressRoom](http://nwnatural.com/AboutNWNatural/PressRoom)

## PAPERLESS BILLING CUSTOMERS RAISE

# \$15,000

### for Outdoor School



Thanks to our paperless-billing customers – including several thousand who enrolled in paperless billing this summer – we achieved our goal of **\$15,000** to help send local 6th graders to Outdoor School. In collaboration with Friends of Outdoor School, customers covered:

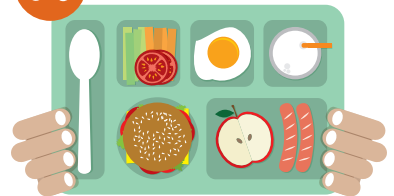
### EDUCATIONAL MATERIALS FOR

# 1,500

6th graders for a week of Outdoor School,



or



### A FULL WEEK'S WORTH OF MEALS FOR

# 250 STUDENTS

If you missed this opportunity to enroll in paperless billing, there's still time. Paperless billing is free, fast and secure, while saving time and resources.



Visit [nwnatural.com/Paperless](http://nwnatural.com/Paperless) to see how going paperless can benefit you.

## WAYS TO SAVE: New heating incentives in time for cooler weather

We can help offset the cost of new high-efficiency heating equipment when you work with a NW Natural Preferred Contractor to install qualifying equipment between Sept. 1, 2016-Dec. 31, 2016. You'll enjoy reliable comfort, long gas-equipment lifespan, plus incentives and ongoing energy savings. (Incentives apply to Washington customers.)

### 1 HVAC SYSTEM

Receive up to **\$900** for a high-efficiency natural gas furnace or boiler-and-air-conditioning system.

### 2 NATURAL GAS FIREPLACE

Receive up to **\$700** for a high-efficiency fireplace.

Visit [nwnatural.com/Offers](http://nwnatural.com/Offers) or call 800-WARM-123 or details and to find a NW Natural Preferred Contractor near you.



## YOUR PARTNER IN SAFETY: QUICK TIPS TO PROTECT YOUR GAS METER

Did you know you are responsible for maintaining your gas meter? Just like maintaining a car or bike to ensure optimal performance, it's a good idea to regularly check your gas meter for signs of wear and tear:

1. Periodically clean and paint exposed gas piping from the meter to your home to prevent corrosion. If the meter could be struck by a vehicle, RV or trailer, call us to see if a guard post should be installed.
2. Keep an eye out for oil and other liquids, which can sometimes get into pipelines through condensation or equipment connected to our system. If you notice liquid near natural gas pipes or equipment, do not touch it. These liquids can contain potentially hazardous materials. Please call us at **800-422-4012** and we will send a technician out to inspect.
3. Keep items and debris away from your gas meter and keep nearby hedges and bushes trimmed.

## LifeWorks NW Portland's Original Iron Chef: COOKING UP FUNDS FOR CHILDREN RELIEF NURSERIES

Join us as we support LifeWorks Northwest's Portland's Original Iron Chef showdown and auction, raising awareness and funds for its four metro area Children's Relief Nurseries.


### HOW DO RELIEF NURSERIES HELP?

Relief Nurseries work to prevent child abuse and neglect, focusing on parenting and early intervention as solutions. According to the Oregon Association of Relief Nurseries, outcomes show:

- Nearly all children enrolled in Relief Nurseries between 2008 and 2010 avoided foster care and continued living safely with their families.
- Nurseries substantially reduce family risk factors associated with child abuse and neglect, plus enhance literacy and increase school readiness.

When you attend Portland's Original Iron Chef, you can eat for a cause, sampling signature appetizers

prepared live by 10 of the region's top chefs:

**Jin Soo Yang**, 2015 champion, Bamboo Sushi 

**Joseph Maddocks**, SwankRestaurant

**Chris Starkus**, Urban Farmer

**Aaron Barnett**, St. Jack/La Moule

**Andrew Rivera** and **William Kuhns**, Ankeny Tap and Table

**Edward Higgins**, Ringside Grill

**Dustin Koerner** and **Yen Tejada**, Andina

**John Newman**, Newmans at 988 (Cannon Beach)

### WHERE AND WHEN

Portland Art Museum  
Thursday, Oct. 20, 2016,  
5:30 to 9 p.m.



Visit [lifeworksnw.org/about-us/events](http://lifeworksnw.org/about-us/events) today to reserve your spot at this exclusive community event. (Only 350 tickets are available.)

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