

## NOTICE TO CUSTOMERS

### ANNUAL PURCHASED GAS COST ADJUSTMENT PROCESS

Each year, NW Natural files its purchased gas adjustment (PGA) with the Washington Utilities and Transportation Commission (WUTC). The purpose of the 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 Nov. through Oct. 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 typically files to revise rates for other annual adjustments based on ongoing agreements with the WUTC.

This year the PGA filing date will change from Aug. 31 to Sept. 15. NW Natural anticipates that a higher cost of gas will result in a slight rate increase to customers starting Nov. 1, 2014.

For more information, visit the Rates & Regulations section of [nwnatural.com](http://nwnatural.com) or contact us at 503.226.4211 and ask for the Rates & Regulatory Department.

