NW NATURAL

- Largest stand-alone natural gas utility in the Pacific Northwest
- Celebrating 160 years of service
- Serving two million people in Oregon and SW Washington
- One of the tightest, most modern distribution systems in the country
- Nearly 1,200 employees
- $1M in donations annually to community organizations
CUSTOMER SATISFACTION

- NW Natural ranked #1 in the West seven years in a row—J.D. Power Gas Utility Residential Customer Satisfaction Study
- We had the nation’s highest score among large natural gas utilities in 2019
- Also #1 in the West for business customers
- Thank you to our customers for voting us #1
SERVING THE COLUMBIA GORGE

- Opened The Dalles customer service center in 1964
- Ten employees currently
- More than 8,000 customers
- We contribute $300,000 in annual city franchise fees
- We contribute $360,000 county taxes on $27 million assessed value

Grand opening, July 1964
BUILDING THE FUTURE

HISTORICAL HIGHLIGHTS

- **1860s**
  - Illuminated Streets

- **1900s**
  - Manufactured Gas

- **1950s**
  - Natural Gas

- **1960s**
  - System Growth

- **2002**
  - Decoupling

- **2007**
  - Carbon Offsets

- **2015**
  - Pipeline Replacement

- **2018**
  - Water Business

Today
Leading the industry with carbon savings goal
OUR SYSTEM TODAY

- Replaced all bare steel and cast iron pipe
- Ongoing system reinforcement and upgrades
- Modernizing our storage facilities for winter needs
SAFETY AND RELIABILITY

- Employee and first responder trainings
- 24/7 system monitoring and management
- Education and outreach with customers and contractors
- Call 811

Conducting training with local fire and rescue at Sherwood facility
MAJOR ENERGY PROVIDER
MODEST CARBON FOOTPRINT

We deliver more energy than any other utility in Oregon
• Heat 74% of residential square footage in areas we serve
• Provide 90% of energy needs for our residential space and water heat customers on the coldest winter days
• Modern, efficient system, one of the tightest in the nation
• Modest emissions profile

Oregon’s GHG Emissions Mix

Source: ODEQ In-Boundary GHG Inventory 2015
LOW CARBON PATHWAY
OUR GOAL: 30% SAVINGS BY 2035

Baseline: 2015 emissions from customer usage and NW Natural operations
RENEWABLE NATURAL GAS

Convert waste into renewable energy
- Can be used in vehicles or blended into pipeline
- Turns waste into revenue
- Resiliency benefits for cities
- Three on-system projects in 2020

New groundbreaking Oregon law sets voluntary targets:

<table>
<thead>
<tr>
<th>Year</th>
<th>Target</th>
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<tr>
<td>2035</td>
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<td>30%</td>
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Wastewater Treatment Plants
Municipal Solid Waste
Landfills
Dairies
Wood and Agricultural Residues
POWER TO GAS

- Capture excess or curtailed wind, solar or hydro electricity
- Converts to renewable hydrogen gas
- Seasonal storage and distribution via our pipeline system

excess renewable energy > goes through electrolysis > which splits the molecule > hydrogen & carbon combine through methanization > methane can be stored in pipeline for future use

40+ projects in Europe
3 projects in North America
NATURAL GAS IS KEY

• Studies show natural gas is key to a smart, effective climate strategy

• E3 Study: Region’s climate goals can be achieved more affordably using natural gas infrastructure in place and 25% renewable natural gas blend
ACCESS AND AFFORDABILITY

We’re committed to a clean energy future that leaves no one behind.

• Bill assistance to help with winter heating costs and weatherization services for home owners and renters

• Work with Community Action Agencies to deliver programs to lower-income customers

• Continue delivering a clean, affordable and reliable energy source at the core of this region’s economy
WORKING TOGETHER

Municipalities
- Use and promote efficiency programs
- Use Smart Energy
- Promote low income programs
- Use RNG for fleets

Customers
- Participate in Smart Energy
- Fund and use efficiency programs
- Use low income programs

NW Natural
- Purchase RNG
- Pursue Power to Gas
- Promote Smart Energy
- Promote efficiency programs
- Fund new technology innovations

CO₂ REDUCTION GOAL
THANK YOU