

You'll be in good hands with one of our NW Natural preferred contractors. They book up fast, so why wait?

nwnatural.com/contractor

Working with our Preferred Contractor Alliance means big benefits for you. Quality brands and products. Top-notch customer service. Financing options. Access to incentives and rebates. Superb training. Let us guide you. That's why we're here.

When you choose Blue, you're choosing better living. The process is easy. Here's what's involved.

Your contractor:

- Orders gas service line for the home
- Obtains necessary permits
- Installs gas line
- Installs gas equipment
- Inspects pressure so the system is ready for activation

You:

- Call NW Natural to activate service
- Enjoy the benefits of natural gas



NW Natural has cared for our customers for more than 150 years.

SAFETY

Safety is our top priority. A few years ago, we began to modernize our system by removing all cast iron pipes. We continued that effort in 2015, replacing the final three miles of bare steel pipes. Today, we have one of the most modern distribution systems in the nation.

Enjoy peace of mind in knowing our gas control room is staffed 24 hours a day, 365 days a year, to make sure our system is working as it should. We also conduct regular, in-person inspections of our pipelines, and make close to 500,000 routine visits each year.

CUSTOMER SERVICE

Last year, NW Natural earned the highest customer satisfaction ratings among all large gas utilities in the west in the J.D. Power Gas Utility Residential Customer Satisfaction Study.

ENVIRONMENTAL STEWARDSHIP

NW Natural is a leader in environmental stewardship. Our Smart Energy carbon offset program includes more than 30,000 participants who have funded the reduction of over 421,000 tons of carbon emissions. This is equivalent to removing more than 80,000 cars from the road each year.

COMMUNITY INVOLVEMENT

We take great pride in giving back to the communities we serve. In 2015, we donated more than \$1 million to over 200 nonprofits and local agencies.

Join us as we work together for positive change. Whatever your concerns, we're here for you. Give us a call.

EFFICIENT. AFFORDABLE. BLUE.



NEED MORE TIME?



MORE INFO? NO PROBLEM.

We invite you to dig a little deeper into the many benefits of natural gas. Let's explore Blue together.

When you're ready to make the switch, visit nwnatural.com/contractor to find a contractor and schedule online. Or call us at 800-WARM-123, and we'll help schedule an appointment with a contractor in your area.



Natural gas is:
AFFORDABLE
Our customers are paying less for natural gas than they did 15 years ago. Lower energy costs mean it could cost only half as much to heat your home as with oil or electricity. And with the addition of a free gas service line, in most cases, now is the perfect time to start saving. You'll be adding immediate value to your home—whether you plan to stay—or eventually sell.

Want a detailed look at your potential energy and cost savings? Check out our cost comparison tool at nwnaturalcompare.com.

Upgrade now and take advantage of our special offers. Whether you're looking for a new high-efficiency natural gas furnace and air conditioner, a tankless water heater, or a natural gas fireplace, these offers assist in making installation more affordable. Visit nwnatural.com/offers to start saving today.

RELIABLE
When the power goes out, natural gas has got you covered. In most cases, your service won't be disrupted. So you won't miss a beat in the kitchen, shower, or as you relax in front of the fireplace. Maintain it properly, and a natural gas furnace should stick with you for 20+ years. Which means less time worrying about your furnace, and more time enjoying those you love.

COMFORTABLE
Warm air without a draft. Check. A natural gas furnace heats quickly, and operates quietly. And the beauty and warmth of a natural gas fireplace can help ensure maximum coziness when there is a chill in the air outside. Simply flip a switch and set the mood.

Precise temperature controls for perfectly cooked meals. Done. Dinner has never been easier. You'll be comfortable knowing you've made the right choice. We'll be confident knowing your heating, cooking, and household needs are satisfied.



EFFICIENT
Conserve energy by upgrading to natural gas. The superb performance of a natural gas furnace is up to 98 percent efficient, and provides warm and consistent heat.

If you'd prefer to heat only the space you live in the most, simply turn the heat down in other rooms and rely on the warmth from your natural gas fireplace.

If you're looking for a nice, hot shower, natural gas water heaters can recover twice as fast as comparable electric models. Efficiency and performance. That's a combination you can trust.

