

We're delighted you've chosen NW Natural.
When you choose Blue, you're choosing better
living. And that's a switch you can afford to make.

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.



**SO YOU'RE READY
TO MAKE THE SWITCH.**



WE'RE HERE TO HELP.

Now that you're ready to upgrade to natural gas, let's get started with these simple steps.

Want to start the process on your own? Check for natural gas availability at nwnatural.com/connecttogas. Then, call us at **800-WARM-123**, or visit nwnatural.com/contractor to find a contractor and schedule online.



Whether you're warming yourself by a natural gas fire, or standing under a hot shower until you wrinkle, you'll be glad you're with Blue. You take the lead. And we'll take it from there.

YOU: **INVESTIGATE OFFERS**

Our customers are paying less for natural gas than they did 15 years ago. 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 learn more.

YOUR CONTRACTOR: **ORDERS SERVICE**

Working with our Preferred Contractor Alliance means big benefits for you. Your preferred contractor will place an order with NW Natural for installation to your home. Our preferred contractors are natural gas experts who inspect, install, and repair your equipment. Enjoy quality brands and products, top-notch customer service, and superb training.

OBTAINS PERMITS

If necessary, NW Natural will obtain permits for service. We'll let you know when we have them.

LOCATES AND INSTALLS LINES

After processing your order, look for a few painted markings on or near your property. The NW Natural crew will install a gas service line from the street straight to your house.



INSTALLS GAS EQUIPMENT

Our expert contractor will install your equipment and connect to the gas meter.

INSPECTS PRESSURE AND ACTIVATES SERVICE

An inspector will attach a "green tag" once the pressure inspection is complete. You can then call NW Natural at **800-927-6123**, or [visit us online](#) to activate your gas service.

THIS ONE'S ALL YOU. **ENJOY**

This is where the fun begins. Enjoy the affordability, reliability, and comfort of natural gas.

Because we know every penny counts, check out our cost comparison tool to get a closer look at your estimated energy and cost savings at nwnaturalcompare.com.