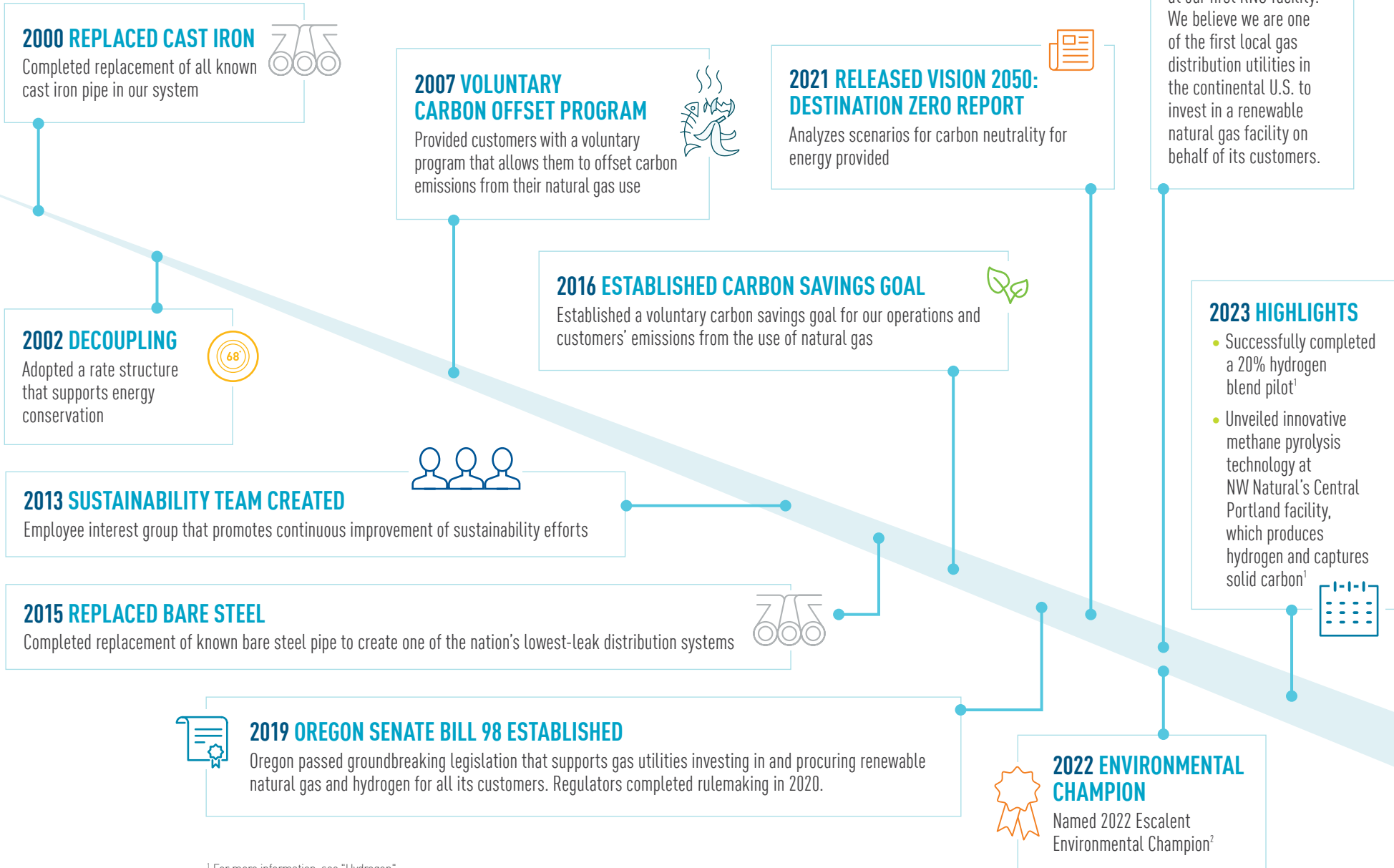


Environmental Stewardship

NW Natural is committed to environmental stewardship. We believe NW Natural has an important role to play in helping our region move to a lower-carbon, renewable energy future in a more resilient and affordable way.



Our Legacy of Environmental Leadership



¹ For more information, see "Hydrogen"

² Escalent's Environmental Dedication Index score comprises customer ratings of utility actions to build strong environmental stewardship

The Gas System is a Powerhouse for Delivering Natural Gas Today and Renewables in the Future

Since NW Natural started delivering energy in 1859, the fuel going through our pipes has changed from manufactured gas to natural gas. We're now working toward our next evolution, from natural gas to renewable natural gas (RNG) and hydrogen. We believe natural gas and its delivery system will continue to be needed for a long time.

The Gas System is a Powerhouse for Delivering Natural Gas Today and Renewables in the Future

NW Natural's pipeline system

- Delivers 50% more energy than any other utility in Oregon³
- Meets 90% of energy needs for our residential space and water heat customers on the coldest winter days in Portland, Oregon

2x the energy

During winter peak-demand periods, the natural gas system in Portland, Oregon, delivers about twice as much energy as the electric system to residential customers

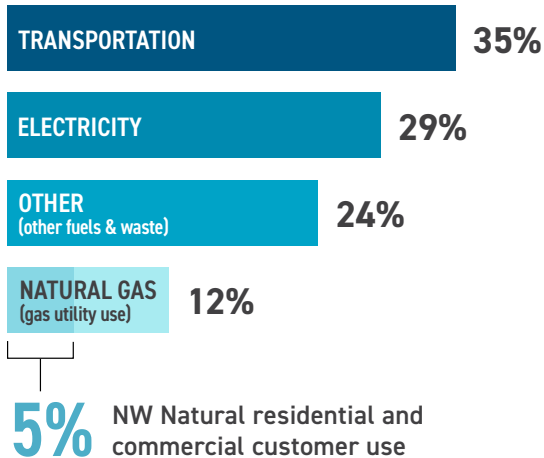
5% of Oregon's emissions

The natural gas our residential and commercial customers use accounts for only **about 5% of Oregon's greenhouse gas (GHG) emissions**⁴

³ Per data from the Oregon Public Utility Commission, 2022 Oregon Utility Statistics Book

⁴ Representative of residential and commercial combustion emissions. State emissions data from the Oregon Department of Environmental Quality Greenhouse Gas Sector-Based Preliminary Inventory 2021

Oregon Greenhouse Gas Emissions by Sector



Source: Oregon DEQ In-Boundary GHG Inventory 2021 preliminary data.



THE ELECTRIC SYSTEM DEPENDS ON NATURAL GAS

Electrical power generation is the largest end-use sector of natural gas in the U.S.⁵

Electric power generators use more natural gas in Oregon than the amount delivered by natural gas utilities to their customers for direct use.⁶

⁵ U.S. Energy Information Administration, U.S. Natural Gas Consumption by End Use

⁶ 2022 Oregon Public Utility Commission Biannual Report



While we know our system is a powerhouse, we also believe we need to transition to renewables. We believe what is needed is a thoughtful and strategic transition that benefits the environment and the communities we serve, but balances our customers' ability to pay for energy necessary to live their lives. To meet the needs of our communities and help our customers reduce their GHG emissions, we believe our region will need an integrated portfolio of diverse lower-carbon energy sources, delivered through pipelines as well as wires. We believe a diversified energy system can be stronger and more affordable—and diversification will be even more important as climate change and severe weather pose new risks to reliability and resiliency.

The natural gas system provides benefits today and can support the future:

- **Continued reliability:** During winter peak-demand periods, the natural gas system in Portland, Oregon delivers about twice as much energy as the electric system to residential customers. The gas system is critical for energy reliability in our region, where the electric grid already faces serious capacity limitations.⁷ In the future, a gas system with renewable molecules can complement electric renewables, adding stability to the entire energy system.
- **Ample existing pipeline capacity and affordability:** NW Natural delivers 50% more energy than any other utility in Oregon.⁸ To handle that load without the gas system, the electric system would need to increase substantially, requiring intense investment to build new transmission and distribution lines and deploy batteries for storing renewable energy. That would come with a high price tag. Meanwhile, the infrastructure for RNG distribution exists today.

- **Energy system resilience:** The natural gas system's underground infrastructure is less vulnerable than above-ground systems to hurricanes, fires, winter storms, and other extreme weather events.⁹
- **Resiliency for our customers:** Some natural gas appliances and generators can operate in a power outage, providing critical energy resiliency benefits during extreme temperatures.
- **Unmatched storage capacity:** As the world transitions toward decarbonizing its energy systems, long-duration storage of renewable energy will be critical. We envision that in the future, the storage facilities we currently have in place could be used to store RNG or hydrogen. Leveraging these unique assets could have significant benefits for decarbonization strategies across the energy sector. NW Natural's existing storage can hold more than 6 million MWh of energy that can be delivered whenever it's needed.

NW Natural currently has more than 20 billion cubic feet of underground storage—equivalent to the capacity of a battery that would cost more than \$2 trillion in today's market.¹⁰

⁷ Northwest Power and Conservation Council, 2019

⁸ Oregon Public Utility Commission, 2022 Oregon Utility Statistics Book

⁹ American Gas Foundation, Building a Resilient Energy Future: How the Gas System Contributes to US Energy System Resilience, 2021

¹⁰ Prices based on NREL, Cost Projections for Utility-Scale Battery Storage, 2023. Equivalent to more than 6 million megawatt hours of storage. To convert natural gas volumes to MWh for comparison, this figure uses a national average heat content of 1036 btu/cf and a direct energy conversion of 0.29307 MWh/MMBtu.

Our Vision

We believe NW Natural has a pivotal role to play in helping our region move to a lower-carbon, renewable energy future in a more resilient, efficient, and affordable way.

Lower-Carbon Pathway

In 2016 we established NW Natural’s Lower-Carbon Pathway as a cornerstone of the company’s strategic plan, setting a voluntary initiative of 30% carbon savings by 2035.¹¹ This is a unique and aggressive target because it includes emissions from our customers’ use of our product as well as emissions from our own operations. With the right policy support, we could see success far into the future. In 2023, we remained ahead of target pace for meeting this goal by taking the following steps: lowering energy use through increased efficiency and decreased consumption; providing customers with a voluntary carbon offset program; working to procure natural gas with lower carbon intensity; and evolving our supply to include renewables.

2023: Ahead of Target Savings Rate

604,848 metric tons of carbon dioxide equivalent saved.
This marks 47% of savings toward goal, ahead of target pace.

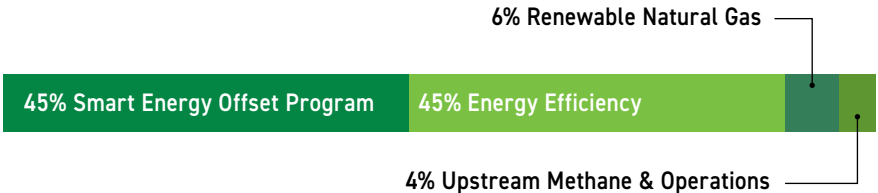


2023 savings equal to removing nearly 144,000 cars from the road for one year (EPA GHG equivalencies calculator).

¹¹ Based on 2015 emission levels attributable to NW Natural operations and customer use of our product.



2023 Source of Savings Mix



Energy Efficiency

From conservation to energy efficiency improvements, reduced energy use currently accounts for the second largest savings toward our Lower-Carbon Pathway, and we’re working hard to increase that savings in the coming years.

Through Energy Trust of Oregon, we’ve supported energy-efficiency measures such as cost-effective equipment upgrades, insulation, and building improvements that last for many years. In 2023, NW Natural customers provided funding that covered over \$41.1 million of energy-efficiency expenses and generated more than 5.8 million therms in energy savings. Since 2016, we have saved approximately 257,000 metric tons of CO₂e related to efficiency measures.

	Energy-Efficiency Expenses (in millions)	Therms of Energy Savings (in million of therms)	Equivalent Cars Removed from Roads
2022	\$35.2	5.6	6,500
2021	\$34.5	6.5	7,500
2020	\$28.8	6.8	7,800

For two decades NW Natural’s rate structure has been based on decoupling, which is intended to break the link between a utility’s revenues and the quantity of gas used by its customers, removing financial incentives a utility might have to discourage customers from conserving energy. In 2023 more than 77% of our gas utility revenues were decoupled.

Reducing Supply Chain Emissions

NW Natural works to reduce emissions throughout the supply chain.

- NW Natural developed and implemented an emissions-screening tool that allows us to understand the carbon intensity of gas supplies and consider environmental impact when we evaluate supply purchases (alongside other key purchasing criteria such as price, creditworthiness, and geographic diversity). Through this analysis we can award contracts to lower-emitting producers. Our program helped us procure natural gas with 10% lower emissions associated with upstream production.
- By targeting gas purchases from more environmentally conscious producers, in 2023 we avoided more than 19,800 dekatherms of methane emissions for a year-over-year savings of more than 19,000 metric tons of CO₂e.
- We use alternative blowdown practices that reduce emissions from pipeline venting. In 2023, we avoided releasing over 3,800 metric tons of CO₂e from our 72 field gas operation procedures, reducing the amount these blowdowns would have vented into the atmosphere by 90%.
- We work with like-minded industry members and trade groups to encourage producers to adopt best practices (see Environmental Memberships & Associations in Appendix).

Smart Energy Program—Empowering Customers to Offset Emissions

We believe NW Natural was one of the first stand-alone gas utilities in the U.S. to offer customers a voluntary program that allows them to offset carbon emissions from their natural gas use. Launched in 2007, our Smart Energy program purchases third-party verified carbon offsets from projects that reduce or prevent the release of GHGs. These projects include biodigesters on family-owned dairy farms and RNG projects.

Smart Energy participation increased almost 10% in 2023, and now more than 12% of our residential customers are enrolled in the program. In 2023, the program addressed over 271,000 metric tons of CO₂ emissions, making it the largest contributor to the Lower-Carbon Pathway. Since its inception, the Smart Energy program has addressed more than 1.7 million metric tons CO₂.

Vision 2050: Destination Zero

As we make progress on our Lower-Carbon Pathway, we are evolving our thinking on what's possible for our system and what's best for our customers. We are assessing new ways we can work toward evolving into a lower-carbon gas utility, including enhanced energy efficiency, new technologies, lower carbon fuels such as RNG and hydrogen, and more.

Our vision is focused on collective actions toward:

- Further reducing energy use through intensive energy-efficiency measures and new technologies
- Leveraging our tight pipeline system and long-duration storage to enable a faster, resilient, cost-effective energy transition
- Looking to emerging opportunities to help our company and customers reduce GHG emissions, including possible carbon capture, utilization, and sequestration that can align with our skills and services
- Facilitating adoption of policies that use joint gas and electric system planning and encourage the development of renewables for the pipeline

RNG for the Pipeline

Leveraging our existing natural gas system in new ways is our priority and displacing natural gas with increasing amounts of renewable energy is central to our vision. NW Natural is already procuring supplies of RNG¹², which is derived from biogas and produced from decomposing organic waste from landfills, agricultural waste and wastewater from treatment facilities, that has been captured and cleaned for the pipeline.

As a renewable fuel that can directly replace conventional natural gas, RNG provides a reliable solution that exists right now and works with the infrastructure we already have.

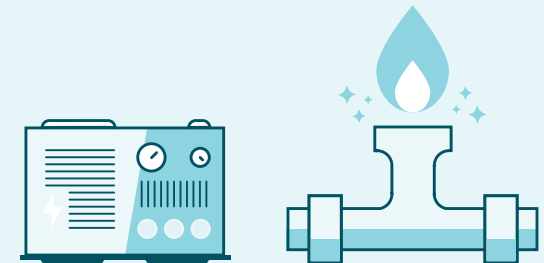
¹² In 2023, under OR-SB98, the total volume of RNG received by NW Natural in M-RETS was 680,698 Dths, which represents .91% of the Oregon sales load delivered to retail customers.

Our vision of carbon neutrality



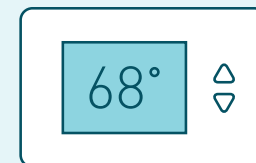
RENEWABLE ENERGY*

Renewable sources that do not contribute new carbon to the atmosphere



COORDINATED ENERGY SYSTEMS

Partnership with cleaner electric systems to create seasonal and peak energy storage



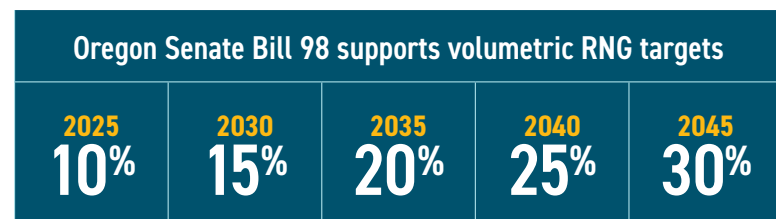
ENERGY EFFICIENCY

Encouraging end-use innovation for deep efficiency

RNG is already in use at major facilities like WM¹³ and the Port of Seattle, which cut net emissions by 46% in a single year by switching to RNG.¹⁴ There are over 885 RNG facilities online or under construction in the U.S. today. Denmark, a leader in the production of biogas in Europe, increased the proportion of biogas injected into its system to almost 40% of total demand during 2023, and the country reports it is on track to meet 75% of its gas demand from RNG by 2030 and 100% by 2034.¹⁵

Public Policy Support – The effort to reduce emissions from the gas grid has depended on public policy that supports the development and delivery of renewable power sources. We actively advocate for thoughtful design of regulatory programs in Oregon and Washington state. We are excited about early steps such as Oregon Senate Bill 98 and Washington House Bill 1257, which create a pathway for RNG.

In Oregon, Senate Bill 98 allows gas utilities to procure RNG, and eventually renewable hydrogen, for customers. The law outlines voluntary goals for adding as much as 30% RNG into the pipeline system by 2050 and allows gas utilities to use up to 5% of their revenue requirement to cover the incremental cost. We have exclusive rights to purchase or develop RNG totaling 2% of our current annual sales volumes in Oregon.¹⁶ Washington state passed House Bill 1257 in 2019, which also supports renewable energy procurement and investment by natural gas utilities.



Our RNG Projects – We believe NW Natural was one of the first movers in the market for RNG. As a result, we’ve been positioning ourselves to play a key role in the market as it develops. Our team continues to establish relationships with RNG producers, developers, and feedstock owners. In 2022, our first biogas facility began flowing RNG to heat homes and businesses. We believe NW Natural was one of the first local gas distribution utilities in the continental U.S. to invest in and own an RNG facility on behalf of its customers.

- **Anew Climate:** NW Natural is purchasing the environmental attributes, or Renewable Thermal Certificates (RTC)s,¹⁷ generated by landfills, foodwaste, and manure facilities throughout the country.
- **Archaea Energy:** Through a long-term agreement with Archaea Energy Marketing LLC, NW Natural is purchasing RTCs generated by landfills throughout the country.
- **BP Products North America:** NW Natural is purchasing RTCs generated by a facility in the Western U.S. that produces RNG from organic waste, which includes food scraps, liquid waste, and manufacturing food waste.
- **Tyson Foods:** Our first investment under SB 98 supported the development of a facility in Lexington, Nebraska that is converting methane from a Tyson Foods processing plant into RNG. In April 2023, a second RNG facility at a Tyson Foods processing plant in Dakota City, Nebraska was commissioned.
- **Metropolitan Wastewater Management Commission:** In 2021, the MWMC treatment plant in Eugene became the first public agency in Oregon to produce RNG. Nearly all the biogas from the facility’s anaerobic digesters that stabilize and treat solids is “scrubbed” and then injected into NW Natural’s system.

¹³ WM’s Renewable Energy Investments Expected to Power over 1 Million Homes by 2026, 2022

¹⁴ Pacific Maritime Magazine, Carbon Emissions Down 46% at Seattle’s Port-Owned Facilities, Operations, 2022

¹⁵ Energinet Denmark

¹⁶ In 2023, under OR-SB98, the total volume of RNG received by NW Natural in M-RETS was 680,698 Dths, which represents .91% of the Oregon sales load delivered to retail customers.

¹⁷ Under Oregon law, NW Natural is able to develop RNG projects and either transport the RNG directly to our customers or sell it and detach the environmental attributes to be used for our customers’ benefit.

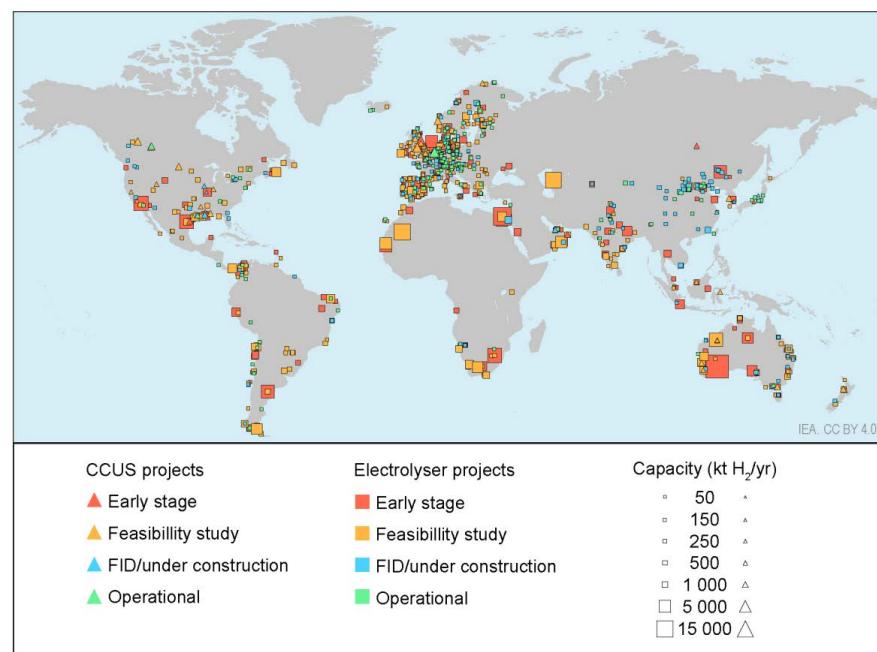
NW Natural advanced the company's RNG strategy on multiple fronts in 2023:

- Began operation of our second RNG facility with Tyson Foods under the landmark Oregon Senate Bill 98
- Issued a request for proposals (RFP) for RNG resources, which attracted a robust volume of bids
- Generated nearly 40,000 metric tons of CO₂ emissions savings. Since 2021, we have saved more than 53,000 metric tons of net CO₂ by using RNG.¹⁸

Hydrogen

Hydrogen is a key part of moving toward a lower-carbon future. It's a versatile fuel at the point of use and can be blended with natural gas in existing NW Natural pipelines to help decarbonize the gas system. Hydrogen equipment can also be paired with carbon capture and sequestration.

Map of announced low-emission hydrogen production projects



Note: Map includes also announced projects starting after 2030.
Source: IEA Hydrogen Projects database.

Our Hydrogen Pilot Projects – After several years of initial testing, in 2023, we stepped up our hydrogen blending efforts to 20% to heat NW Natural's resource center and training facility in Sherwood, Oregon. We also tested the 20% blend on end-use equipment like furnaces, fireplaces, and water heaters. Additionally, we use the facility as an educational opportunity and invite stakeholders, policymakers, and other parties to learn more about hydrogen innovation.

The Netherlands, United Kingdom, and Germany have been testing 20% hydrogen blending for some time. In the U.S., Hawai'i Gas has been using up to 15% hydrogen in its distribution system since the 1970s, and gas utilities have more than three dozen hydrogen projects planned or underway nationwide.¹⁹

NW Natural is working with technical partners to determine how to convert our large industrial customers from natural gas to pure hydrogen made on-site. In 2022 NW Natural formed a partnership with Seattle-based Modern Hydrogen to generate hydrogen on-site at our facilities. Modern Hydrogen's groundbreaking technology is designed to strip the carbon from natural gas and turns the decarbonized gas into hydrogen at the point of use, without the need for new infrastructure or storage. This process is designed to produce hydrogen and solid carbon as outputs, and the carbon can be sequestered or used to make products such as asphalt, construction materials, automobile tires, and soil amendments. Unlike other hydrogen production methods, Modern Hydrogen's technology requires no electricity or catalysts for the methane pyrolysis process. Generating the hydrogen on-site reduces supply-chain risk and eliminates costly hydrogen fuel transportation from origin to pipeline. In 2023, we successfully tested this hydrogen generation technology at our Central Resource Center and will continue to evaluate it.

¹⁸ RNG emissions savings verified by a third-party in compliance with Oregon Department of Environmental Quality standards.

¹⁹ S&P Global, Gas utilities increasingly focus on pipeline blending in hydrogen pilot projects, 2023



Carbon Capture, Use and Storage (CCUS)

In 2023, we installed two CleanO₂ CarbinX carbon capture units at commercial customers to pilot the equipment. The units are designed to capture and reduce GHG emissions from existing boilers as well as reduce energy use by using captured waste heat to preheat water so less energy is needed to heat the water. The captured CO₂ is converted into a raw material used in soap. We see opportunities with this technology and are excited to see the results of the pilot.

What's Next

Our nation is at the beginning stages of developing renewables for the gas system. As the electric system works to increase wind and solar generation, we need to aggressively accelerate development of renewables for our pipeline networks. We're pleased with the progress we've made at NW Natural, and we're continuing to channel the advantages of our modern infrastructure, our expertise, and our innovative spirit in support of our environmental vision.

Environmental Responsibility in Our Business & Operations

We strive to lessen our impact on the environment in a multitude of ways throughout the business.

Environmental Policy & Leadership

We encourage all employees to participate in our sustainability efforts. In 2023, our Sustainability Equity and Engagement Committee (SEEC), an employee-led interest group, celebrated its 10th anniversary. SEEC promotes continuous improvement and adoption of environmental practices through employee education and programming.

Our dedicated environmental management and sustainability department focuses daily on environmental policy and management issues, and reports to our VP, chief public affairs and sustainability officer, who reports directly to our president. Board meetings for both NW Natural Holdings and NW Natural incorporate environmental items into the topics reviewed, including climate-related risks and opportunities. The Public Affairs and Environmental Policy Committee of the boards of directors provides oversight of environmental matters. The committee is guided by the company's environmental policy, which is reviewed and approved annually. It sets forth our commitment to:

- Environmental stewardship, for example supporting conservation through our decoupling rate structure for customers
- Reducing emissions, releases, and waste, for example through our emissions screening tool for supply purchases
- Using our natural resources and energy more efficiently, for example supporting efforts in RNG
- Protecting and enhancing the quality of the natural environment, such as working hard to reduce leaks in our distribution system
- Operating our business in an increasingly sustainable manner, through exploring new technologies such as hydrogen

The Board receives updates and discusses the Company's approach to climate change-related risks and opportunities at each regular meeting. Climate considerations are also woven into the Board's oversight of the Company's strategic planning and risk management processes.

Environmental Management

With one of the most modern natural gas distribution systems in the country, in a well-established service territory, NW Natural performs a limited amount of new construction or other work that might disrupt local communities and the environment, including waterways. When work is required, our environmental management team strives to comply with all environmental regulations and leave the area the same as, or better than, it was when we began. Our environmental management program is supported by:

- Our rigorous procedure manual, which provides guidance on environmental matters. This includes EPA, Oregon Department of Environmental Quality (DEQ) and Washington Department of Ecology (DOE) regulations, and local jurisdictions' requirements. In certain instances, we take the strictest regulation within our jurisdictions and apply it to our entire service territory, which assists us in holding ourselves to a higher standard and facilitates consistent procedures across our operations.
- Our internal Environmental Management System (EMS), which addresses how our resource centers and field work sites are designed and operated. The EMS procedure manual:
 - » Outlines how to design sites to prevent runoff and soil erosion, mitigate spills, obtain necessary Clean Water Act permits, and follow federal, state, and local rules and regulations. These rules and regulations are primarily related to water quality, air quality, chemical handling, spill response, waste, cultural resources, and threatened and endangered species.
 - » Serves as a guide for rigorously vetting products, substances, activities, and services to help us try to minimize our impact on the environment and use the safest and most environmentally responsible materials appropriate in our operations. We keep environmental records and provide environmental training for each project, and we offer awareness programs and trainings for new employees and refresher trainings for established employees.
- Allows us to assign roles and responsibilities, as well as monitor activities for compliance with our permits. Our internal audit department performs periodic audits of our environmental programs and trainings, and external agencies such as EPA, DEQ, and DOE also periodically audit our permitted facilities.

Suppliers

In addition to our efforts to procure RNG and target gas purchases from more environmentally conscious producers, we have similar criteria for vendors we work with:

- We have implemented a sustainable purchasing program covering various focus areas, including sustainability, community, and governance. We strive to procure goods and services in an increasingly sustainable manner, and we expect our suppliers to comply with our Supplier Code of Ethics.
- Our Supplier Code of Ethics contains expectations for our suppliers related to environmental protection and sustainability. We also include language setting expectations for environmental stewardship and sustainability in our master contracts and agreements, and we have launched a website specific to suppliers that allows them to better understand how we promote sustainable procurement efforts.
- We monitor key vendors' environmental records, and we have implemented a scorecard for certain vendors that addresses identified sustainability-related topics, including environmental performance.
- As part of our RFP process, we include in our bid evaluations the extent to which contractors demonstrate their willingness to work together on finding ways to reduce environmental impacts, and we ask prospective suppliers to describe their current or planned practices for utilizing recycled products and minimizing waste.

Energy-Efficient Facilities

Our headquarters and operations center in Portland is LEED Core and Shell Gold certified by the U.S. Green Building Council. A range of features allow us to use less energy, conserve natural resources, minimize waste and support our strategic goals.

- **Energy conservation measures:** Through our high-efficiency building envelope (wall, roof and window assemblies), efficient heating, ventilation and air-conditioning system and controls, 100% LED lighting and other measures, we estimate energy cost savings for the building's core and shell of approximately 28% annually, compared to a code-compliant building—more than 550,000 kilowatt hours and approximately 8,000 therms of natural gas saved.

- **Water savings:** Efficient plumbing fixtures that use approximately 40% less water than code-compliant fixtures reduce water demand, along with a drip irrigation system to efficiently water native plants on our rooftop deck. In 2023, we used approximately 880,000 gallons of water.
- **Use of green building materials:** Nearly 21% of the materials cost for the building core and shell construction came from recycled materials, reducing environmental impacts of extracting and processing virgin materials.
- **Convenient downtown location:** Our headquarters are conveniently located in our downtown core within walking distance of transit stops for public bus lines, light rail, and the streetcar. We provide secure and indoor bicycle parking to further encourage sustainable transportation alternatives and reduce pollution from automobile use.
- **Onsite recycling and composting:** To limit waste, each floor is equipped with central recycling and compost stations.



CORE AND SHELL GOLD CERTIFIED

Our building supports employees' health and wellness with an onsite wellness center, locker room and indoor bike parking, ample daylight in work areas and access to the outdoors and nature on our rooftop deck.

As we're continuing to renovate and upgrade our facilities, we are inspired by LEED certification principles and focus on building resilient, energy-efficient structures that serve the needs of our customers, employees, and the environment.

- For NW Natural's use of natural gas in its operations, we pay for carbon offsets through the Smart Energy program. We became our first Smart Energy customer when the program launched in 2007, and since 2020, NW Natural has offset 100% of the CO₂ associated with the natural gas heating for its facilities.
- Our facility in Sherwood, Oregon once again received Washington County's Green Business Leaders certification in 2024, which recognizes a company's efforts in sustainable materials management, toxics reduction, and social responsibility.
- NW Natural Salem received Oregon's EcoBiz Certification, designating them as a location that met high standards to reduce toxins, prevent pollution, and protect the environment.
- We are part of the Energy Trust of Oregon's Strategic Energy Management program, which helps us continually improve our operations through equipment and building choices as well as employee behavior.

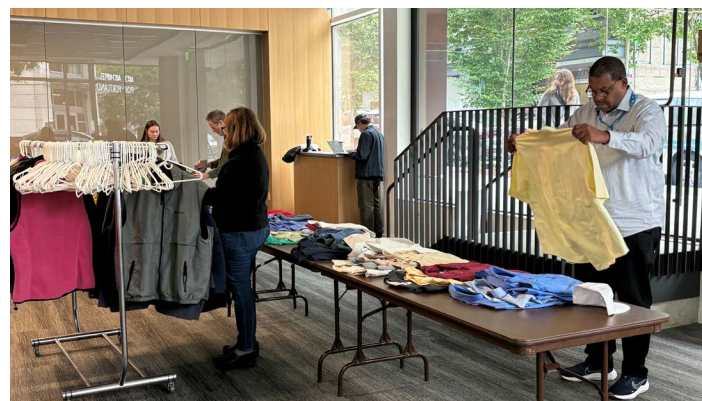
Waste Reduction

Our team of in-house environmental specialists oversee all waste assessments. The environmental specialists must have over ten years of experience managing waste stream assessments and complete OSHA's 40-hour "hazwoper" certification. Additionally, they:

- Participate on a chemical evaluation safety team that works to eliminate products that may produce potentially hazardous waste before it's generated, and they periodically perform waste audits at our resource centers
- Attend annual waste management training seminars hosted by the Oregon DEQ
- Implement several written environmental modules directed at managing commonly occurring waste streams
- Identify opportunities for continued improvement

We strive to reduce and recycle any byproducts of our process by:

- Performing waste audits at all our resource centers.
- Implementing and maintaining recycling programs in our operations. We currently recycle 100% of the following items: batteries, waste soil from our fleet transportation, oil filters, antifreeze, scrap metal, and some types of plastic. NW Natural's recycling activities in 2023 eliminated over 85% of the total volume of total ordinary operating waste potentially requiring disposal, and diverted those materials into recycling opportunities instead. We recycled more than 2,000 pounds of plastic film in 2023.
- Diligently following EPA's rules and regulations for hazardous waste. We report to the state government the amount of hazardous waste that is incinerated or sent to the landfill annually. In addition to materials recycled in 2023, NW Natural disposed of materials from ordinary operations as well as remedial-site wastes. Of the ordinary operational waste that was disposed; 99% was non-hazardous waste (98% landfilled and 2% incinerated) and 1% was hazardous waste (33% landfilled and 67% incinerated).
- Signing up nearly 336,000 customers for paperless billing, enabling them to receive their bill electronically rather than through the mail. Enrollment increased by 3% in 2023, and today nearly 42% of our customers are enrolled for paperless billing. To further promote online transactions and paperless billing to conserve resources, during Earth Month in April we promoted paperless billing. We also promote paperless billing to customers throughout the year via their bills, print and electronic newsletters, and more.
- Holding an annual, free NW Natural logo wear swap where employees can exchange used NW Natural clothing and gear and refresh their wardrobe.





Air

In addition to our Lower-Carbon Pathway, we are conscious of emissions from our transportation fleet. We have invested in the use of compressed natural gas (CNG), a fuel that emits 90% less nitrogen oxide (NOx) air pollutants and particulate matter from heavy-duty vehicles than diesel.

- We have invested in five CNG stations for our own fleet, which includes 198 vehicles.
- In 2023, NW Natural supplied 11 companies and municipalities with over 4.5 million therms of CNG to power their fleets.
- Our idling-reduction initiative is aimed at reducing particulate emissions. Emissions such as sulfur oxides (SOx), NOx, and non-methane volatile organic compounds (VOCs) are below applicable permitting thresholds for the majority of our facilities and, as such, we do not consider them to be significant to our operations.

Water

While our natural gas distribution operations are not water-intensive, we strive to adhere to all Clean Water Act requirements, and we use limited water, much of it recycled, for hydrostatic testing and pipeline construction. We also repurpose water, use leading stormwater-management techniques, and conduct regular audits at construction sites.

Biodiversity

We aim to lessen the impact to our ecosystem before, during, and after construction by working with the Oregon Department of Fish and Wildlife (ODFW). We work to restore and revegetate habitats that have had temporary impacts using approved native seed mixes that are beneficial to wildlife. For permanently impacted habitats, we work with ODFW to enhance the habitat quality as much as possible.