

20
24

Community & Sustainability Report



NW Natural
HOLDINGS™

Service. Safety.
Community.
Since 1859.

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To Our Stakeholders

Over the last several years, NW Natural Holdings has successfully expanded and diversified our business. Our footprint now extends across seven states and we provide natural gas, water and wastewater utility services to over two million people.

Yet as our company has evolved, our core values have remained the same. I am proud of the progress we made in 2024 and our ongoing commitment to integrity, safety, caring, service ethic, and environmental stewardship. These core values define how our employees go about their work every day, and they ensure that we are able to provide safe, reliable and affordable utility services in a sustainable way to better the lives of the communities we serve.

As you'll see in the following pages, our core values drive our actions and led to numerous achievements in 2024. These activities spanned from investing in the safety of our system and sustainability projects, to innovative programs for community support, financial assistance, and workforce development.

All of that work was possible because of the over 1,400 people I am grateful to call my colleagues. It's a privilege and an honor to share their work with you in our *2024 Community & Sustainability Report*.



Justin Palfreyman
President & CEO
NW Natural Holdings



Ethisphere® Institute's 2024 World's Most Ethical Companies®



50/50 Women on Boards – Highest distinction for Gender Balanced board

J.D. POWER

TOP 5 IN THE WEST
in residential customer satisfaction

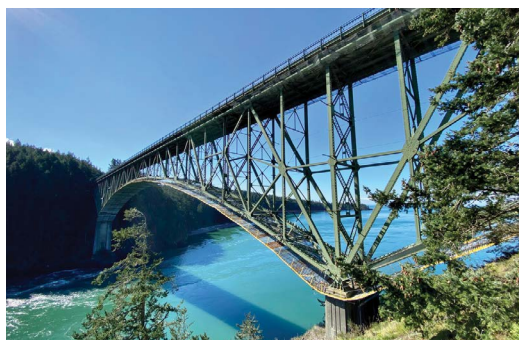
About NW Natural Holdings

Northwest Natural Holding Company, based in Portland, Oregon, owns NW Natural Gas Company, NW Natural Water Company, NW Natural Renewables Holdings and other business interests.



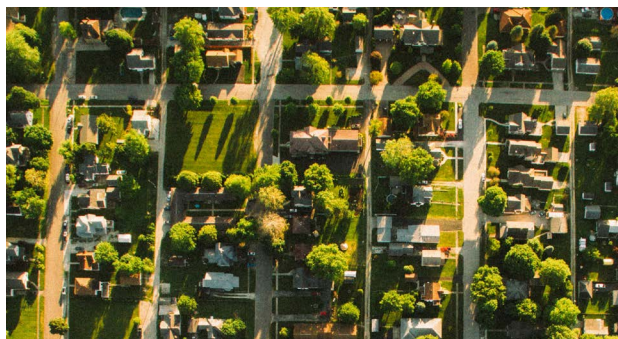
**OVER
165 YEARS**

doing business as a
respected energy provider
in the Pacific Northwest



NEARLY 190,000

people across six states depend
on us for access to household
water, and we provide operation
and maintenance services to
approximately 24,500 connections



**APPROXIMATELY
2 MILLION PEOPLE**

depend on us to deliver the energy
and essential services they need to heat
their homes, cook their meals, and keep
their businesses running



**MORE THAN
1,400 EMPLOYEES**

committed to providing safe,
reliable service



**OVER 800,000
METERS**

providing energy in Oregon
and Southwest Washington

OUR MISSION

We strive to provide safe, reliable, and
affordable utility services and renewable
energy in a sustainable way to better the
lives of the communities we serve.

OUR VISION

Lead in service excellence, innovation
and environmental stewardship by
harnessing our passion for customers.

OUR CORE VALUES

Integrity
Safety
Caring
Service Ethic
Environmental Stewardship

2024 Highlights

\$1 MILLION

contributed to nonprofit organizations

2ND LOWEST

Lost Time Incident Rate
in NW Natural's history

87%

of surveyed employees are
proud to work for NW Natural

100%

of surveyed employees feel like they
belong at NW Natural Renewables

89%

of surveyed employees feel engaged,
committed, and enthusiastic about
their work at NW Natural Water

LAUNCHED

NW Natural Holdings launched
a new Allyship Employee
Resource Group

EXPANDED

NW Natural Water operations
in Oregon, Idaho, and California

FIRST

NW Natural Renewables began operation
of its first two renewable natural gas
(RNG) facilities

OVER 20 BILLION

cubic feet of underground gas
storage held in facilities near
Mist, Oregon

Safety & Reliability

Safe, reliable delivery of natural gas is our greatest responsibility to our customers, employees, and the communities we serve. Safety guides everything we do.



Our NW Natural Gas System

NW Natural’s system serves more than 2 million people and delivers 44% more energy than any other utility in Oregon over the course of a year.¹ NW Natural’s system in Portland meets 90% of our residential space and water heat customers’ energy needs during the coldest winter days.

In the mid-1980s, we worked with our public utility commissions in Oregon and Washington state to proactively create a pipeline replacement program. NW Natural has one of the most modern distribution systems in the country with no identified cast iron pipe or bare steel main.

That legacy continues—NW Natural outperformed the industry average in lowest leaks per mile of distribution pipe in 2024 among U.S. natural gas utilities.²

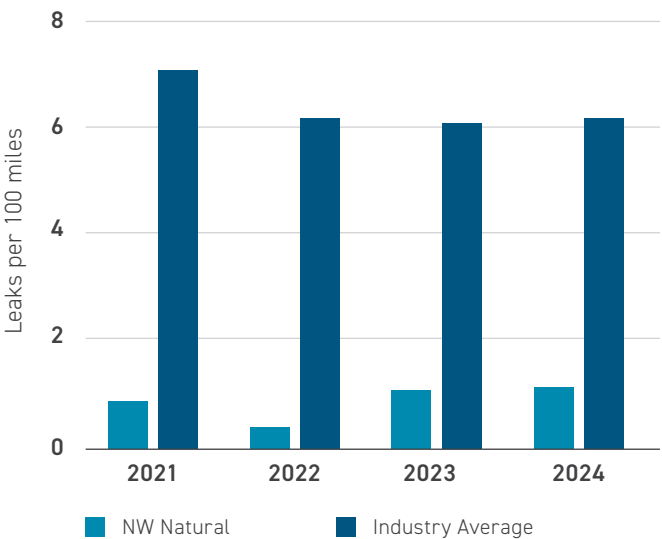
We work to vigilantly manage our assets, which include about 700 miles of transmission pipelines and approximately 14,400 miles of distribution pipeline. Our asset management processes include:

- Comprehensive training for operations employees
- Proactive monitoring, preventative maintenance, corrective and accelerated actions
- Regular asset monitoring and auditing
- Risk assessments
- Systems and processes to help us promptly identify and repair potential issues

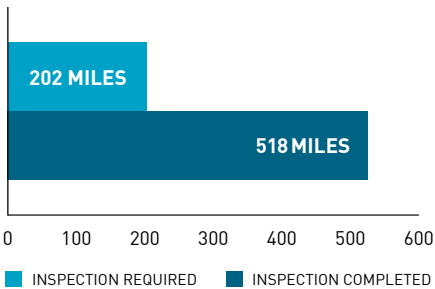
By the end of 2024, NW Natural had inspected 518 miles of transmission main using inline inspection technology which is 2.6 times the mileage of transmission main owned by NW Natural that is required to be inspected. We inspect our transmission system with a combination of direct assessments and technologically advanced inline inspection. At the end of 2024, we had inspected nearly 74% of our transmission system, primarily through inline inspection—an efficient and effective method which can assess pipeline integrity from inside the pipe.

While NW Natural has consistently maintained low leaks per mile of distribution pipeline, we continue to strive for improvement. We aim to perform a leak survey of each gas distribution main at least every five years and survey 20% of mains every year. We also work to perform leakage and atmospheric corrosion surveys every three years on residential service lines.

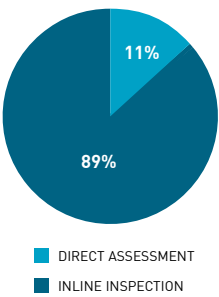
Targeting Low Leaks³



Inspected More Miles Than Required



Inspection Approach



¹ Oregon Public Utility Commission, 2023 Oregon Utility Statistics Report
² Based on Annual DOT Report Data for natural gas operators reporting more than 7,000 miles of distribution main.
³ Based on Annual DOT Report Data for natural gas operators reporting more than 7,000 miles of distribution main.

INVESTING IN SAFETY IMPROVEMENTS

NW Natural is continually investing in the safety and reliability of our natural gas infrastructure for our customers. In 2024, we invested more than \$385 million in infrastructure with the majority related to safety and reliability. These upgrades are critical to ensuring a safe work environment for our employees and outstanding service to customers now and in the future.

For example, we are installing excess flow valves (EFVs), which can automatically stop the flow of natural gas to a home or business if the service line is damaged by a seismic disturbance or other catastrophic event. We're installing EFVs on new service lines and planning to retrofit EFVs on existing service lines meeting certain specifications. By the end of 2024, we had installed more than 310,000 EFVs on about 41% of the service lines in our system.

DAMAGE PREVENTION

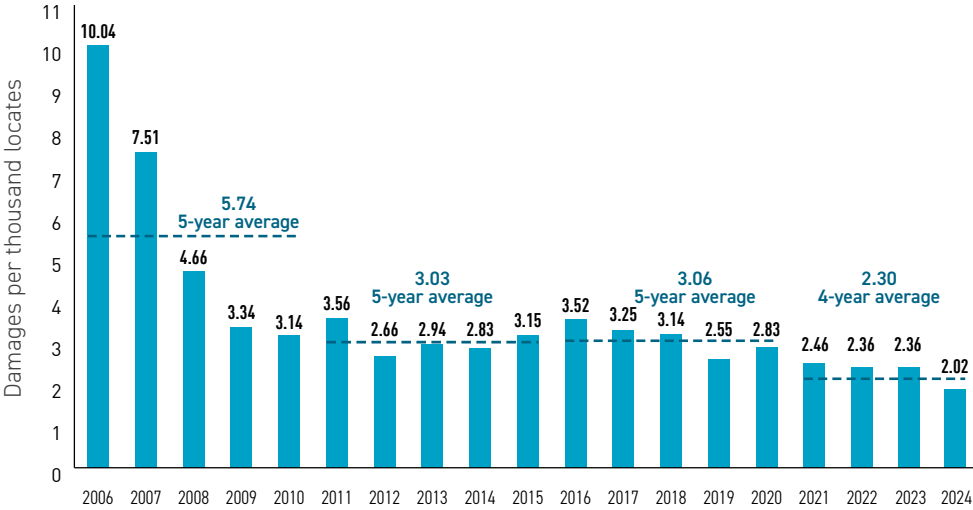
Digging by third-party contractors is the biggest cause of damages to NW Natural pipelines. Preventing these damages protects public safety, prevents interruptions in gas service and helps reduce pipeline emissions. NW Natural began comprehensive efforts to address this issue in 2006, working with our state regulators to implement more rigorous dig laws, and providing training and intervention to help contractors excavate safely. Since then, damages due to digging have declined by over 79%.

In 2024, we focused on reducing damages related to insufficient one-call notification practices, where excavation happens without proper locates for utility lines. We proactively communicated with and educated excavators on the locate request process, as well as created a field-accessible reporting procedure to alert damage prevention specialists to potential issues. We also continued a robust multimedia campaign, in Spanish and English, reminding landscapers, contractors and homeowners how to avoid damaging lines. The average damages related to insufficient one-call notification practices from the last five years dropped by about 29% in 2024.

Our specialists engaged third-party excavators on high-risk interventions by:

- Contacting individual excavators prior to the project start date to discuss the scope of work, dig laws, best practices and the location of NW Natural facilities
- Meeting the excavator on-site to perform jobsite assessments

Damage Levels⁴



⁴ DOT 2024

- Providing a point of contact and support for the excavator on that jobsite and any future jobsites
- Offering trainings tailored to the kind of work each contractor does

GAS SYSTEM SAFETY

To help prevent safety issues, NW Natural employees performed more than 200,000 proactive field visits in 2024. We operate a 24/7 emergency hotline that enables us to promptly dispatch responders when there's a problem, and our NW Natural safety app connects customers to our 24-hour emergency line with one click. On average, we respond to damage and odor calls across our service territory in about 30 minutes or less.

Our commitment to safety extends beyond adhering to regulatory mandates. Our Pipeline Safety Management System (PSMS) is a voluntary program. It provides a holistic framework for our employees to manage risk and promote continuous improvement of safety practices. PSMS engages all employees, from frontline workers to executives, in advancing the program's ultimate goal of reducing pipeline incidents to zero. We've continued to enhance our PSMS program by strengthening NW Natural's existing safety programs and integrating them into our PSMS. We also enhanced our documentation for safety-related processes, as well as increased training using our event-learning program.

RELIABILITY & RESILIENCE

NW Natural has developed a risk-based method for determining how to provide energy to customers without interruption, both now and over the long term, even when demand is at its highest. This is done through a process of evaluating different energy-demand scenarios and resource-acquisition strategies, as outlined in our Integrated Resource Plan (IRP).

We conduct this involved analytical process to help maintain adequate gas supply to meet customer needs every day across the year (energy planning) and during the coldest days we might experience (system capacity planning). To help lower costs for our customers and mitigate the risk of interruptions to our natural gas supply, we:

- Purchase natural gas from geographically varied sources
- Maintain a diversified portfolio of supply contracts
- Own and contract with natural gas storage facilities

Our expertise in resource and energy planning will continue to be essential as we invest in renewable fuels for the pipeline.

NW Natural has abundant storage capacity in or near our service area—a unique and valuable resource for reliable energy delivery. We expect to meet about 55% of our projected peak day energy requirement with gas from storage in or near our service area. Our gas storage facilities near Mist, Oregon hold more than 20 billion cubic feet of underground storage, sufficient capacity to supply natural gas to the Portland metro area for approximately one month during an average winter.

RESILIENT INFRASTRUCTURE & OPERATIONS

We take measures so that in the event of a disaster we can continue to operate critical business functions, including gas control and emergency response. We build and upgrade our operations facilities to function in the event of a disaster so we can continue to operate these critical business activities.

- Our Portland headquarters is designed to remain operational after an earthquake. We completed upgrades of our Sherwood resource center that is designed to be operational after a large-scale seismic event. New resource centers in Vancouver, Washington and Lincoln City, Oregon are built to Level 4 seismic standards, which apply to structures that are most critical to resilience.

- We continued to upgrade our facilities in 2024 as part of the company's Long-Range Facilities Strategic Plan for building resilient, energy-efficient structures.
- NW Natural uses FEMA's National Incident Management System and Incident Command System (ICS) to manage emergency situations that could disrupt our operations. The ICS is designed to address any hazard, whether it be a natural disaster, a pandemic, a technology issue, a cybersecurity incident, or an event such as major damage caused by third-party excavation.

On January 13, 2024, NW Natural's customers relied on the gas system like never before during a severe winter storm. Through careful planning and hard work, our field crews and operations teams kept gas flowing safely for about 2 million people in the region, many of whom were without power but could still rely on natural gas for heat, cooking and hot water. NW Natural's storage facility in Mist, Oregon provided a new record volume of over 4.5 million therms of gas. In total, we delivered 9 million therms of gas to homes and businesses, about double our average daily winter send out. We were able to retain service to our customers due to the resiliency and reliability of our underground system and the dedication of our employees.

CYBERSECURITY

We prioritize cybersecurity to protect our critical systems and customer data. Our vigorous cybersecurity program continued to be a significant and growing piece of our investment portfolio. We continue to maintain processes and controls guided by the National Institute of Standards and Technology (NIST) Cybersecurity Framework. NW Natural's commitment to cybersecurity encompasses our third-party partners. We manage third-party cybersecurity risks by asking detailed questions, reviewing independent assessments, requiring incident reporting, and ongoing monitoring. In 2024, we were not materially impacted by any information security breach of our systems or those of a third party. Our cybersecurity activities are supported and overseen at the highest levels of the company and the audit committee of our board.

We continually review and update our cybersecurity strategy to help secure technology systems and support the safe flow of gas to our customers. The Transportation Security Administration (TSA) continues to approve updates to our Cybersecurity Implementation Plan for meeting revised federal security directives. These updates address revised requirements, new technologies, and operational changes. The plan focuses on six key objectives: security governance, cybersecurity risk management, compliance, defensibility, zero-trust architecture, and cloud security. We've got a sharp focus on cybersecurity operations.

- Our active NW Natural and NW Natural Water employees are required to participate in information security training that demonstrates how to protect confidential information at work, identify potential cybersecurity risks and act in case of a suspected information security incident. We also provided focused phishing training, including extra training for groups that face elevated security risks.
- We continued to maintain process controls, perform security assessments, and work toward alignment of our program to the NIST Cybersecurity Framework and other key standards.
- We expanded our detection capabilities.



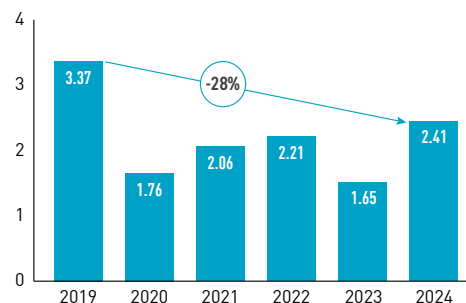
EMPLOYEE SAFETY

NW Natural is engaged in a companywide initiative to systematically pursue our ultimate goal of eliminating safety incidents. Our Journey to Zero program, launched in 2020, focuses on preventing injuries and building a safety culture based on open communication, collaboration, and a strong service ethic. Each year, we set a target of reducing injuries by 10% over the previous three-year period. Our Journey to Zero on-the-job safety initiative continued to deliver results in its fourth year. The period from 2020 to 2024 marked one of the best safety performances in the last 20 years.

In addition to emphasizing critical on-the-job safety practices, we supported our employees' safety and health, with the following initiatives and programs:

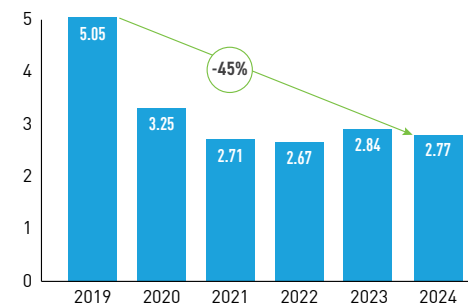
- Continued our Work Ready program designed to help employees work and move in safer ways, using the same techniques that keep athletes at peak performance. The voluntary app-based program is available for employees and their immediate family members.
- Used our enterprise resource planning technology that includes new tools to streamline health and safety reporting. The platform allows employees to log incidents, near misses and safety observations in real time from a mobile device, laptop, or desktop computer, and it provides a one-stop shop for analyzing safety submissions and extracting key insights.
- Focused on preventing Serious Injury and Fatality (SIF) incidents. NW Natural has maintained a zero SIF rate, with no fatalities for more than a decade. To take SIF prevention a step further, in 2022, we began reviewing all collisions, injuries and near miss/good catch reports to identify potential SIF incidents and evaluate the controls we have in place to prevent serious injuries.
- Continued to design facilities to promote employee safety. Our operations, facilities and safety teams use prevention through design principles to eliminate or mitigate safety and ergonomic risks in all newly constructed or remodeled NW Natural facilities.
- Participating in a nationwide worker-safety study supported by the National Institute for Occupational Safety and Health. The Total Worker Health research program focuses on reducing and preventing work-related risk factors that have an impact on employees' safety, health, and well-being.

Days Away or Restricted Time Rate (DART)*



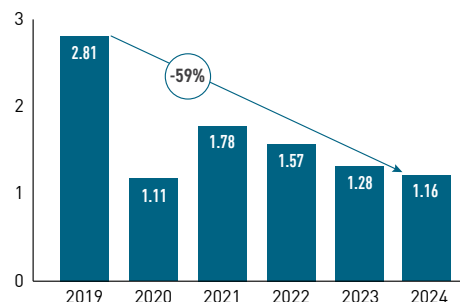
DART = $\frac{\text{\# of incidents with lost time or restricted duty} \times 200,000}{\text{Number of hours worked}}$

Total Recordable Incident Rate (TRIR)*



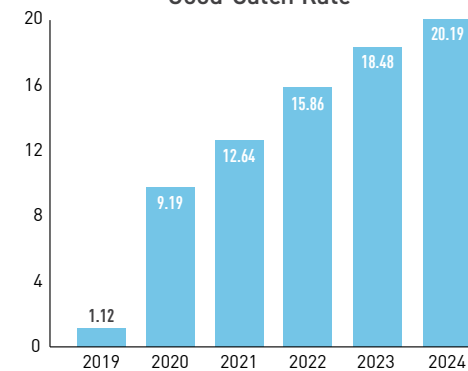
TRIR = $\frac{\text{\# of incidents requiring medical attention} \times 200,000}{\text{Number of hours worked}}$

Lost Time Incident Rate (LTIR)*



LTIR = $\frac{\text{\# of lost time injuries} \times 200,000}{\text{Number of hours worked}}$

Near Miss Frequency Rate/ Good-Catch Rate*



*Safety data subject to change past publication date.

2024 TRAININGS



32,354
TOTAL PIPELINE
SAFETY TRAINING
HOURS



1,472
TRAINING HOURS
clocked by employees
at our “Training Town”
simulated neighborhood



**366 field staff
members**

attended additional quarterly, annual,
and scenario-based safety trainings,
as well as monthly safety presentations



**432 firefighters
trained**

in emergency procedures
involving gas lines

SAFETY MANAGEMENT PROGRAM

NW Natural’s health and safety policies and procedures are designed to comply with all applicable regulations—and we strive to go beyond compliance.

- Strict stop-work policy—when an employee is involved in a safety incident, they must stop work and a 24/7 nurse care line is available to all employees. We provide alternative working opportunities that allow employees to recover while continuing to contribute.
- Executive compensation on the line—a portion of our executives’ compensation is tied to achieving our safety metrics, and our board of directors regularly reviews company safety metrics.
- The safety steering committee is overseen by our executives, as well as a dedicated safety team led by our vice president, chief human resources and diversity officer, who reports directly to the CEO.
- Monitor safety performance to help us understand the origins of incidents and develop root-cause trend analysis.
- Work to incorporate industry best practices and benchmarking, including peer analysis and assessments done by the American Gas Association. Our internal auditors periodically review our safety department and health and safety policies. We also conduct third-party assessments to audit aspects of our safety management system.
- Hold contractors accountable—we seek to work with contractors that meet or exceed safety standards and practices for their industries. We use ISNetwork’s contractor management services to help us evaluate contractors’ safety performance and policies, including criteria such as insurance and drug and alcohol testing standards.

COMPREHENSIVE SAFETY & TECHNICAL TRAINING

We maintain an extensive, proactive training program that includes compliance, awareness, emergency preparedness, identifying hazards and handling high-risk situations. Every year NW Natural operations employees complete classroom instruction and hands-on training at our state-of-the-art Training Town facility, which features a simulated neighborhood complete with functioning underground natural gas lines. We also offer self-paced virtual training through our learning management system (LMS) to keep training current and support our blended learning approach.

NW Natural employees logged more than 32,000 pipeline safety training hours in 2024, and we also continued to provide training for third parties. We hosted 27 immersive safety trainings to prepare firefighters to respond to emergencies that involve or affect the natural gas system.

The technical training department leverages NW Natural’s LMS to obtain a robust set of data for analyzing the effectiveness of our safety training. The ability to track employee qualifications and automate training requirements helps us ensure regulatory compliance and verify that our field personnel have the knowledge and skills to maintain system safety, identify hazards and safeguard our crews, customers, and communities. Our Quality Assurance team follows up on training and inspects work in the field to verify that employees and contractors are working safely and effectively across field operations.

Additional Information:

- [Integrated Resource Plan](#)

Environmental Stewardship

Environmental stewardship is one of our core values, and we have 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

2000 REPLACED CAST IRON

Completed replacement of all known cast iron pipe in our system



2002 DECOUPLING

Adopted a rate structure that supports energy conservation



2013 SUSTAINABILITY TEAM CREATED

Employee interest group that promotes continuous improvement of sustainability efforts



2015 REPLACED BARE STEEL

Completed replacement of known bare steel pipe to create one of the nation's lowest-leak distribution systems



2019 OREGON SENATE BILL 98 ESTABLISHED

Oregon passed groundbreaking legislation that supports gas utilities investing in and procuring renewable natural gas and hydrogen for all its customers. Regulators completed rulemaking in 2020.



2007 VOLUNTARY CARBON OFFSET PROGRAM

Provided customers with a voluntary program that allows them to offset carbon emissions from their natural gas use



2016 ESTABLISHED LOW CARBON PATHWAY

Established a voluntary carbon savings goal for our operations and customers' emissions from the use of natural gas



2021 RELEASED VISION 2050: DESTINATION ZERO REPORT

Analyzes scenarios for carbon neutrality for energy provided



2022 FIRST RNG FACILITY

Commenced operations at our first RNG facility



2023 HIGHLIGHTS

- Successfully completed a 20% hydrogen blend pilot
- Unveiled methane pyrolysis technology



2022 ENVIRONMENTAL CHAMPION

Named 2022 Escalent Environmental Champion¹



2024 HIGHLIGHTS

- NW Natural Renewables RNG facilities began operations



¹ Escalent's Environmental Dedication Index score comprises customer ratings of utility actions to build strong environmental stewardship

Environmental Responsibility

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

NW NATURAL'S EMISSIONS

	2024	2023	2022	2021
Fugitive Methane Emissions Rate	0.135%	0.128%	0.126%	0.131%
Scope 1 Emissions	98,412 MTCO ₂ e	101,298 MTCO ₂ e	102,496 MTCO ₂ e	97,113 MTCO ₂ e
Scope 2 Facility Emissions (electricity use)	2,211 MTCO ₂ e	2,394 MTCO ₂ e	2,398 MTCO ₂ e	2,972 MTCO ₂ e
Scope 2 Total Emissions (electricity use)	2,692 MTCO ₂ e	2,662 MTCO ₂ e	2,646 MTCO ₂ e	N/A – information not available to perform calculation

LOW-CARBON PATHWAY

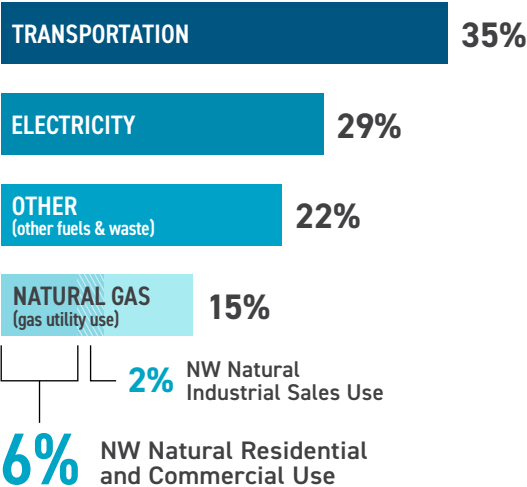
In 2016 we established NW Natural's Low-Carbon Pathway as a cornerstone of the company's strategic plan, setting a voluntary initiative of 30% carbon savings by 2035.² Not only was this aspirational goal set before state-based carbon regulations were put into place, but it uniquely and aggressively included emissions from our customers' use of our product as well as emissions from our own operations. The target was created prior to state carbon regulation in the states where we operate. Though much has changed since 2016, in 2024 we remained on or ahead of target pace for meeting our goal, including by taking the following steps: lowering energy use through increased efficiency and decreased consumption; providing customers with a voluntary carbon offset program; and evolving our supply to include renewables and exploring emerging technology. As we respond to challenges and adapt to the new carbon policy environment, the company is working to align our targets with requirements and continue our progress.

2024: AHEAD OF TARGET SAVINGS RATE

627,535 metric tons of carbon dioxide equivalent saved.
This marks 49% of savings toward goal, ahead of target pace.

49% SAVINGS

Oregon Greenhouse Gas Emissions by Sector



Oregon DEQ In-Boundary GHG Inventory 2023 preliminary data.
Numbers are rounded to the nearest percentage point.

² Based on 2015 emission levels attributable to NW Natural operations and customer use of our product.

ENERGY EFFICIENCY

From conservation to energy efficiency improvements, reduced energy use currently accounts for one of the most significant factors in NW Natural’s progress towards its Low-Carbon Pathway goal, and we’re working hard to increase that savings in the coming years. We work with state and community organizations to provide whole-home weatherization, efficiency upgrades, and energy education through programs like the Oregon Low-Income Energy Efficiency Program (OLIEE) and Washington Low-Income Energy Efficiency Program (WALIEE) funds. In 2024, 223 Oregon dwellings saved over 59,000 therms or 5,917 MMBTU³ and 12 Washington dwellings saved over 712 therms or 71 MMBTU⁴ through our low-income energy efficiency programs.

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 2024, NW Natural customers provided funding that covered over \$44.3 million of energy-efficiency related expenses like these, and generated more than 6.3 million therms in energy savings. Since 2016, this funding directed to energy-efficiency related expenses has saved approximately 288,000 metric tons of CO₂e related to efficiency measures.

	Energy-Efficiency Expenses (in millions)	Therms of Energy Savings (in millions)
2024	\$44.3	6.3
2023	\$41.1	5.8
2022	\$35.2	5.6

For two decades NW Natural’s Oregon 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 2024, approximately 76% of our gas utility revenues were decoupled.

³ Oregon Low-Income Energy Efficiency Program Annual Report 2023-2024

⁴ 2024 Washington Annual Energy Efficiency Report

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.
- We use alternative blowdown practices that reduce emissions from pipeline venting. In 2024, NW Natural avoided releasing over 3,600 metric tons of CO₂e from our 55 field gas operation procedures, reducing the amount these blowdowns would have vented into the atmosphere by 99%.
- We work with like-minded industry members and trade groups to encourage producers to adopt best practices.

In 2007, NW Natural launched our voluntary Smart Energy program. Customers enrolled in Smart Energy have their carbon footprint addressed through a mix of carbon offsets and renewable natural gas projects. The program purchases third-party verified carbon offsets from projects that reduce or prevent the release of GHGs. These projects include biodigesters on dairy farms and Renewable Natural Gas (RNG) projects. Smart Energy participation increased more than 3% in 2024, and now almost 13% of our residential customers are enrolled in the program. In 2024, the Smart Energy program addressed nearly 278,000 metric tons of CO₂ emissions, and since its inception, the program has addressed more than 2.6 million metric tons of CO₂, based on the projects’ reporting data.

LOW CARBON FUELS AND CARBON CAPTURE

The effort to reduce emissions from the gas grid depends in large part on public policy that supports the development and delivery of renewable power sources. NW Natural actively advocates for thoughtful design of regulatory programs in Oregon and Washington state supporting emerging technologies and renewables. We are excited about early steps such as Oregon Senate Bill 98 and Washington House Bill 1257, which identified and encouraged RNG programs. In Oregon, Senate Bill 98 allows gas utilities to procure RNG, and 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. In line with this encouragement and regulation, NW Natural is focused on increasing RNG as a supply source for the natural gas system. In 2024, NW Natural had exclusive rights to purchase RNG totaling about 3% of its annual sales volume for Oregon.⁵ In 2022, our first NW Natural Gas biogas facility began flowing RNG to heat homes and businesses. In 2024, the gas company started procuring RNG for its Washington customers, and in a short amount of time, has contracted 1% of its Washington supply to be sourced from RNG.⁶ In 2024, under Oregon Senate Bill 98, the total volume of RNG received by NW Natural in M-RETS was 736,989 Dths, which represents 1.02% of the Oregon sales load delivered to retail customers.

Oregon Senate Bill 98 supports volumetric RNG targets				
2025	2030	2035	2040	2045
10%	15%	20%	25%	30%

Additionally, in 2024, NW Natural unveiled a new pilot project in partnership with Modern Hydrogen that is producing hydrogen while capturing solid carbon. This groundbreaking technology is designed to strip the carbon from natural gas and produce hydrogen at the point of use. Hydrogen generated on site at our facility is blended with natural gas and delivered via existing energy infrastructure. The captured solid carbon output is used in asphalt products. In addition to this pilot, we continue to test 20% hydrogen blending at our Sherwood Service Center and our commercial customers are also piloting CarbinX™ equipment, which captures carbon dioxide from existing boilers to reduce both energy use and emissions.

⁵ Percentage is subject to change as projects are awarded, canceled, or modified.

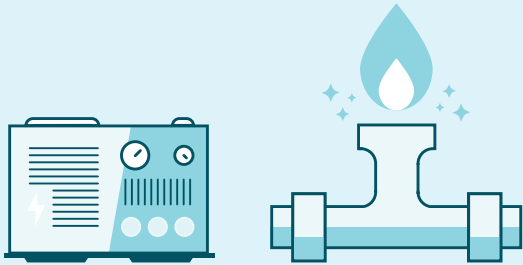
⁶ Percentage is subject to change as projects are awarded, canceled, or modified.

Emissions Reducing Strategies



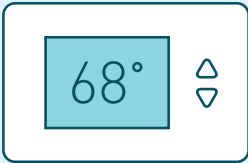
RENEWABLE ENERGY*

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

*From a lifecycle emissions accounting perspective

NW NATURAL RENEWABLES

Building on a long-standing vision of a lower-carbon future, we launched a non-regulated renewable fuels business in 2021. As a subsidiary of NW Natural Holdings, NW Natural Renewables' mission is to support the energy transition through the supply of net lower-carbon fuels to the utility, commercial, industrial and transportation sectors. These efforts are separate from and in addition to NW Natural's gas utility efforts related to RNG and hydrogen. NW Natural Renewables hit a major milestone in 2024. Our first two RNG facilities with EDL, a leading global producer of sustainable distributed energy, began operations. These facilities convert landfill waste gases to RNG and move the RNG through existing regional pipeline networks. NW Natural Renewables closed on two RNG facilities with EDL in the second half of 2024 and began receiving its 20-year supply of RNG. NW Natural Renewables has contracted to sell the RNG supply to investment grade counterparties under long-term, primarily fixed-price contracts for 20 years. This allows us to pursue additional opportunities in furtherance of our goal to create value and benefit our shared environment.

Environmental Policy, Leadership, and Management

We encourage all employees to participate in our sustainability efforts. The Sustainability Team 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 vice president, chief public affairs and sustainability officer, who reported directly to our president in 2024.

ENVIRONMENTAL MANAGEMENT

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. NW Natural's 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

NW Natural also has environmental 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

While our facilities comprise a comparatively small amount of our overall energy usage, we've worked hard to implement effective energy conservation measures, with strong results. 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 2024, we used approximately 620,000 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.

Additionally, in 2024, NW Natural used approximately 14,300 megawatt hours of electricity and 4.2 million therms of natural gas in our own operations. 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.

WASTE REDUCTION

Our team of in-house environmental specialists oversee all waste assessments at NW Natural. 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 NW Natural resource centers.
- Implementing and maintaining recycling programs in our operations. NW Natural currently recycles 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 2024 eliminated about 83% of the total volume of total ordinary operating waste potentially requiring disposal and diverted those materials into recycling opportunities instead. We recycled almost 3,000 pounds of plastic film in 2024.
- 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 2024, NW Natural disposed of materials from ordinary operations as well as remedial-site wastes. Of the ordinary operational waste that was disposed: 88% was non-hazardous waste (94% landfilled and 6% incinerated) and 12% was hazardous waste (0% landfilled and 100% incinerated).
- Signing up nearly 45,000 customers for paperless billing, enabling them to receive their bill electronically rather than through the mail. Enrollment increased by 2% in 2024, and today nearly 45% 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 free NW Natural logo wear swaps where employees can exchange used NW Natural clothing and gear and refresh their wardrobe.

AIR

We are conscious of emissions from our transportation fleet. NW Natural has invested in the use of compressed natural gas (CNG), a fuel that emits 90% less nitrogen oxides (NOx) air pollutants and particulate matter from heavy-duty vehicles compared to diesel.

- We have invested in five CNG stations for our own fleet, which includes more than 200 vehicles.
- In 2024, NW Natural supplied 13 companies and municipalities with nearly 5.6 million therms of CNG to power their fleets.

- Our idling-reduction initiative is aimed at reducing particulate emissions from vehicles. 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. Some of our plants have a potential to emit above state permitting levels and hold Air Contaminate Discharge Permits from the DEQ, but do not meet federal permitting thresholds.

WATER

While NW Natural's natural gas distribution operations are not water-intensive, we strive to adhere to 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.

NW Natural Water understands water is a precious resource, and we aim to use it wisely.

- We strive to operate and maintain high-quality water and wastewater systems so our facilities deliver safer and cleaner water to our customers.
- We engage in comprehensive planning to support investments in infrastructure and technology that are resource-efficient, cost-effective over their lifecycle, protective of the environment, and consistent with the goals of our communities.
- We invest in critical infrastructure that's essential for meeting water quality regulations. For example, across our water utilities we've invested in new wells, valves, pressure regulating valves, water mains, and technology like supervisory control and data acquisition (SCADA) and geographic information systems (GIS) that help us maintain water quality by detecting and preventing low-pressure events that can lead to contamination.
- At our wastewater treatment plants, we strive to meet the highest standards for environmental sustainability. We continue to install SCADA systems at lift stations to help prevent wastewater overflow and protect lakes, rivers, and streams.

- We look for opportunities to implement water reuse strategies in areas of limited supply—a practice we believe is good business as well as our responsibility to the environment. For example, at our Sunriver and Foothills utilities, we reuse treated wastewater for secondary irrigation on golf courses within the community, and Sunriver's byproducts are used in compost for sale to the local community.
- We are resolutely focused on reducing water loss, conserving water, and preventing waste.
- We have installed technology to help minimize water leakage across our infrastructure. Our water utilities now have tools to perform water-loss analysis.
- We encourage customers to reduce water use. Our water utilities feature water conservation tips on their websites and encourage customers to use water-saving household fixtures. Sunriver Utilities provides low-flow faucet kits at no cost for homeowners who want to conserve water.
- Many of our water utilities have also adopted measures designed to reduce the amount of water used by residential customers who consume the highest percentage of water. In certain cases, we work directly with heavy water-users to help them reduce their consumption.

BIODIVERSITY

We aim to lessen NW Natural's impact on 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.

Vision 2050

We continue to evolve our long-term thinking on what's possible for our gas 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

Additional Information:

- [Environmental Policy](#)
- [NW Natural Hydrogen](#)
- [NW Natural Renewable Natural Gas](#)
- [NW Natural Renewables](#)
- [NW Natural Water](#)

Customers & Communities

We've operated with a focus on serving our customers and investing in our communities.



Caring for Our Customers

Our customers have always been the focal point of NW Natural Holdings. We work to go above and beyond in providing our customers with superior service. We engage with community members and organizations to understand customers' priorities, challenges, and successes.

A core value of our service is making it easy for all our customers to get help and manage their accounts from every location. NW Natural is available to our customers through our 24/7 self-service and account management options online, our dedicated customer service center, and field service technicians. In 2024, we redesigned our bills, launched a new app, and upgraded our phone systems to ease and improve customer service. Each year NW Natural conducts a customer satisfaction survey on a 10-point scale, where 10 = excellent. In 2024:

- 90% of respondents rated their experience with staff interaction either a 9 or a 10
- 95% of respondents rated their service tech either a 9 or a 10

GAS AFFORDABILITY

In 2024, even with economywide inflation, our residential customers were paying less for their natural gas than they did 20 years prior. NW Natural has taken several steps to increase accessibility and affordability¹ including:

- Locking in gas purchases at lower rates
- Smart investments in energy storage
- Effective and efficient operations
- Energy efficiency measures

¹ Affordability also depends on the wider economic dynamics of our service territory as well as the cost of the natural gas commodity.

² Energy burden is defined by the U.S. Department of Energy as the percentage of gross household income spent on energy costs.

CUSTOMER SUPPORT PROGRAMS

We want all our NW Natural customers who qualify for payment assistance to use the resources available to them. In 2022 we conducted our low-income needs and high energy burden assessment, and we refined it in 2023. We actively seek out income-eligible customers across our service territory to help lower their gas bills and increase accessibility and affordability.¹ We offer multiple financial assistance programs targeted at reducing gas bills for low-income customers, especially energy burdened² households that spend a disproportionately high percentage of their income on energy costs. Our outreach strategy prioritizes clear communication and includes:

- Seeking community input to make sure we're reaching out to residents in a culturally competent way
- Reducing barriers that prevent underserved communities from finding information and receiving energy assistance
- Producing communication materials in our service territory's five most commonly spoken languages
- Maximizing the reach of our messaging through multiple communication channels, including our customer website, social media platforms, monthly newsletters, emails, and bill inserts

2024 NW NATURAL CUSTOMER ASSISTANCE PROGRAMS

	Funds Distributed (\$ in millions)	
	2024	2023
Bill Discount Program	\$10.4	\$3.6
Low-income energy assistance programs (LIHEAP, OLGA, GREAT, Misc. programs)	\$5.8	\$5.7
Gas Assistance Program (shareholder and customer funded)	\$0.1	\$0.2
Low-income energy efficiency programs (OLIEE and WALIEE)	\$6.9	\$4.0
Total	\$23.2	\$13.5

NW Natural programs include:

- The Bill Discount Program provides income-eligible customers with ongoing discounts ranging from 15% to 85%, depending on location, in addition to other energy assistance customers may already be receiving.
- The Gas Assistance Program (GAP) has helped low-income families and seniors in our communities pay their heating costs for over 40 years.
- Low-income energy assistance programs: These programs include Oregon Low-Income Gas Assistance (OLGA), Gas Residential Energy Assistance Tariff (GREAT), the federal Low Income Home Energy Assistance Program (LIHEAP), and more.
- Low-income energy efficiency programs: We work with state and community organizations to provide whole-home weatherization, efficiency upgrades, and energy education through programs like the Oregon Low-Income Energy Efficiency Program (OLIEE) and Washington Low-Income Energy Efficiency Program (WALIEE) funds.

Other ways we help our NW Natural customers stay warm and pay their bills include:

- Suspension of disconnections during severe weather events, prolonged periods of extreme cold, poor air quality, wildfires, and winter holidays
- Time Payment Agreements (TPAs) that allow customers with past-due accounts to pay in installments and avoid disconnections
- Medical Certificate exemptions and TPAs for customers with medical conditions

NW Natural Water supports customers experiencing financial hardship by offering Time Payment Agreements that allow qualified customers to pay a portion of their bill in installments.

Caring for and Investing in Our NW Natural Community

Meaningful community engagement is a critical piece of these programs' success. To understand our community and the energy challenges they face, we monitor community development programs, identify local stakeholders, and consult with organizations and community members. In 2022 we launched the NW Natural Community & Equity Advisory Group (CEAG), which aims to make NW Natural programs and practices more equitable and provide us with direct feedback, recommendations, and advice on planning and programs. Community-based organizations in our service territory who have not historically had a voice within the energy planning or utility industry are formally recruited to join CEAG as members and are compensated by NW Natural for participation. For example, we consulted CEAG at the early stages of our Bill Discount Program, and based on our conversations with community-based organizations, we redesigned our communication strategy for the program to improve accessibility, education, and digital and printable content. CEAG provides an accessible mechanism to collect, record, and address issues, and set community development targets that work for both our community and NW Natural.

PHILANTHROPY AND VOLUNTEERISM

Corporate philanthropy is central to NW Natural's culture and reflects our core value of caring. We prioritize inclusion and belonging in charitable giving, and in 2024, 10% of NW Natural's philanthropic funds were directed to organizations focused on racially or culturally diverse or marginalized communities. All supported organizations must align with our values through inclusive actions, programs, and practices. In 2024, our philanthropic support highlights include:

- Our shareholder-funded Corporate Philanthropy Fund donated over \$1.2 million to more than 430 nonprofits, focusing on families and children, environmental stewardship, and community enrichment
- Our Spirit of Giving matching campaign contributed nearly \$153,000 to more than 200 nonprofits
- NW Natural's Conservation Champion awards one nonprofit \$10,000 per year from 2023-2025
- NW Natural's Programs of Focus awards four nonprofits \$0.4 million over 2023-2025, as well as in-kind and volunteer support
- Additional sponsorships, scholarships, and in-kind support such as hosting nonprofit events in our community room

We are proud of our employees that volunteer to better our community. NW Natural offers a number of volunteer opportunities throughout the year, and annually choose a Volunteer of the Year and four Volunteer Champions, who are individuals or employee groups, who train, recruit, and lead other interested employees in volunteerism, with a goal to reduce barriers to volunteering. NW Natural employees dedicated more than 4,000 hours to volunteering in 2024. Through our Dollars for Doers program, NW Natural makes financial contributions to the nonprofits that employees support with their volunteer time, and in 2024 funded 27 grants.

NW Natural Water utilities support a range of local nonprofits, and solicit community input on important matters such as rate cases and infrastructure upgrades.

POLITICAL CONTRIBUTIONS

NW Natural makes campaign contributions to state and local candidates and political committees and caucuses, as allowed by law. Our Code of Ethics sets forth our expectations regarding the use of company funds for political purposes. We also maintain memberships in various business and trade associations that advocate on public policy. In 2024 we made campaign contributions and had lobbying expenditures totaling approximately \$2.3 million on a consolidated basis for NW Natural Holdings.³

Additional Information:

- [Community & Equity Advisory Group](#)
- [NW Natural Cares](#)
- [Payment Assistance](#)



³ Calculated using U.S. Internal Revenue Service guidance

People & Culture

Our employees are the heart of NW Natural Holdings. We are committed to supporting, engaging, and empowering them in a culture of belonging.



Who We Are

Our more than 1,400 employees are the core of NW Natural Holdings, and we are committed to providing a dynamic and rewarding work culture so they can thrive in their career. We support our employees by offering competitive benefits, growth and development programs, and social opportunities. We strive to prioritize belonging and equity in all aspects of our work, from hiring and daily operations to the way we interact with our customers and communities, to the biggest decisions we make as a business.

EMPLOYEE SATISFACTION SURVEY

We highly value employee feedback and listen to the voice of our workforce. Each year, all employees are invited to complete a survey to provide feedback on their job, supervisor, work group, training programs, and the business. This information gives business leaders valuable insight on ways to make NW Natural Holdings a more effective company and a better place to work. Every officer reviews the summarized survey results, and frontline managers are encouraged to initiate meaningful dialogue with employees about the responses their teams provided.

2024 Survey Statement	% of respondents choosing 'Favorable', a 4 or 5 on a 5-point scale		
	NW Natural	NW Natural Water	NW Natural Renewables
Percentage of employees that participated	80%	83%	100%
I am proud to work for my business	87%	83%	80%
I feel like I belong at my business	82%	82%	100%
I am engaged, committed, and enthusiastic about my work	85%	89%	80%
My business demonstrates a commitment to ethical business decisions and conduct	81%	89%	100%
We demonstrate safe work practices in my area	93%	88%	80%

Our 2024 Workforce

1,275

NW Natural employees
49% bargaining unit
51% non-bargaining unit

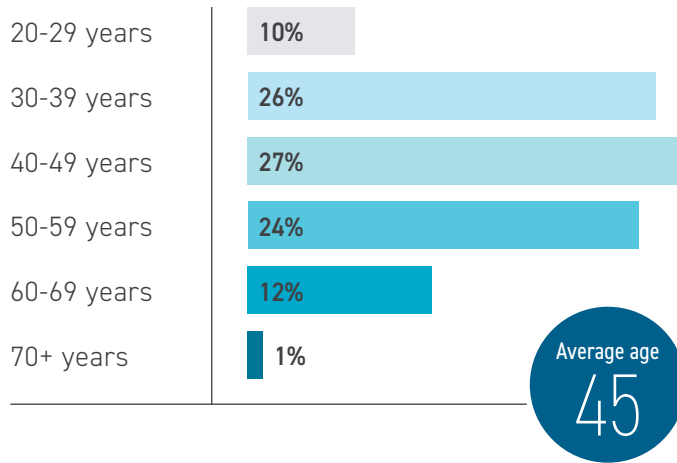
172

NW Natural Water employees

5

NW Natural Renewables employees

2024 Age Categories



2024 Workforce

9

Average years
of employment

6%

Voluntary separation rate
(not including retirements)

2%

Retirement rate

2024 Employee Demographics

29%

Women

21%

Racial & Cultural Diversity

8%

Veterans*

5%

Disabilities*

*Data not currently collected by NW Natural Water in 2024

GROWTH & DEVELOPMENT

To help employees reach their full potential, NW Natural Holdings provides education, training, mentorship, and other programs designed to build skills and relationships. We strive to provide training, leadership, and mentorship programs that are effective, relevant, and engaging, and we regularly evaluate our programs through surveys and feedback, among other things. Annually, we offer:

- **Training programs:** In addition to our comprehensive safety training for employees in the field (see the Safety & Reliability section), we require employees to complete comprehensive training programs including our annual ethics training. Certain employees complete further cybersecurity, technical, managerial, contractor training, and more.
- **Leadership, development, and mentorship:** We provide ongoing management and leadership training as well as an internal peer-to-peer mentorship program.
- **Educational events:** We offer lunch-and-learns on various topics, utility finance classes, wellness challenges, and more.
- **Diversity-focused career development:** Our construction intern programs aim to hire high-quality prospective employees who might not have the background to qualify for, or even find out about, a construction job. We partner with career development organizations in our community, especially those focusing on women, culturally or racially diverse candidates, veterans, and individuals with disabilities to hire interns.
- **Employee groups:** We have employee resource groups and interest-based committees that allow employees to connect around shared interests and experiences. They include:
 - » African American Employee Resource Group
 - » Allyship Employee Resource Group (new in 2024)
 - » Asian American Network
 - » Diversity, Equity, & Inclusion Council
 - » HQ Safety Committee (reestablished in 2024)
 - » Neurodiversity Network
 - » Rainbow Alliance
 - » Somos Unidos
 - » Sustainability Team
 - » Veterans Employee Resource Group
 - » Women's Network
 - » Wellness Advisory Committee

PAY EQUITY & TRANSPARENCY

We strive to compensate all our employees equitably, and we have established multiple initiatives to support progress toward pay equity across our workforce.

- We do a comprehensive pay analysis for each new hire.
- To help identify opportunities for improving equity, an external consultant annually reviews our regular employees' pay data.
- We periodically review pay to provide adjustments when needed during an employee's tenure. These reviews include internal and external equity reviews, and when an employee has a promotion, job reclassification, and/or department reorganizations.

We are proud of our focus on increasing pay equity, and we continue to work on evaluating equitable wages. We believe in the principles of pay transparency as a fundamental aspect of our commitment to fairness and equity. We work to provide employees with clear and accessible information about job profiles, salary ranges, total compensation statements, and performance-related incentive information to increase employees' understanding of their pay and opportunities.

UNION PARTNERSHIP

Approximately half of NW Natural employees are represented by the Office and Professional Employees International Union Local 11, AFL-CIO. The company has a history of maintaining good relations with the union through communication and collaboration. Working together, union and NW Natural leaders reached a mutually beneficial agreement in 2024 that is in effect through May 31, 2028. During calendar year 2024, NW Natural did not experience any work stoppages (strikes or lockouts) and had zero idle days for the year. The company and the union work together with a collective aim to achieve a transparent relationship where bargaining union employees feel valued and supported.

OUR PEOPLE STRATEGY

At NW Natural Holdings, we know that all of us can benefit when we amplify underrepresented voices, celebrate our differences, and create an environment where everyone can contribute, thrive, and prosper. Our access and inclusion strategy is overseen by the Public Affairs and Environmental Policy Committee of our board of directors.

THE NW NATURAL HOLDINGS TEAM

We are actively working to build a diverse workforce that reflects the communities we serve. We have a diversity strategy for all levels in our organization, including senior management. Our VP, chief HR and diversity officer and our steering committee lead these efforts because we believe a diverse, equitable and inclusive workplace is vital to our long-term success.

In 2024 NW Natural Holdings' board received the highest gender diversity rating ("GB" for gender balanced) from 50/50 Women on Boards. In 2024, women held 50% of the seats on NW Natural Holdings' board of directors, and our board chair was a woman.

NW Natural Holdings Gender 2024	NW Natural Holdings' Board	Executive Management	Mid & Other Management	All Employees
Women	50%	35%	24%	29%
Men	50%	65%	75%	70%
Nonbinary	0%	0%	0%	.5%
Decline to Respond	0%	0%	1%	.5%

Board Demographics 2024	NW Natural Holdings
Percentage of board members that identify as racially or culturally diverse	25%
Percentage of board members that identify as women	50%

Engaging talent with a wide range of backgrounds and experiences through recruitment is a top priority at NW Natural Holdings. A significant focus is to understand and increase awareness of systems and structures that could limit representation and equity for prospective employees. We work to foster an environment that supports the participation of women and nonbinary people in the field. We have a comprehensive approach that includes recruitment and hiring strategies, increasing our pool of candidates through our community partnerships, and anti-bias training for HR and hiring managers.

OUR PARTNERS & SUPPLIERS

Through the NW Natural Sustainable Purchasing Program, we form strategic partnerships with community groups that help us build a more diverse supplier base. These relationships reflect and support the communities we serve, and include businesses owned by minorities, women, veterans, and other traditionally disadvantaged groups. Our supplier diversity webpage highlights opportunities for diverse businesses to work with us and helps them navigate the process of becoming Oregon or Washington Minority and Women Business Enterprise Certified. In 2024, 50% of supplier requests for proposals included a diverse supplier, an increase of 47% from 2023. Nearly 12% of our addressable purchasing spend was from diverse suppliers.

HUMAN RIGHTS, EQUAL OPPORTUNITY & PROHIBITION ON DISCRIMINATION

We believe human rights are fundamental freedoms and standards of treatment to which all people are entitled. Our Human Rights Policy was reviewed and approved by our board of directors and articulates our shared responsibility for identifying, preventing, and mitigating human rights risks, including: prevention of harassment and discrimination; respect for diversity; freedom of association; safety and security; land rights and biodiversity; and prohibition of child or forced labor, among other things. We also maintain policies on equal employment opportunity and prohibition of discrimination and harassment, in keeping with our intention to foster a culture of inclusivity and support employees' right to work in an environment free of discrimination and harassment.

Additional Information:

- [Code of Ethics](#)
- [Human Rights Policy](#)
- [NW Natural Careers](#)



Governance

Strong corporate governance and integrity form the foundation for everything we do. Our board strives to adopt and maintain appropriate corporate governance practices. We expect our employees to do what is right for our stakeholders, conduct business ethically, act accountably, and work with business partners who share our high standards and principles.

BOARD OF DIRECTORS

The board of directors of NW Natural Holdings establishes policies designed to promote management of our business, to serve our stakeholders and maximize long-term shareholder value, that we conduct our business in compliance with all applicable laws and regulations, and that we do so with the highest standards of integrity. For complete information on our approach to corporate governance, please visit the governance portion of our website at nwnaturalholdings.com. Our 2025 Proxy Statement provides a full discussion of our governance practices.

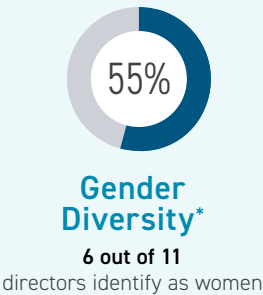
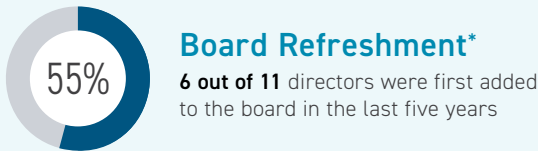
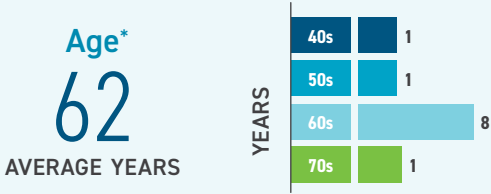
BOARD'S ROLE IN RISK OVERSIGHT

Management is responsible for managing the day-to-day risks faced by the company, while the board of directors, collectively and through its committees, has responsibility for the oversight of risk management.

The Corporate Governance Standards describe the board's primary responsibilities, which include oversight of NW Natural Holdings' mission, and key programs that enable the board to assess and manage material risks, including, but not limited to, risks related to business continuity and disaster response, gas supply, distribution and storage operations, product safety, strategic planning and business development, environmental and climate change matters, business improvement and information technology, cybersecurity, customer demand and market competition, economic environment, effective governance, legislative and regulatory risk and compliance, state and federal regulatory process and environment, financial performance, business integrity and compliance, financial reporting and internal controls, financing programs, pensions and retirement plans, reputational risk, human capital management, compensation and employee benefits, succession planning (including the CEO), human risks such as safety and diversity, equity and inclusion matters, environmental, social and governance matters and company culture. The board periodically reviews its committee oversight authority to ensure the board has adequate visibility and oversight of the company's key areas of risk to execute its responsibilities. Appropriate members of management serve as liaisons to board committees, attend board and committee meetings, and regularly discuss with the board and the committees various risks confronting the company.

An important aspect of the board's oversight role is the comprehensive enterprise risk management process, under which significant enterprise-wide risks have been identified and assessed with respect to likelihood of occurrence, potential impact on the business, and likely speed of onset, along with the mitigative measures to address and manage such risks. The enterprise risk management process allows the board to remain informed of risks, developing trends, or potential problems that might require their attention. Management conducts the enterprise risk management process annually with periodic interim updates and discusses those findings with the board and reports regularly to the board on significant risk categories. Additional review or reporting on enterprise risks is conducted as needed or requested by the board. The board and management consider enterprise risks and opportunities in their strategic and capital spending decision process and in their governance and oversight responsibilities.

OUR BOARD COMPOSITION



Not to be used for investment purposes—see NW Natural and NW Natural Holdings most recent Form 10-Ks as updated by the most recent quarterly and periodic reports for information relevant to investment decisions.

*Information provided for directors as of September 1, 2025

SUSTAINABILITY GOVERNANCE & OVERSIGHT

While our executives manage the company's day-to-day operations of the company, the board of directors is responsible for overseeing management and its development and execution of company strategy, risks and opportunities, including with respect to sustainability. The Governance Committee periodically reviews board and committee oversight to help maintain appropriate visibility and authority. Members of management serve as liaisons to board committees, participate in meetings, and routinely engage with the board on matters relevant to the company's strategy. Areas of board oversight related to sustainability and corporate responsibility include, but are not limited to:

Audit

- Business Integrity
- Whistleblower Hotline
- Enterprise Risk Management
- Business Continuity
- Oversight of Internal and External Auditors
- Internal Controls Over Financial Reporting
- SEC Reporting Oversight
- Cybersecurity and IT

Board

- Tone at the Top
- Operational and Business Development Initiatives (e.g., Water and RNG)
- Strategic Matters
- Pipeline Safety

Public Affairs and Environmental Policy

- Employee Safety
- Access and Inclusion
- Employee Engagement and Well-Being
- Civic and Human Rights
- Environmental and Sustainability
- Community and Public Relations
- Charitable Giving and Political Contributions
- Legislative and Regulatory Matters
- Employee Satisfaction
- Procurement
- Customer Metrics, Engagement and Affordability Considerations

Organization and Executive Compensation

- Compensation and Benefit Programs, Including Alignment of Incentives with Sustainability and Other Goals
- Talent Strategy and Succession
- CEO Succession
- Labor Relations

Governance

- Board Structure, Policies, Governance and Expectations
- CEO and Board Succession Planning
- Board Composition, Diversity and Independence
- Board Evaluations
- Committee Oversight Roles/Responsibilities
- Continuing Board Education and Training
- Environmental, Social, and Governance Strategy Oversight

Finance

- Financial Policies Including Gas Supply (Including RNG), Derivatives, and Other Policies
- Investor Relations
- Financial Forecasts and Budgeting
- Rating Agency Relationships
- Financing Strategy and Plans
- Carbon Credit Pricing and Procurement
- Capital Spending, Including Investments Supporting Safety and Reliability

MANAGEMENT SUSTAINABILITY OVERSIGHT

Our CEO is responsible for the overall direction and business strategy of NW Natural Holdings, including aligning our strategy with our core values and sustainability initiatives. Each member of our executive leadership team is responsible for executing the business strategy and incorporating sustainability, which includes environmental, social, and governance (ESG) elements into their respective areas.

Sustainability is integrated into our executive team's responsibilities. Our vice president, chief public affairs and sustainability officer leads our environmental management, legacy environmental programs, and community and government affairs teams; our deputy general counsel and corporate secretary partners on these initiatives and also oversees the company's climate-related disclosures; the presidents of NW Natural, NW Natural Water and NW Natural Renewables incorporate sustainability into their respective business strategies; our vice president, chief human resources (HR) and diversity officer directs our HR, safety, employee and labor relations, organizational effectiveness, diversity, equity and inclusion and compensation and benefits teams; our general counsel, chief compliance officer and senior vice president of regulation oversees our Business Integrity program; our vice president, treasurer, chief accounting officer and controller implements our sustainable procurement efforts; and, our vice president and chief information officer leads our cybersecurity and compliance, and information technology teams.

Each of our executive leaders has identified goals in support of sustainable, long-term business performance, with a portion of their compensation tied to the achievement of these goals. Our executive leaders regularly discuss our core values and sustainability initiatives, and how they serve our company.

ENVIRONMENTAL LEADERSHIP

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.

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

BUSINESS INTEGRITY

As we continue to grow and evolve as an organization, we take pride in our reputation for integrity. Our customers trust us to provide them with essential services and deal with them fairly, in a caring and equitable fashion. Our Business Integrity program aims to reinforce our core values in our everyday work.

OVERSIGHT OF BUSINESS INTEGRITY PROGRAM

Our Business Integrity program is overseen by the Audit Committee of the board of directors and is managed on a day-to-day basis by our Business Integrity team, which is a cross-functional team led by our chief compliance officer and consisting of members of the internal audit, legal and human resources departments. Our chief compliance officer and director of internal audit each regularly provide updates on business integrity matters to the Audit Committee, including updates on reports, management actions, training, outreach and other integrity initiatives, trends and updates, and benchmarking analysis.

CODE OF ETHICS

We maintain a Code of Ethics that applies to all of our employees, including supervisors, managers and officers, as well as to our board of directors and other agents, vendors and business partners working on our behalf. Our Code of Ethics sets expectations for conduct aligned with our core values; helps promote compliance with laws and our policies; establishes our high standards of integrity; and offers guidance for addressing real-world questions or concerns. Employees are required to annually certify their commitment to the principles outlined in the Code of Ethics and disclose any business integrity concerns. Our Code of Ethics is approved annually by the board upon the review and recommendation of the Audit Committee.

CODE OF ETHICS TRAINING & COMMUNICATIONS

To reinforce the company's core value of integrity, every employee and director completes an annual online Code of Ethics training to refresh their understanding of the company's Business Compliance and Integrity Program and Code of Ethics. The Code of Ethics training covers a number of topics including, but not limited to conflicts of interest, non-retaliation, anticorruption/anti-bribery, fair business dealings, compliance with laws, government relations, confidentiality, politics in the workplace, and social media, among other things.

In 2024, 100% of our active employees participated in our annual ethics and compliance trainings. We also regularly provide specialized live training to help managers and supervisors navigate pertinent business integrity questions and emphasize their role as the front line of integrity at NW Natural Holdings and the resources available to them.

We reinforce our annual Code of Ethics training with periodic communications spotlighting pertinent business integrity topics and messages from senior leadership. We also provide additional resources to employees via an internal intranet page dedicated to business integrity.

REPORTING, INVESTIGATIONS & ACTIONS

We maintain our Integrity Hotline to empower employees, shareholders, customers, the public and other third parties to raise issues or submit concerns anonymously at 1-866-546-3696 or [NWNIntegrity.com](https://www.nwnatural.com/NWNIntegrity.com), which is managed by a third party and is available through our external and internal websites. Our hotline offers employees and others the opportunity to anonymously ask questions about ethical decisions. We also provide several other avenues to raise issues or report concerns in addition to our hotline.

Our chief compliance officer and our director of internal audit handle matters reported on the hotline and through other reporting avenues. Both regularly report to the Audit Committee regarding hotline activity.

We seek to address each report fairly and reasonably and investigate potential violations of law, company policy or business integrity thoughtfully and in good faith. In 2024, we received 24 interactions with our hotline and other business integrity reporting channels (approximately 1.7 per 100 employees), of which 11 (approximately 0.8 per 100 employees) were determined to involve business integrity reports. Business integrity reports are reviewed by our Business Integrity team and investigated as appropriate with assistance from the company's internal audit, human resources, legal, or other departments and/or other internal or external resources as appropriate under the circumstances,

depending on the type and nature of the allegation. When violations are detected, appropriate actions are taken, which may include coaching or counseling, administering disciplinary action, up to and including termination and/or improvements to our policies, procedures or practices.

We maintain a Violation Reporting Policy, approved by the Audit Committee of the board of directors, that prohibits retaliation and offers protections for individuals that make good faith reports of possible violations of the Code of Ethics, company policy or law or who participates in an investigation in good faith. Employees who have engaged in retaliation may face disciplinary action, up to and including termination. We proactively communicate our prohibition on retaliation in multiple forums including our annual Code of Ethics Training, manager trainings, integrity website and periodic communications to employees.

EVALUATION & CONTINUOUS IMPROVEMENT

We strive to evaluate the effectiveness of our program on a regular basis. As part of this process, we monitor relevant business integrity risks, legal updates, hotline reports, investigation results and survey data, among other things. We also review compliance best practices and periodically benchmark our Business Integrity program against other companies. These activities help inform priority areas for training, communications and other program initiatives.

SUPPLIER CODE OF ETHICS & FAIR BUSINESS DEALINGS

We seek to do business with organizations and service providers that embrace our core values, including integrity. We maintain a Supplier Code of Ethics, which is available on our supplier website and sets forth our expectations for our suppliers in areas of ethics and compliance, safety, and human rights among other things. Under the Supplier Code, suppliers have a responsibility to report any suspected illegal or unethical conduct involving NW Natural or its business partners, and the company's Business Integrity Hotline is available to suppliers and other third parties to anonymously report concerns.

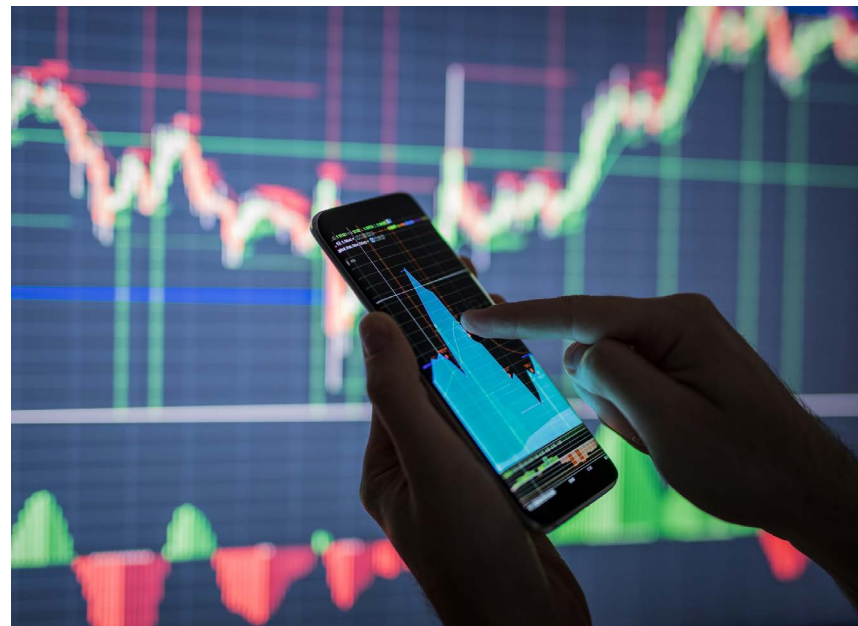
As set forth in our Code of Ethics, we strive to deal fairly and in good faith with NW Natural's customers, shareholders, employees, regulators, suppliers, competitors and others. Our Code of Ethics sets forth our policies and expectations regarding fair business dealings, including our expectations regarding expenses, purchasing and contracting, gathering competitive data, and engaging in transactions between utility and non-utility subsidiaries. Our Code of Ethics also sets forth our strict prohibition on bribes and kickbacks.

CYBERSECURITY GOVERNANCE

Cybersecurity activities are supported and overseen at the highest levels of the company. Our executive team, with leadership from our vice president, chief information officer and chief information security officer, is responsible for the implementation of the IT and services strategic plan and sets the tone at the top with respect to cybersecurity. Specialists in particular business areas such IT, security, and procurement, apply their specific expertise to the company's strategy. Our Audit Committee, comprised solely of independent board members, oversees management's strategies, investments and risks related to the company's IT systems, cybersecurity, and compliance. In 2024, the Audit Committee received 2 cybersecurity updates. The full board was briefed on cybersecurity matters reviewed by the Audit Committee, and the board received 2 additional cybersecurity-specific updates in 2024.

Additional Information:

- [Code of Ethics](#)
- [Environmental Policy](#)
- [Human Rights Policy](#)
- [NW Natural Holdings Financial & Governance Information](#)
- [Proxy Statement](#)
- [Supplier Code of Ethics](#)



Appendix

2024 Sustainability Accounting Standards Board (SASB)

2024 AGA Voluntary Reporting Tool

2024 NW Natural Gas Utility Statistics

2024 Stakeholder Engagement

2024 NW Natural Workforce Statistics

2024 NW Natural Water Workforce Statistics

2024 Sustainability Accounting Standards Board (SASB)

The following index sets forth Northwest Natural Holding Company's SASB reporting disclosures for our primary industry, Gas Utilities & Distributors. While we report information on nearly all of SASB's metrics, we may report a different unit of measure, different metric, or partial information for the topic area or accounting metric as noted. Unless otherwise noted, data in the below SASB disclosure is as of, or for the year ended December 31, 2024.

GAS UTILITIES & DISTRIBUTORS ACCOUNTING STANDARD

ENERGY AFFORDABILITY		
SASB CODE	ACCOUNTING METRIC	2024 DISCLOSURE RESPONSE
IF-GU-240a.1	Average retail gas rate for residential customers ¹ per MMBtu	\$13.54
	Average retail gas rate for commercial customers ¹ per MMBtu	\$11.53
	Average retail gas rate for industrial customers ¹ per MMBtu	\$9.00
	Average retail gas rate for transportation services ¹ per MMBtu	\$1.82
IF-GU-240a.2	Typical monthly gas bill for residential customers for 50 MMBtu of gas delivered per year ² (USD)	\$62.07
	Typical monthly gas bill for residential customers for 100 MMBtu of gas delivered per year ² (USD)	\$118.50
IF-GU-240a.3	Number of residential customer gas disconnections for nonpayment, percentage reconnected within 30 days	Approx. 10,582 within 20 days ³
	Percentage of residential customer gas disconnections for nonpayment reconnected within 30 days	65% reconnected within 20 days ³
IF-GU-240a.4	Discussion of impact of external factors on customer affordability of gas, including the economic conditions of the service territory	2024 Community & Sustainability Report, "Customers & Community"

¹ Weighted average rates from 11/1/23-10/31/24.

² Based on weighted average rates for the heating year beginning 11/1/2023 and ending 10/31/2024.

³ NW Natural reports reconnections within 20 days rather than 30 days, consistent with our internal practice regarding measurement and reporting of reconnections.

END-USE EFFICIENCY		
SASB CODE	ACTIVITY METRIC	2024 DISCLOSURE
IF-GU-420a.1	Percentage of gas utility revenues from rate structures that are decoupled	76%
	Percentage of gas utility revenues from rate structures that contain a lost revenue adjustment mechanism	0%
IF-GU-420a.2	Customer gas savings from efficiency measures by market (MMBtu)	Oregon: 569,537 Washington: 21,676
INTEGRITY OF GAS DELIVERY INFRASTRUCTURE		
SASB CODE	ACTIVITY METRIC	2024 DISCLOSURE
IF-GU-540a.1	Number of federally reportable pipeline incidents	0
	Number of federal corrective action orders	0
	Number of federal notices of probable violation	3
IF-GU-540a.2	Percentage of distribution pipeline that is cast and/or wrought iron	0%
	Percentage of distribution pipeline that is unprotected steel	0%
IF-GU-540a.3	Percentage of gas transmission pipelines inspected	74% as of December 31, 2024 ⁴
	Percentage of gas distribution pipelines inspected	20% ⁵
IF-GU-540a.4	Description of efforts to manage the integrity of gas delivery infrastructure, including risks related to safety and emissions	2024 Community & Sustainability Report, "Safety & Reliability", "Environmental Stewardship"

⁴ Pipeline inspected through December 31, 2024, but not limited to inspections during the calendar year 2024. As of December 31, 2024, we inspected 74% of our pipeline, 2.6 times the number required by 49 CFR 192.903 and reassess covered pipelines every seven years as set forth in 49 CFR §192.939(f) by the Pipeline and Hazardous Materials Safety Administration (PHMSA).

⁵ We strive to perform a leak survey on 20% of our gas mains annually, with every gas main surveyed at least every five years. We also strive to perform leakage and atmospheric corrosion surveys every three years on residential service lines and annually in business districts and high-occupancy buildings.

ACTIVITY METRICS		
SASB CODE	ACTIVITY METRIC	2024 DISCLOSURE
IF-GU-000.A	Number of residential customers served	735,117
	Number of commercial customers served	69,362
	Number of industrial customers served	1,050
IF-GU-000.B	Amount of natural gas delivered to residential customers (MMBtu)	43,925,291
	Amount of natural gas delivered to commercial customers (MMBtu)	26,962,031
	Amount of natural gas delivered to industrial customers (MMBtu)	16,730,714
	Amount of natural gas transferred to a third party (MMBtu)	29,465,970
IF-GU-000.C	Length of gas transmission pipelines	Approx. 700 miles
	Length of gas distribution pipelines	14,493 miles

2024 American Gas Association (AGA) Voluntary Reporting Tool



Parent Company: NW Natural Holding Co.
Operating Company: NW Natural
Business Type(s): LDC
State(s) of Operation: OR & WA
Regulatory Environment: Regulated Utility
Report Date: September 2025

GAS COMPANY ESG/SUSTAINABILITY QUANTITATIVE INFORMATION

Ref. No.	Refer to the "Definitions" column for more information on each metric.	Current Year 2024	Definitions
Natural Gas Distribution			
1	METHANE EMISSIONS AND MITIGATION FROM DISTRIBUTION MAINS		All methane leak sources per 98.232 (i) (1-6) are included for Distribution. Combustion sources are excluded. CO₂ is excluded.
1.1	Number of Gas Distribution Customers	805,529	
1.2	Distribution Mains in Service		These metrics include all local distribution companies (LDCs) held by NW Natural that are above the LDC Facility reporting threshold for EPA's 40 C.F.R. 98, Subpart W reporting rule.
1.2.1	Plastic (miles)	7,885	
1.2.2	Cathodically Protected Steel – Bare & Coated (miles)	7,264	
1.2.3	Unprotected Steel – Bare & Coated (miles)	0	
1.2.4	Cast Iron / Wrought Iron – without upgrades (miles)	0	
1.3	Plan/Commitment to Replace / Upgrade Remaining Miles of Distribution Mains (# years to complete)		NW Natural has completed pipeline modernization system wide. As a result the values for these fields are all zero. Through partnership with regulators The Company was able to accelerate replacement of cast iron and bare steel pipe. This has resulted in one of the lowest leaks per mile and provides opportunity for the company to pursue emission reduction elsewhere in operations and along the supply chain.
1.3.1	Unprotected Steel (Bare & Coated) (# years to complete)	0	
1.3.2	Cast Iron / Wrought Iron (# years to complete)	0	
2	Distribution CO₂e Fugitive Emissions		Fugitive methane emissions (not CO ₂ combustion emissions) stated as CO ₂ e, as reported to EPA under 40 CFR 98, Subpart W, sections 98.236(q)(3)(ix)(D), 98.236(r)(1)(v), and 98.236(r)(2)(v)(B) – i.e., this is Subpart W methane emissions as input in row 2.2.1 below and converted to CO ₂ e here. This metric should include fugitive methane emissions above the reporting threshold for all natural gas local distribution companies (LDCs) held by the Parent Company NW Natural that are above the LDC Facility reporting threshold for EPA's 40 C.F.R. 98, Subpart W reporting rule. Calculated value based on mt CH ₄ input in the 2.2.1 (below) and GWP of 25.
2.1	CO ₂ e Fugitive Methane Emissions from Gas Distribution Operations (metric tons)	75,715	
2.2	CH ₄ Fugitive Methane Emissions from Gas Distribution Operations (metric tons)	2,701	INPUT VALUE (total mt CH ₄) as explained in definition above. Subpart W input is CH ₄ (mt).
2.2.1	CH ₄ Fugitive Methane Emissions from Gas Distribution Operations (MMSCF/year)	141	
2.3	Annual Natural Gas Throughput from Gas Distribution Operations in thousands of standard cubic feet (Mscf/year)	110,010,321	This metric provides gas throughput from distribution (quantity of natural gas delivered to end users) reported under Subpart W, 40 C.F.R. 98.236(aa)(9)(iv), as reported on the Subpart W e-GRRT integrated reporting form in the "Facility Overview" worksheet Excel form, Quantity of natural gas delivered to end users (column 4).
2.3.1	Annual Methane Gas Throughput from Gas Distribution Operations in millions of standard cubic feet (MMscf/year)	104,510	Assumes 95% Methane content
2.4	Fugitive Methane Emissions Rate (MMscf of Methane Emissions per MMscf of Methane Throughput)	0.135%	$\frac{E_C}{TP_C} = \frac{\text{tonnes CH}_4}{\text{MMscf gas}} \times \frac{10^6 \text{ g CH}_4}{\text{tonne CH}_4} \times \frac{\text{g mole CH}_4}{16 \text{ g CH}_4} \times \frac{\text{gmol Nat Gas}}{0.95 \text{ gmol CH}_4} \times \frac{\text{scf gas}}{1.198 \text{ gmol gas}} \times \frac{\text{MMscf gas emissions}}{10^6 \text{ scf gas}} =$ $\frac{\text{MMscf gas emissions}}{\text{MMscf gas throughput}} = 0\%$

2024 NW Natural Gas Utility Statistics

Sector	Customers (as of 12/31/24)	Gas Delivered During 2024		Natural Gas Rate (Weighted Average Rates from 11/1/23-10/31/24)	
		Therms	MMBtu	Variable Rate per Therm	Fixed Rate per Month
Residential	735,117	439,252,907	43,925,291	\$1.35	\$5.65
Commercial	69,362	269,620,306	26,962,031	\$1.15	\$13.54
Industrial	739	167,307,141	16,730,714	\$0.90	-\$9.42
Transportation	311	294,659,704	29,465,970	\$0.18	-\$79.55
Total	805,529	1,170,840,058	117,084,006		

2024 Stakeholder Engagement

We value our community stakeholders, and we actively seek a broad range of perspectives in our decision-making processes. Our senior management and board of directors use feedback received through our various outreach activities to help inform business strategy and decisions. These activities include:

Employees

- Anonymous Hotline, maintained by a third-party
- Employee Resource Groups
- Intranet, newsletters, direct communications
- Meetings with peers, managers, and leadership
- Surveys, including the Annual Employee Engagement Survey
- Trainings, mentorship, and educational events
- Executive liaison visits to resource centers

Customers & Communities

- Community & Equity Advisory Group
- Integrated Resource Plan, developed through a process open to the public, informed by feedback, reviewed by interested parties, and filed with public utility commissions
- Market research
- Partnerships with community action and support agencies
- Public meetings
- Scholarship program, philanthropic support, volunteerism
- Surveys
- Website, social media, newsletters
- Workshops and educational events

Suppliers & Partners

- Supplier education and partnerships
- Supplier Code of Ethics
- Supplier website
- Sustainable procurement initiatives

Government & Regulatory Agencies

- Action planning for policy, renewables, and climate at the federal, state, and local levels
- Feedback solicitation from governments and elected officials
- Filings, letters, and correspondences
- Public meetings

Shareholders, Banking & Investing

- Annual shareholders' meeting
- Quarterly earnings calls, filings, and updates

2024 NW Natural Workforce Statistics

The following table sets forth NW Natural's consolidated EEO-1 data as submitted for the payroll period 12/16/2024 through 12/31/2024.

JOB CATEGORIES	HISPANIC OR LATINO		NOT-HISPANIC OR LATINO												OVERALL TOTALS
	MALE	FEMALE	MALE						FEMALE						
			WHITE	BLACK OR AFRICAN AMERICAN	ASIAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	WHITE	BLACK OR AFRICAN AMERICAN	ASIAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	
EXECUTIVE/SR OFFICIALS & MGRS	3	0	29	0	1	0	0	0	17	0	0	0	0	0	50
FIRST/MID OFFICIALS & MGRS	6	1	93	2	7	2	2	1	33	2	1	0	3	1	154
PROFESSIONALS	16	16	182	9	21	2	3	9	119	6	19	0	0	6	411
TECHNICIANS	0	0	1	0	0	0	0	0	2	0	0	0	0	0	3
SALES WORKERS	0	0	2	0	0	0	0	0	2	0	0	0	0	0	4
ADMINISTRATIVE SUPPORT	4	19	33	3	2	0	1	2	73	14	7	1	2	6	167
CRAFT WORKERS	37	0	299	7	9	4	19	2	6	0	0	0	0	0	383
OPERATIVES	8	2	44	2	1	0	1	3	5	0	0	0	0	0	66
LABORERS & HELPERS	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
SERVICE WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2024 TOTAL	74	38	684	23	41	8	26	17	257	22	27	1	8	13	1,239
PREVIOUS REPORT 2023 TOTAL	69	34	667	26	43	7	26	13	256	22	26	1	6	13	1,209

2024 NW Natural Water Workforce Statistics

The following table sets forth NW Natural Water's consolidated EEO-1 data as submitted for the payroll period 12/9/2024 through 12/22/2024.

JOB CATEGORIES	HISPANIC OR LATINO		NOT-HISPANIC OR LATINO												OVERALL TOTALS
	MALE	FEMALE	MALE						FEMALE						
			WHITE	BLACK OR AFRICAN AMERICAN	ASIAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	WHITE	BLACK OR AFRICAN AMERICAN	ASIAN	NATIVE HAWAIIAN OR PACIFIC ISLANDER	AMERICAN INDIAN OR ALASKAN NATIVE	TWO OR MORE RACES	
EXECUTIVE/SR OFFICIALS & MGRS	0	0	3	1	0	0	0	0	0	0	0	0	0	0	4
FIRST/MID OFFICIALS & MGRS	6	1	30	1	0	0	0	0	6	0	0	0	0	0	44
PROFESSIONALS	1	0	2	0	0	0	0	0	2	0	0	0	0	0	5
TECHNICIANS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SALES WORKERS	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ADMINISTRATIVE SUPPORT	0	6	2	0	0	0	0	0	23	0	0	0	0	1	32
CRAFT WORKERS	15	0	28	1	1	1	0	1	4	0	1	0	0	0	52
OPERATIVES	12	0	19	1	0	0	0	0	0	0	0	0	0	0	32
LABORERS & HELPERS	1	0	3	0	0	0	0	0	0	0	0	0	0	0	4
SERVICE WORKERS	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
2024 TOTAL	35	7	88	4	1	1	0	1	35	0	1	0	0	1	174
PREVIOUS REPORT 2023 TOTAL	23	4	80	3	0	0	0	1	31	0	1	0	0	1	144

Forward-Looking Statements

This report and other materials prepared by NW Natural Holdings from time to time may contain forward-looking statements within the meaning of the U.S. Private Securities Litigation Reform Act of 1995. Forward-looking statements can be identified by words such as “anticipates,” “assumes,” “continues,” “could,” “intends,” “plans,” “seeks,” “believes,” “estimates,” “expects,” “will” and similar references to future periods. Examples of forward-looking statements include, but are not limited to, statements regarding the following: plans, objectives, assumptions, estimates, expectations, timing, goals, strategies, commitments, future events, continuation of past practices, investments, projections, expectations, outlooks, commitments, intentions, acquisitions and timing, completion and integration thereof, infrastructure investments, system planning, safety results and implementation of safety initiatives and expected benefits, system inspections and quality assurance measures, system modernization, improvements and reliability, infrastructure resiliency, gas storage capabilities, business continuity and emergency preparedness measures, damage prevention measures, risk management programs, commodity costs and sourcing, competitive advantage, marketing, service territory, customer service, customer and business growth, customer satisfaction ratings, weather and ability to serve customers during weather events, customer rates, customer support, affordability and bill payment assistance initiatives, customer preference, business risk, efficiency of business operations, operational performance and costs, business development, new business initiatives and the success of such initiatives, water, wastewater and water services industry, acquisitions, partnerships and investments, including timing, completion and integration of such investments and related operational initiatives, financial positions and performance, operating plans of third parties, global, local and national economies, economic and housing market conditions, trends and performance, capital expenditures, technological and equipment innovations and investments, cybersecurity initiatives and investments, strategic goals and visions and our communication of such

goals and visions, environmental initiatives and expected outcomes, matters related to climate change, greenhouse gas reduction and the role of natural gas and the gas delivery system, including use of and demand for renewables, carbon emissions, targets and savings, renewable natural gas projects or investments and timing, and completion thereof, unregulated renewable natural gas strategy and initiatives, hydrogen projects, programs and investments and timing and completion thereof, emerging decarbonization technologies and equipment, gas supply initiatives, including supply chain emissions reduction and procurement of renewable natural gas or hydrogen, energy efficiency initiatives, investments and funding, carbon offset initiatives, energy usage and savings, operational sustainability measures, water use, waste reduction, charitable donations and volunteer programs, political contributions, workforce trends, labor relations, access and inclusion initiatives, compensation and benefit programs, employee training, sustainable procurement initiatives, the regulatory environment, rate mechanisms, timing or effects of future regulatory proceedings or future regulatory approvals or rate case outcomes, effects of public policy, legislation and changes in laws and regulations, including but not limited to carbon, climate, renewable natural gas and hydrogen regulations, geopolitical uncertainty, and other statements that are other than statements of historical facts.

The forward-looking statements contained in this report are provided for the general information of our stakeholders and are not intended to induce any sales or purchases of securities or to be used in connection therewith for any investment purposes. Forward-looking statements are based on our current expectations and assumptions regarding our business, the economy, geopolitical factors and other future conditions. Because forward-looking statements relate to the future, they are subject to inherent uncertainties, risks and changes in circumstances that are difficult to predict. Our actual results may differ materially from those contemplated by the forward-looking

statements. You are therefore cautioned against relying on any of these forward-looking statements. They are neither statements of historical fact nor guarantees or assurances of future performance. Important factors that could cause actual results to differ materially from those in the forward-looking statements are discussed by reference to the factors described in Part I, Item 1A “Risk Factors,” and Part II, Item 7 and Item 7A “Management’s Discussion and Analysis of Financial Condition and Results of Operations,” and “Quantitative and Qualitative Disclosure about Market Risk” in the Company’s most recent Annual Report on Form 10-K, and in Part I, Items 2 and 3 “Management’s Discussion and Analysis of Financial Condition and Results of Operations” and “Quantitative and Qualitative Disclosures About Market Risk”, and Part II, Item 1A, “Risk Factors”, in the Company’s quarterly reports filed thereafter, which, among others, outline legal, regulatory and legislative risks, public health risks, financial, macroeconomic and geopolitical risks, growth and strategic risks, operational risks, business continuity and technology risks, environmental risks and risks related to our water and renewables businesses.

All forward-looking statements made in this report and all subsequent forward-looking statements, whether written or oral and whether made by or on behalf of the Company, are expressly qualified by these cautionary statements. Any forward-looking statement speaks only as of the date on which such statement is made, and we undertake no obligation to publicly update any forward-looking statement, whether as a result of new information, future developments or otherwise, except as may be required by law. New factors emerge from time to time and it is not possible to predict all such factors, nor can it assess the impact of each such factor or the extent to which any factor, or combination of factors, may cause results to differ materially from those contained in any forward-looking statements.