

# 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

