

To Our Stakeholders

For more than 166 years, we've been focused on providing safe, reliable service to the customers and communities we serve. Today, that same commitment guides our work as we make investments with affordability in mind.

We know that our customers depend on us not only for essential service but for solutions that make sense for their homes, their businesses, and their budgets. That's why we take a balanced approach by investing in system safety and reliability, conservation efforts, and bill assistance programs—all while keeping affordability and value at the forefront.

Across our company, important work shows up in many ways. As you'll see in our *2025 Community & Sustainability Report*, our gas and water utilities are modernizing infrastructure to lower emissions and reduce water loss, and we're partnering with our communities to expand enrollment in efficiency programs and other efforts that help customers better manage their bills. This work reflects our responsibility to meet the needs of our customers today while preparing for the future.

We are proud of the progress we are making and remain committed to doing this work with care and discipline in service to our customers.



Justin Palfreyman
President & CEO
NW Natural Holdings

