



Tell state regulators how an added \$22.73/month on your NW Natural bill will impact you personally!

The Backstory: This year, NW Natural is asking to raise rates by 18% for residential customers. Overall, customers could see an increase of **\$169.68 per year**. With the proposed increase, winter bills alone would go up **\$22.73 a month** for an average household. Customers could face an **average heating bill of \$150 per month next winter**.

The proposed bill increase could have a significant impact on households, especially during the winter. An average household would see an increase of **\$22.73 per month**, an 18% increase in monthly natural gas bills. CUB is concerned that an increase in this size could lead to a rise in disconnections.

Testimony Template Guideline

Step 1: Introduce yourself. Give your name, city/town, and relationship to NW Natural. (Are you a customer? How long have you been a customer of NW Natural?):

Step 2: Identify your connection to this bill increase:

- ☐ A \$22.73-a-month increase would cause me financial hardship.
- ☐ I would have to choose between paying other bills, like groceries or medication, to afford this increase.
- ☐ All of my bills are not currently manageable and I am concerned by this increase.
- ☐ I am concerned that this rate increase will impact loved ones or members of my community.
- ☐ _____
- ☐ _____

Step 3: Write 2-3 sentences expanding on the issues you checked off. Elaborate on how each concern relates to your personal life. If you are already financially strained with the high bills, how is your household cutting corners? What can you foresee impacting you on an immediate level with this bill increase? How might this increase impact your family, friends, or other members of your community?

Step 4: Reiterate your perspective and thank the members of the Commission. State why reducing the rate increase will directly benefit you and your community. Encourage them to consider your concerns and take action.

Here's an example testimony with this outline:

Members of the Public Utility Commission,

My name is _____ and I am here today to speak out against NW Natural's proposed rate increase. I have been an NW Natural customer for _____ years.

Over the years, my bills have continuously increased year after year. My current household budget already limits my ability to provide for my family and afford the rising cost of living. An additional \$22.73 a month in utility bills will negatively impact me and make it even harder to afford essential purchases, such as gas, medication, and groceries.

My savings barely survived the pandemic and my family, along with people like myself, have been struggling to get back on our feet. Each year, my bills have increased and it gets harder and harder to catch up when my paycheck hasn't changed.

This rate increase harms my family and my community. NW Natural needs to think about its customers before making such a drastic change to our bills. Please don't approve this rate increase and support the needs of NW Natural customers struggling to afford the cost of everyday living.

Thank you for your time and for listening to me,
