

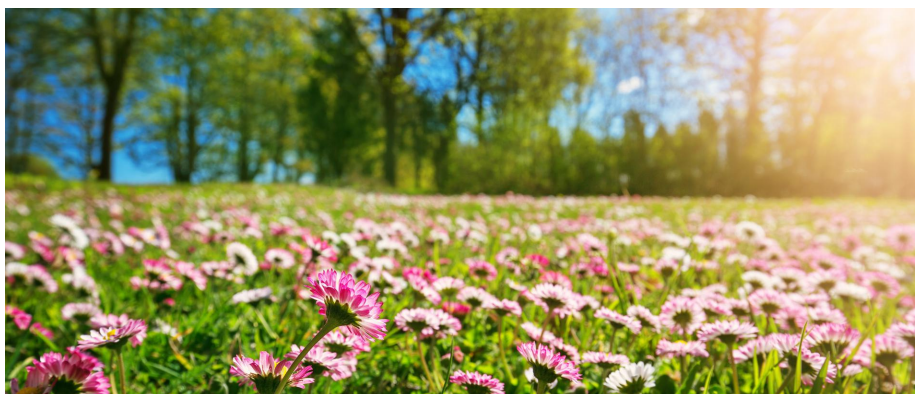
Subject: Northwest Connection Newsletter

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Northwest Connection - May 2022

Spring Greeting & Organizational Update



It is finally spring! Northwest Pipeline finished 2021 with the highest annual throughput in our pipeline's history, reaching over 869 BCF for the year – many of our customers also received record deliveries during 2021. That same theme continued into 2022, with January '22 being the highest throughput January on record for NWP. We thank you for trusting us to transport safe and clean energy to the Pacific Northwest. Your support has earned Northwest a Customer Satisfaction Index score of 92.01 and a Net Promoter Score of 89.1% in the 2022 MASTIO Natural Gas Transportation Customer Value Study, up from 90.75 and 87.3% respectively from 2021's Mastio Survey results. We are grateful for your continued partnership in business and will strive to maintain or exceed our results in the coming year.

Like spring gardens, our team is growing. The Northwest Commercial Services organization has added a Commercial Services Manager position which has been filled internally by [Carolyn Arens](#). Additionally, we will be adding four new team members over the coming months. Our goal with these changes is to enhance the customer support on the pipeline, streamline efficiencies, and improve our business systems. We look forward to introducing new team members with you as we enhance the capability of our team.

[Employee spotlight, Carolyn Arens](#)

Summer Maintenance Considerations

The maintenance season is in full swing for 2022! We have a heavy schedule for projects this year, with 12 of those projects expected to bring impacts to scheduled volumes. Some of the most impactful projects are the hydrotests slotted for this year. To remind you of updates during last year's Shipper Advisory Board meeting, Williams is proactive in adhering to DOT changes that require additional diligence in material verification and Maximum Allowable Operating Pressure (MAOP) reconfirmation. Northwest Pipeline will continue to comply as we work through the verification and reconfirmation process. Additionally, Williams has placed high importance on reducing emissions where possible. For hydrotest projects, this means utilizing a recompression technique to reduce gas lost to atmosphere, which inadvertently adds time to the outage.

Thank you for being partners in Northwest Pipeline's mission to maintain a safe and reliable system so we can continue to provide exceptional transportation services to our customers. For more information on the maintenance schedule, please visit the [Northwest Pipeline Portal](#).

New technology to certify and optimize clean energy delivery



Williams will use a new technology solution to support the gathering, marketing and transporting of [responsibly sourced gas](#) from well-head to end-user. Developed by [Context Labs](#), Decarbonization as a Service (DaaS) provides verified emissions profiles and captures the progress from greenhouse gas (GHG) mitigation across the natural gas value chain, enhancing clean energy supply and delivery for Williams and its customers.

[Read more](#)

Embracing the vision for a clean energy future



Building on a track record of accomplishments over the last two years, Williams employees have embraced an ambitious vision to provide the best transport, storage and delivery solutions for reliable, low-cost, low-carbon energy far into the future.

[Read more](#)

2022 Diversity & Inclusion Report and 2021 Community Investments Report are now available



For more than a century, Williams has strengthened the communities where we operate. From employee volunteerism to charitable giving and in-kind donations, we know that supporting our neighbors isn't a duty, it's a privilege.

Our annual D&I report outlines our approach, provides key metrics, celebrates our progress and looks forward to our continued journey.

[Read more](#)

[Read more](#)

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