



January 2010

Community Matters

to Cascade Natural Gas Corporation



In the Community to Serve®

Give Your Water Heater a Break with these Water-Saving Tips

In most homes, water heating is the second largest household energy expense, after heating and cooling. To cut your water heating costs, start with the following tips:

Lower your water heater setting by 10° and you can save 3 to 5 percent in energy costs. A setting of 120°F works well for most homes. However, if your dishwasher does not have a booster heater, set your water heater at 140°F for optimum cleaning.

Fix leaks in your faucets, showerheads and pipes to significantly reduce hot water use.

Install quality water-saving showerheads and faucet aerators for water savings of 25 - 60% without sacrificing comfort or convenience. For maximum water efficiency, select a showerhead with a flow rate of less than 2.5 gallons per minute (gpm) and aerators with flow rates of 1.0 gpm or less. When you shop, take the aerator you are replacing to the store with you to ensure you buy the right size.

Insulate all accessible hot water pipes, especially those within three feet of the water heater. This reduces heat loss and can raise the water temperature by two to four degrees. Besides saving energy, you will not have to wait as long for hot water when you turn on a faucet or showerhead, which helps to conserve water.

Choose ENERGY STAR washers when you replace your clothes washer or dishwasher. ENERGY STAR models save water and reduce water heating costs. An ENERGY STAR clothes washer uses 17 gallons less water per load and less energy than a conventional machine. An ENERGY STAR dishwasher uses 33% less water and 31% less energy than a conventional machine.

For more water-saving tips, energy-saving tips, or information about incentives available for qualified energy efficiency projects, call the appropriate number below or visit www.cngc.com/conservation.

In Oregon, call 1-866-368-7878.

In Washington, call 1-866-626-4479.



Help a Neighbor in Need

In 1989, Cascade created the Winter Help program to assist our low-income



customers pay part of their energy costs. Since then, this program has been a partnership between Cascade, our customers, and local community service agencies. Cascade matches all contributions, up to \$50,000 per year. To date, Cascade Natural Gas, its employees, concerned customers, and others have donated more than \$1.1 million to Winter Help and assisted over 10,000 Washington and Oregon families. If you would like to make a contribution to this program, please write a check payable to Winter Help and send it to:

Attn: Customer Service/Winter Help Program
Cascade Natural Gas Corporation
222 Fairview Avenue North
Seattle, WA 98109

For more information about this program, please visit us online at www.cngc.com/customer/lowincome.asp or call 1-888-522-1130.

Natural Gas Appliance Inspection

Cascade Natural Gas offers our residential customers a 12-point Natural Gas Appliance Inspection for only \$125. This inspection provides a smart way to have your natural gas furnace and water heater checked so they continue to operate safely and efficiently all year long. During the inspection, Cascade will inspect the furnace fan motor & blower, exposed vent pipe, exposed gas piping & fittings, the furnace heat exchanger, the furnace air filter, and your natural gas water heater. We will also inspect & replace the thermocouple, if needed, verify furnace input, test for carbon monoxide, check the thermostat's operation & settings, provide a written diagnostics report, and check the water heater for earthquake strapping. To schedule an inspection, call Cascade at 1-888-522-1130 during normal office hours: Monday - Friday, 8am - 5pm.



Cascade in the Community: Kennewick, WA and Prineville, OR

Cascade is proud of our employees' efforts to make a difference in the communities we serve. The following featured stories are about a couple of employees who live out the company slogan "In the Community to Serve".

Community Emergency Response Team - Kennewick, WA



Cascade's Kennewick Office Manager, Teresa Esparza, recently completed Community Emergency Response Team (CERT) training through the Benton County Emergency Management Center. CERT educates citizens so they will be better prepared to take care of themselves and their family, friends, and neighbors in the event of a disaster until trained emergency responders can arrive. As a CERT member, Teresa is trained and prepared to respond if a disaster should occur in her neighborhood.

Anyone who is interested in helping his or her neighborhood prepare for a disaster and provide assistance afterward can become a CERT member. For more information about this program, please visit www.citizencorps.gov/cert.



Teresa Esparza practices putting out a fire.

Ochocos Humane Society - Prineville, OR



For almost two years, Mike Hoffstetter, a Service Mechanic in Cascade's Southern Region, has volunteered at the Humane Society of the Ochocos, in Prineville, Oregon. The Ochocos Humane Society is a no-kill shelter and operates primarily with community volunteers and donations. Mike volunteers his time and money by walking dogs on his lunch hour and buying pet food for the shelter.

In this photo, Mike Hoffstetter just took Heidi for a walk. Heidi is up for adoption, along with many other animals.

For more information about the Ochocos Humane Society, visit www.humanesocietyochocos.com.

~ Contacting Cascade ~

**In Washington and Oregon,
call 1-888-522-1130.**

**Emergency services are always
available, 24 hours a day.**

For billing information or other non-emergency calls, please contact Cascade Natural Gas by phone during normal business hours:
Monday - Friday, 8 am - 5 pm.

You may also contact us via e-mail at service@cngc.com or visit us on the web at www.cngc.com.