



Community Matters

to Cascade Natural Gas Corporation

January 2009



Insulate to Stay Warm in the Winter and Cool in the Summer

Increasing the level of insulation in your home is one of the smartest home improvements you can consider. It is also one of the most affordable ways to stay cozy in winter and cool during the summer.

Heat naturally flows from warmer areas to cooler spaces. In the winter, heat moves from your heated living spaces to adjacent, unheated attics, garages, basements, and outdoors. In the summer, heat moves from the outside to the inside of your home. Proper insulation slows heat from flowing out of or into your home, which means your home will be more comfortable and you will spend less money on heating and cooling bills.

How much insulation do you already have? Unless your home is fairly new, you can probably benefit from additional insulation in the attic, exterior walls, and floors adjacent to unheated spaces like garages or basements. To determine how much insulation you may need to add, start by measuring your current level of insulation. For tips on how to measure existing insulation levels, visit the U.S. Department of Energy's web site: www.eere.energy.gov/consumer/your_home.

Seal air leaks first: Before you add insulation, seal any air leaks. Sealing cracks and openings in your home can significantly reduce your heating and cooling costs, and make your home more comfortable. You can identify and seal many leaks yourself, but it may be beneficial to hire a qualified technician to conduct a Blower Door test, which reveals the locations of other leaks.

Air leaks are common where different materials meet, such as between brick and wood siding, between foundation and walls, and between the chimney and siding. Cracks and gaps are also common around door and window frames, mail chutes, electrical and gas service entrances, cable TV and phone lines, outdoor water faucets, and vents.

Insulation and air sealing pay off: Insulating your home and sealing air leaks typically pay for themselves within a few years through the money you will save on heating and cooling costs. To find a contractor near you, please call the appropriate phone number for your state: **Oregon** customers, please call the Energy Trust of Oregon at 1-866-368-7878; **Washington** customers, please call our Conservation Incentive Program at 1-866-626-4479.

Source: Energy Trust of Oregon

Cascade's Winter Help Program Needs Your Help

In 1989, Cascade Natural Gas created the Winter Help program to assist our low-income customers in paying 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 made to this fund, 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.

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.

To learn more about this program, contact Cascade at 1-888-522-1130, or visit us on the web at <http://www.cngc.com/customer/lowincome.asp>.



Cascade's Seattle Office Employees Fundraise for United Way

Cascade Natural Gas' 2008 United Way Giving Campaign was a huge success! The Seattle office employees participated in numerous fundraising events throughout the fall, including a Dessert Auction, for which employees generously donated delicious desserts, a Thanksgiving Turkey Weight Guess, a lunch-time Foosball Tournament, and a Bar-B-Que in Cascade's courtyard. In addition to the fundraising events, individual employees pledged to donate money in 2009 and Cascade made a generous corporate contribution to United Way. Through fundraising, pledged donations, and the corporate contribution, Cascade donated over \$18,000 to United Way to help homeless and needy families in the community.

One highlight of the fundraising events occurred during the lunch-time Foosball Tournament. After many hard fought games in a very tough field of competitors, Mike Hardesty (Engineering Department) and Kevin Fleshman (Mapping Services Department) were crowned the Victors of Cascade's 2008 United Way Giving Campaign Foosball Tournament. Afterwards, the winners received bobble head trophies! The Cascade employees' participation in the Giving Campaign this year added to the Company's long history of working with the United Way to give back to the community. Through generous donations of time, money, and desserts, Cascade's employees have proven that, even though economic times are tough, the spirit of giving is alive and well!

Natural Gas Appliance Inspection

Cascade Natural Gas is currently offering our residential customers a 13-point Natural Gas Appliance Inspection. This inspection costs \$125 and provides a smart way to get your natural gas furnace and water heater checked so they continue to operate safely and efficiently all winter long. To schedule an inspection, call Cascade at 1-888-522-1130 during our normal office hours: 8am - 5pm, Monday - Friday.



~ Contacting Cascade ~

Emergency services are always available, 24 hours a day.

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

For billing information or other non-emergency calls, please contact Cascade Natural Gas by phone during our 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.

Cascade in the Community: Kennewick, WA

On October 26, 2008, Teresa Esparza, Cascade's Office Manager in the Kennewick District, her significant other, Jim Stine, and more than 400 other motorcyclists participated in a local Toys for Tots



toy run. Despite chilling temperatures, they collected more than three truckloads of toys and over \$1,400 in cash to be donated to the Toys for Tots program. The motorcyclists hauled the toys on their bikes, in saddle bags, strapped to the handle bars, and even some toys as passengers. Teresa said, "it was an awesome sight to see all the bikers traveling down the road with toys, especially those with teddy bears as passengers, in support of this very worthy cause!"