



# Community Matters

to Cascade Natural Gas Corporation

March 2010 ~ Oregon



*In the Community to Serve®*

## IMPORTANT NOTE:

### Cascade's Remittance / Payment Mailing Address has Changed

To ensure timely posting of your monthly Cascade Natural Gas payment, please take a moment to change the mailing address in your Accounts Payable system to:

Cascade Natural Gas Corporation  
P.O. Box 990065  
Boise, ID 83799-0065



If you use a bill pay service, such as CheckFree, or your financial institutions' bill pay service, please note that these payments are often remitted in the form of a check. Updating the mailing address in these portals is important to timely and accurate posting of your payment to your account.

Please also keep in mind that our remittance processing is highly automated. We ask you to follow these simple rules when sending your payment:

- Do NOT staple or tape items. Contents are removed individually and kept together with the check payment.
- If you are using a business check, please detach the check stub prior to mailing your payment and make sure the account number is written on the check.
- Please include the payment stub provided by Cascade. Our automated process uses these stubs to apply your payment to the correct account.

Thank you in advance for your cooperation!

### Consider Helping a Neighbor in Need

Cascade's Winter Help program was created to assist our low-income customers pay part of their energy costs and keep their heat on all winter long. Since 1989, this program has been a partnership between Cascade, our customers, and local community service agencies. Cascade matches all contributions to this program, 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](http://www.cngc.com/customer/lowincome.asp) or call 1-888-522-1130.

### ~ 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](mailto:service@cngc.com) or visit us on the web at [www.cngc.com](http://www.cngc.com).



## Clean Up with Energy-Saving Washers

If you are in the market for a new clothes washer or dishwasher, look for models that have earned the ENERGY STAR® label. They will help you save energy and conserve water with premium performance.

### ENERGY STAR clothes washers

With superior design and system features, ENERGY STAR qualified clothes washers clean clothes using 50% less energy than standard washers and a full-sized model saves up to 17 gallons of water per load. ENERGY STAR qualified clothes washers also extract more water from clothes during the spin cycle, so clothes dry faster. This saves energy and reduces wear and tear on your clothes.

#### What to look for in a new clothes washer

- Find the right size for your household: ENERGY STAR washers range from 1.6 to 3.8 cubic feet and include stackable and under-counter models for smaller spaces.
- Choose from several water level options: You can match the water level to the load size so you don't waste water or energy.
- Pre-soaking and suds-saver options: Choose a model with these features, as both options conserve energy.
- Faster spin cycles: Faster spinning extracts more water, reducing drying time and energy use.
- Premium efficiency: Find an ENERGY STAR model with a Modified Energy Factor (MEF)\* of 2.2 or greater.



### ENERGY STAR dishwashers

New ENERGY STAR qualified dishwashers use at least 41% less energy than the federal minimum standard for energy consumption. If you are replacing a dishwasher manufactured before 1994, you could save more than \$30 a year in utility costs.



#### What to look for in a new dishwasher

- Find the right size for your household: Standard capacity models hold more than eight place settings and six serving pieces. Compact capacity models hold eight place settings and six serving pieces or less. If you operate a compact model more frequently, you may actually use more energy than if you used a standard model.
- Multiple wash cycles: This allows you to adapt your cleaning cycle to match the soil level on the dishes. For example, if the dishes are only slightly soiled, selecting a light or energy-saving wash cycle that uses less water and operates for a shorter time will save you money.
- Low energy use: Compare machines by looking at the yellow EnergyGuide label on each model. The label tells you how much energy the machine uses, how it compares to similar models and what to expect in annual operating costs. Look for models that use 268 kilowatt hours per year or less.

### Cash Incentives for Oregon Customers

Cascade Natural Gas teams up with Energy Trust of Oregon to offer cash incentives to Oregon customers who purchase qualified ENERGY STAR clothes washers and dishwashers. To learn more, see the enclosed bill insert, visit [www.energytrust.org](http://www.energytrust.org), or call Energy Trust at 1-866-368-7878.

\*MEF is the efficiency rating for clothes washers. It is based on the level of electricity used by the washer and the amount of dryer energy required to remove the remaining moisture content from clothes.