



Community Matters

to Cascade Natural Gas Corporation

March 2010 ~ WA



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 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 or visit us on the web at www.cngc.com.



Washington Conservation Incentive Program

Increase the Energy Efficiency of Your Home: Schedule a Home Energy Audit Today!

Energy audits are recommended for customers who are serious about increasing the efficiency of their home. If you live in a home with drafts or hot and cold spots, or if you have low insulation levels, single-paned windows, or old heating and cooling equipment, it's time to schedule a professional home energy audit. More than half of the energy used to heat and cool your home could be lost through leaky ducts, older equipment, low or no insulation, and/or air leaks.



A home energy auditor can perform a walk-through of your home to provide an overview of its energy-saving potential or a comprehensive diagnostic assessment to determine your home's efficiency. Although comprehensive assessments can have a higher price tag, you will receive an in-depth report specific to your home. Contact Cascade's Conservation Program at 1-866-626-4479 or visit www.cngc.com/tradeally to find a local Trade Ally and inquire about their auditing services.

Before your energy audit or comprehensive diagnostic assessment:

- Pinpoint noticeably uncomfortable areas in your home to show the auditor.
- Request past utility bills to help analyze energy costs.
- Have an idea of your family's energy-consumption behavior.

Get the most out of your energy audit or comprehensive diagnostic assessment:

- Prioritize your auditor's recommendations based on your budget and the improvements that will yield the most energy savings.
- Find and hire a Trade Ally contractor to help you complete the recommended work. Find a local, qualified contractor at www.cngc.com/tradeally.
- Maximize your savings with cash-back incentives from Cascade's Conservation Incentive Program. Visit www.cngc.com/conservation for a list of current incentives and eligibility requirements.

For more information about Cascade Natural Gas' Conservation Incentive Program, visit us online at www.cngc.com/conservation or call 1-866-626-4479.

Commercial & Small Industrial Customers: Earn Cash Rebates on Steam Traps

Steam traps are an essential energy-efficiency component of a boiler system. They allow condensate to escape, ensuring the steam



produced by the boiler fulfills its purpose. Over time, steam traps can become clogged and quit working. If this happens, steam is allowed to escape, which makes the boiler operate less efficiently. To help keep your boiler working at peak efficiency, check to see if it is time to replace your boiler's steam trap.

Contact Cascade's Commercial & Small Industrial Conservation Program at 1-866-450-0005 for more information on how your business can start saving energy and money today. More information is also available at www.cngc.com/conservation.