



Community Matters

to Cascade Natural Gas Corporation

March 2009 - Washington



Increase the Value of Your Tax Refund by Investing in Energy Efficiency!

You worked all year for your tax refund, now plan ahead to make it work for you! Cascade Natural Gas offers cash incentives on a variety of energy-saving home improvements for Washington customers. When these incentives are combined with your tax refund, you can't afford NOT to participate in the Conservation Incentive Program!

What are the benefits of energy efficiency?

When you invest in energy efficiency, you invest in the future for you, your family, and the environment.

Your Family: Increase your family's safety and comfort when you upgrade your heating and cooling equipment or weatherize your home.

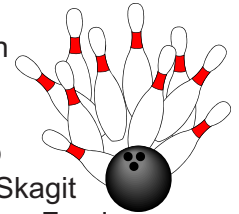
You: Energy efficient upgrades will save you money for years to come. You will save each month through lower utility costs, while increasing the value of your home.

The Environment: Lowering your energy consumption means less air pollution. Plain and simple.

Contact Cascade's Conservation Incentive Program at 1-866-626-4479, or visit us online at www.cngc.com/conservation, to find out how you can start saving money and energy today!

Cascade in the Community: Mount Vernon, WA

Every Wednesday night, Reed Harlow, a Distribution Clerk in Cascade's Mount Vernon District and the president of the Cosmo Bowling League, and 40-45 other Cosmo League bowlers gather at Riverside Lanes to have a fun evening and raise money for the Skagit Valley Hospital Cancer Care Patient Assistance Fund. Three years ago, a fellow bowler was diagnosed with cancer and the Cosmo League decided to pass a "Bucks for Cancer" collection can each week. The money collected was donated to their friend in need. The following bowling season, the members of this bowling league did not hesitate to help another member of their bowling family when he began a battle with cancer. After both men passed away, Reed met with the Oncology Department of Skagit Valley Hospital and asked if there was a patient they could help support with the money they collected each week. This season, the bowlers continue to give generously, helping support the Skagit Valley Hospital Cancer Care Patient Assistance Fund. The fund assists patients of the Regional Cancer Care Center by providing them with funds for utility bills, medication, gas, rent assistance, and more. Cascade Natural Gas is proud of Reed and his fellow bowlers' efforts to serve their community!



Reed Harlow (2nd from the left) and some of the other bowlers pass the collection can on February 11, 2009.

Reminder: To Contact Cascade Natural Gas,

Call: 1-888-522-1130
or e-mail: service@cngc.com

Emergency services are available 24 hours a day. Call 1-888-522-1130 for assistance.



Cascade in the Community: Bend, OR

The Cascade Natural Gas office in Bend, Oregon, has recently partnered with the Redmond Police Department's K9 Unit to train drug-sniffing dogs. The K9 Unit will use Cascade's building periodically, in a rotation with other buildings unfamiliar to the dogs, to keep the animals from becoming complacent in their searches. Officer Ryan Fraker, a former Cascade employee, and his dog, Tanja, were the first to use Cascade's offices. Officers stashed \$30,000 worth of drugs in the building, and Tanja found every ounce. "We try to keep an active rotation of businesses for training, otherwise the dogs tend to get too used to a facility," Fraker said. "K9 narcotics training is more effective with numerous locations to choose from." And the training is paying off: Tanja has already assisted on three narcotics arrests, Fraker said. "The Central Oregon District is privileged to assist our local law-enforcement agencies," said Eric Martuscelli, Senior Director of Cascade's Southern Region.



Officer Ryan Fraker and his dog, Tanja.

Natural Gas Appliance Inspection

Cascade Natural Gas offers our residential customers a twelve-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 and blower, exposed vent pipe, exposed gas piping and fittings, the furnace heat exchanger, the furnace air filter, and your natural gas water heater. We will also inspect and replace the thermocouple, if needed, verify furnace input, test for carbon monoxide, check the thermostat's operation and 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.

~ 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.

Budget Payment Plan

Cascade Natural Gas encourages our residential customers to consider enrolling in the Budget Payment Plan to help manage high energy bills. Cascade's Residential Budget Payment Plan makes your energy bill more predictable and spreads the cost of your natural gas bills more evenly throughout the year. To determine your monthly budget amount, Cascade will estimate your annual bill, based on your gas usage in the previous year, and divide that estimated amount over twelve monthly payments. Your account will be reviewed every three months and adjusted, if necessary, to make sure the balance will be as close to zero as possible at the end of the plan year. Any remaining balance will be included in the following year's payment amount.

Some of our customers choose to combine the Budget Payment Plan with the Automatic Payment Plan for ease and predictability. To sign up for either plan, or for more information, contact Cascade Natural Gas by phone at 1-888-522-1130.