



September 2009 - OR

Community Matters

to Cascade Natural Gas Corporation



In the Community to Serve®

Properly Sealed Ducts Save Energy & Money

Why is duct sealing so important?

Connections in duct work are often sealed with duct tape, but when the adhesive dries out, the connections become unsealed, resulting in leaks and disconnections. These leaks can account for 10 to 30 percent of a homeowner's total heating and cooling costs. A PTCS-certified contractor will use mastic - a thick paste that provides a permanent seal - to seal the connections in your duct system. Without proper sealing, dust and other pollutants may be drawn directly from your attic, basement or crawlspace into the living space of your home. Sealing these connections will prevent the pollutants from entering your home, making it healthier and safer.

How do I know if my duct system has leaks?

If your home feels drafty or uncomfortable, you may want to check your duct system for leaks. A simple visual inspection may reveal loose duct tape, holes in duct insulation, or complete disconnects in the duct system - all of which are common causes of energy loss. By identifying these leaks, you may have significant potential for energy savings by sealing your ducts. Contact a local PTCS-certified contractor for a complete inspection. A PTCS-certified contractor will use diagnostic equipment to pressurize your duct system, identifying the location and amount of air leakage.

Is PTCS Duct Sealing eligible for cash-back incentives?

For information about cash-back incentives available to Cascade Natural Gas' Oregon customers for PTCS Duct Sealing and other energy-efficient upgrades, contact Energy Trust of Oregon toll-free at 1-866-368-7878 or visit www.energytrust.org/CashIncentives.

Cascade in the Community: Mount Vernon, WA



CNGC Team Members: Justin Moe, Tiffany Urand, Amy Cheadle, Kathy Williams, and Reed Harlow.

In June, Cascade Natural Gas employees Reed Harlow, a Distribution Clerk, and Tiffany Urand, a District Office Manager, were captains of teams for the American Cancer Society Relay for Life in Mount Vernon, WA. Together, their two teams, including former Cascade employees Amy Cheadle and Kathy Williams, raised \$6,111.75 for cancer awareness. The two teams also walked in the Cancer Walk on June 13th and 14th in support of their friends and family battling this disease. CNG Backhoe Operator, Justin Moe, also participated in the Cancer Walk. Several other Mount Vernon employees donated to the fundraising effort, either directly or by attending a spaghetti feed the teams held.

Tiffany says, "It was a great way to work together to give back to the community we serve and we are so proud of our accomplishment in tirelessly raising awareness and funds for this important cause".



Bend Home Energy Makeover Contest Winners Get Cozy

This summer, Cascade customers Alex and Tracey Valley said goodbye to their energy hog home in Bend, OR. The Valleys were one of four Oregon families to win Energy Trust of Oregon's Home Energy Makeover Contest. As winners of this contest, the Valley's 1930 home received a transformation through energy-saving home improvements.

Before the makeover began, a Home Performance with ENERGY STAR® assessment identified where the house was wasting energy. Contest sponsors donated products and services to make the Valleys' home more comfortable year-round and help them save money. JELD-WEN Windows and Doors donated high-efficiency windows and JB Insulation installed insulation throughout the house. Three companies from Bend donated products and services: Green Savers installed windows and sealed air leaks and ducts, Ponderosa Heating installed a high-efficiency gas furnace donated by Lennox, and Bend Heating installed a tankless gas water heater from Rinnai.



The Valleys noticed how much cooler their home is on warm days as soon as the makeover was completed in August. They look forward to being warm and cozy this winter, but they are especially excited about saving money. "We expect to see our energy costs shrink by as much as half," said Tracey. "That will be like getting a raise!"

You can learn more about Alex and Tracey's home energy makeover and find out how to transform your own home by visiting us on the web at www.HomeEnergyMakeoverOregon.com.

Please note Cascade's new address for mailing payments:
P.O. Box 990065
Boise, ID 83799

Cascade in the Community: Yakima, WA

In August, Teresa Esparza, Cascade's Kennewick District Office Manager, and several friends participated in the "Hogs Hit the Highway" fundraiser organized by Yakima Law Enforcement. The event raised over \$3,200 in support of the Special Olympics of Washington and drew over 80 motorcycle riders. The ride began in Yakima, with Special Olympic Athletes there to see the riders off and over \$3000 in door prizes donated by local businesses. It was a great day to ride in support of these very special athletes. "Hogs Hit the Highway" is an annual event and everyone is welcome to participate. Teresa hopes to see you there next year!



Teresa and another rider with some of the Special Olympic Athletes.

~ 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.