



In the Community to Serve®

Customer Service: 888-522-1130

Monday-Friday, 7:30 a.m. - 6:30 p.m.

Call volume generally is higher on Mondays; for faster service, please call Tuesday-Friday.

www.cngc.com

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Payment Options

Pay Online: Go to www.cngc.com/login. Once you have registered, simply log in each month to make your payment using any active U.S. checking account. It's an easy and secure way to view and pay your bill online 24/7.

Automatic Payment: Automatically pay your bill each month by authorizing Cascade Natural Gas Corporation (CNGC) to withdraw your payment from your financial institution on your bill's due date, which is shown on your bill stub. Enroll online by logging in and completing the online form at www.cngc.com.

Paymentus: Pay your bill by phone or online 24/7 through this independent service provider. Use a credit card, debit card, or electronic check. Have your account number ready when using this service. A convenience fee for each transaction will apply.

To pay with Paymentus by phone, follow the prompts after calling 833-425-1694.

To pay online, visit www.cngc.com/paymentus and follow the prompts.

By Mail: Be sure to mail your payment so it is received by the due date.

Mail your payment along with your bill stub to Cascade Natural Gas Corporation, P.O. Box 5600, Bismarck, ND 58506-5600.

Payment Locations: Pay by cash, check or money order at one of our authorized participating Western Union Convenience Pay® locations. Payments made at a payment location are not credited to your account until they are received by CNGC. For a complete up-to-date list of payment locations near you, visit our website www.cngc.com.

Budget Payment Plan: This billing plan levels out your monthly bill so you can reduce fluctuation brought on by changes in the weather and the cost of energy. Your budget payment amount is reviewed and adjusted periodically. Not available to large-volume accounts. To sign up, log in to your Online Account Services at www.cngc.com or contact Customer Service at 888-522-1130.

Payment Due Date: Your bill is past due if payment is not received by the due date shown on the front of this billing statement. If you are paying with a credit card or paying at one of our payment locations in response to a Disconnection of Service Notice, please call to inform CNGC that a payment has been made at 888-522-1130.

Billing Terms and Definitions

The following is a list of the most common terms found on your bill. For a complete list of terms and definitions, visit www.cngc.com/rates-services/rates-tariffs/.

Average Cost of Gas: The costs of the natural gas commodity and interstate pipeline transportation for delivery to the CNGC distribution system.

Basic Service Charge: This charge covers a portion of the costs associated with meter reading and billing. These costs do not vary with the amount of natural gas used.

BTU Factor: British Thermal Unit is a measure of the volume of heat content. The BTU factor is an adjustment factor based on the actual heat content of the gas.

CCF: Hundreds of cubic feet, a measure of the volume of natural gas used, as recorded by your gas meter.

City Tax: Municipalities may charge a fee (City Tax) for the services CNGC provides in their area. By law, CNGC must pass these charges through to you. The fee only applies if you live in an area with an added tax.

Delivery Charge Per Therm: A portion of the rates designed to compensate CNGC for the cost to deliver natural gas from the interstate supply pipeline to your meter.

Energy Factor: The heating quality of natural gas can vary. To compensate for this, the volume used is multiplied by the energy factor to show the actual heating value of the gas supplied by CNGC. The customer is billed for units of heat, not for volumes of gas.

Pressure Factor: A factor used to compensate for higher-than-normal delivery pressures. Standard delivery pressure is 0.25 pounds per square inch (PSI).

Rates: The rates reflected on the bill have been approved by the Public Utility Commission in the state where service is provided. Copies of current rate schedules are available at www.cngc.com. A copy of a current, proposed, most recently canceled or superseded tariff page is available by contacting customer service either by phone or in writing.

Therms: A unit of heat equal to 100,000 BTU. Therms are the actual heating value of the gas delivered to the customer. Number of therms used is determined by multiplying the volume of natural gas used by the Energy Factor and Pressure Factor.

Important Customer Information

Cascade Natural Gas is willing to make satisfactory payment arrangements. If you cannot pay your bill at this time and need to arrange a payment plan, please call Customer Service, Monday-Friday, 7:30 a.m. - 6:30 p.m. at 888-522-1130.

Payments made by check or electronically that are dishonored by the bank will be assessed a returned payment fee.

When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer (EFT) from your account or to process the payment as a check transaction. When CNGC uses information from your check to make an EFT, funds may be withdrawn from your account as soon as the same day CNGC receives your payment. The transaction will appear on your bank statement as EFT and you will not receive a copy or an image of your check from your financial institution.

Payments marked with a restrictive legend (Paid in Full, for example) will not act as an accord and satisfaction without CNGC's express prior written approval.

Your Gas Piping

Cascade Natural Gas Corporation owns the natural gas pipeline up to your meter. The gas pipeline running from the back of the meter to your gas appliances belongs to you and is your responsibility to maintain. If this pipe is not maintained, it may be subject to the potential hazards of corrosion and leaks.

Proper maintenance requires periodically inspecting gas pipelines for leaks and, if piping is metallic, corrosion could occur. Necessary repairs should be made immediately. If any part of the gas pipeline is buried, locate the pipeline prior to excavation and then dig the area carefully by hand. Please call a local qualified plumber for assistance with maintaining your gas pipeline. Check for additional safety information at www.cngc.com.

Save a Stamp! Receive, view and pay your bill online at www.cngc.com.

Moving? To avoid being billed for gas you have not used, please contact CNGC at least three business days before you want service disconnected.

Has your mailing/email address or phone number changed?

Please provide details here and check the box on the front of this stub.

Account No.: _____

Name: _____

Mailing Address: _____

City: _____ State: _____ ZIP: _____

Home Phone: (_____) _____ Cell Phone: (_____) _____

Email: _____