

Budget Pay and Automatic Payment Plan

If you are currently a Budget Pay customer, your financial institution will deduct the Budget Pay amount from your checking account. You will still receive your bill each month showing your natural gas usage and the balance of your account.

E-Billing and Automatic Payment Plan

If you receive your bill electronically, you can also enjoy the convenience of having your bills paid automatically through the Automatic Payment Plan program. Your E-bill will show the payment amount and date it will be withdrawn from your financial institution.



In the Community to Serve®

Customer Service

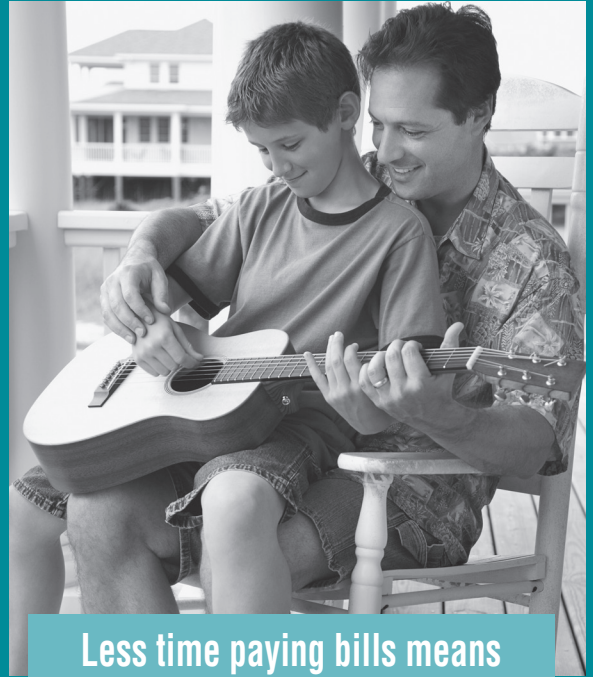
Customer Service – 1-888-522-1130

Fax number – 888-649-9912

7 a.m. – 7 p.m. (Mon – Fri)

www.cngc.com

Simplify your life with the Automatic Payment Plan



Less time paying bills means more time for everything else.

Cascade Natural Gas' Automatic Payment Plan

makes paying your natural gas bill easy and convenient. By giving us permission to charge your bank account for the amount of your gas bill, you'll save money on postage, not to mention the fees you could save by writing fewer checks. It's all done for you automatically.

Automatic Payment Plan is absolutely free.

There are no sign-up fees or transaction charges.



In the Community to Serve®

Frequently asked questions

■ How do I sign up?

- Simply complete and return the Automatic Payment Plan Authorization Form on the next page of this brochure.
- Enclose a VOIDED check
- Mail to: Cascade Natural Gas Corp
Attn: Automatic Payment Plan, PO Box 7608,
Boise, ID 83707-1608
- Or Fax to: 1-888-649-9912

■ When is my bill paid?

- Approximately **14 business days** after you are billed. For your records and convenience, you will continue to receive a monthly statement.

■ How will I know the amount of my bill and the date it will be withdrawn from my account?

- Your monthly Cascade Natural Gas statement will show you the amount of your automatic payment and the date it will be withdrawn from your bank account.
- The automatic payment transaction will appear on your monthly bank statement.

■ What if I no longer want to participate in Automatic Payment Plan?

- Please provide Cascade Natural Gas with a written notice **30 days** prior to discontinuing participation. This written notice can be mailed, faxed or emailed to customerservice@cngc.com.

■ What if I change accounts or financial institutions?

- If you are only changing bank account numbers, not financial institutions, you can either mail or fax us a voided check with the new bank account numbers on it. (No deposit slips please.) If you are changing financial institutions, fill out a new form, include your CNG account number and mail it back to us with a new voided check. Please allow for 30 days to make the necessary changes.

Automatic Payment Plan Authorization Form

Follow These Simple Steps...

1. Complete this form
2. Enclose VOIDED check issued by a U.S. financial institution (no deposit slips)

Mail to: Cascade Natural Gas Corp • Attn: Automatic Payment Plan • PO Box 7608 • Boise, ID 83707-1608

Or Fax to: 888-649-9912 (completed form and voided check)

Customer Information (please print in black):

Cascade Natural Gas Account Number: (11 digits)

Customer Name (as shown on bill):

Service Address:

City: State: Zip:

Day Ph #:

Home Ph #:

Use this area to sign up a second Service Address:

Cascade Natural Gas Account Number: (11 digits)

Customer Name (as shown on bill):

Service Address:

City: State: Zip:

Day Ph #:

Home Ph #:

(Please use a separate AutoPay Authorization Form for each checking account.)

Name of Financial Institution

Drawn from Checking Account Only

I authorize Cascade Natural Gas to instruct my financial institution to make my Cascade Natural Gas payments from the checking account listed above. I understand this program is voluntary, and if at any time I decide to discontinue my participation in this payment service, I will provide Cascade Natural Gas a 30-day written notice via email, postal mail or fax.

Don't forget to include a voided check!

Signature: _____

Date: _____

↓ RETURN THIS PORTION ↓