

# Cascade Answers Your Questions about the

## New Bill Format



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Dear Cascade Customer,

Cascade is upgrading our customer information and billing system and, as a result of this upgrade, customers will soon receive natural gas bills that have a new look and offer more detailed information. Your new bill will also contain a new account number. Please read on to learn the answers to some of the most frequently asked questions we have already received from curious customers.



## Frequently Asked Questions

**Is the upgrade to Cascade's Customer Information System going to cost me, the customer, more money?**

No, Cascade's transition to the new customer information and billing system will not affect the amount of money you pay for the natural gas you use.

**How can I pay my bill after the new system is in effect?**

Once the new billing system is in effect, you will still be able to pay your bill online, by mail, by phone, through our Automatic Payment Plan, or at one of our pay stations. Please visit us on the web at [www.cngc.com/customer/paying\\_intro.asp](http://www.cngc.com/customer/paying_intro.asp) for more information.

**Will my bill due date be affected?**

No, the due date of your monthly payment will not change.

**Will I still be on the Automatic Payment Plan (APP) and/or the Budget Payment Plan (BPP)?**

If you have already signed up for APP and/or BPP, you will remain on the plan(s) without disruption. If you would like to sign up for either plan at this time, please contact Cascade at 1-888-522-1130.

**What happens to my deposit?**

If your deposit has already been paid, it will be transferred to our new customer information system and linked to your new Cascade Natural Gas account number.

**Do I need to change my online bill pay account number?**

Yes, when you pay your bill online after receiving your newly formatted bill, you will need to enter your new account number, as it appears on the new bill.

**Please contact Cascade Natural Gas at 1-888-522-1130 for more information or if you have any additional questions.**

**To preview the new bill format, visit [www.cngc.com/customer/newbill.asp](http://www.cngc.com/customer/newbill.asp).**