

If you have any questions about any of the matters described in this summary, please contact your local utility company or the PUC Consumer Services Division. If you do not speak English, please try to arrange in advance for an interpreter to help you. While utilities and the PUC are sensitive to special needs of persons who do not speak English, their offices may not have someone available who speaks your primary language.

A version of a consumer rights and responsibilities summary printed in one of the languages below is available by calling Cascade Natural Gas Corp or by contacting the Public Utilities Commission of Oregon. Versions in the different languages are available on the PUC website <http://www.oregon.gov/PUC/consumer/factsheets.shtml>.

La versión impresa, en esta lengua, del sumario de los derechos del usuario y sus responsabilidades está a su disposición llamando al:

Если Вы желаете получить инструкцию о правах и обязанностях потребителя, напечатанную на русском языке, звоните по следующему телефону:

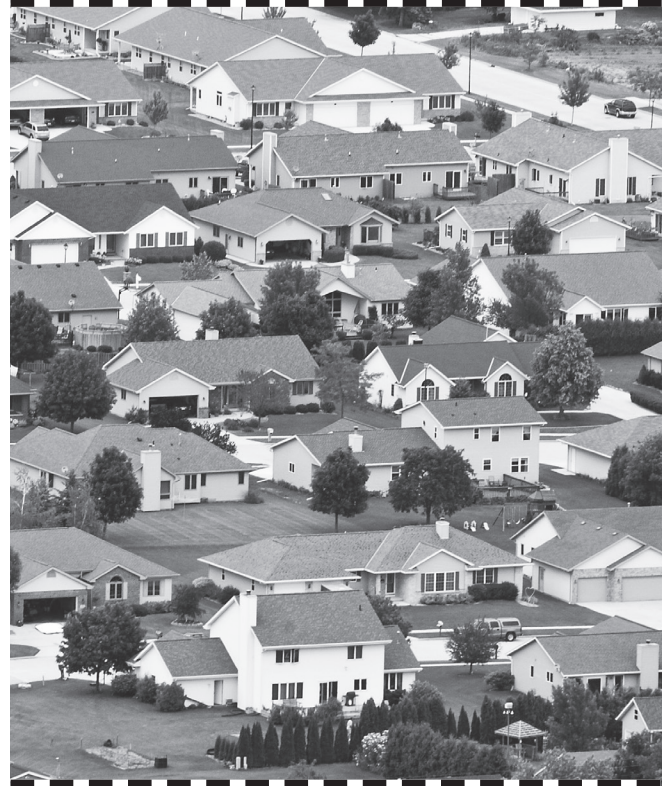
Bản giải thích tóm lược về quyền lợi và bổn phận của khách hàng đã được in bằng tiếng Việt và được cung cấp bằng cách liên lạc với:

សេចក្តីសង្ខេបស្តីពីសិទ្ធិនិងកាតព្វកិច្ចរបស់អ្នកប្រើប្រាស់
មានសរសេរជាភាសាខ្មែរ សូមទាក់ទងទូរស័ព្ទ:

Public Utility Commission of Oregon
550 Capitol St. N.E. #215
P.O. Box 2148 • Salem, OR 97308-2148
1-800-522-2404 • Fax: (503) 378-5743
www.oregon.gov/puc



In the Community to Serve
P.O. Box 7608 • Boise, ID 83707-1608
1-888-522-1130 • Fax: 1-888-649-9912
7 a.m.–7 p.m. Monday–Friday
www.cngc.com



Rights and Responsibilities Summary for Oregon Utility Consumers

Rights and Responsibilities

If you are applying for service or have service with a utility company in Oregon, you have certain rights and obligations. Following is a summary of those rights and obligations prepared by the Consumer Services Division of the Public Utility Commission. The matter described here applies only to electricity, natural gas, telephone, and water services regulated by the PUC.

The utility company's main obligation is to provide you with reliable services at rates approved by the PUC. Your main obligations are to pay for the services you use, to not damage or tamper with the company's facilities, and to notify the company if you move, if you wish to change your service or if you have a problem.

DEPOSITS

The utility may ask you to pay a deposit. If a deposit is required, you may have the right to pay it in several installments.

THIRD-PARTY NOTICES

You have the option to ask that another person receive your bills and notices if, for some reason, you are unable to receive or understand those bills and notices. Also, you may ask your utility company to furnish you with notices in another language if you do not understand English.

FINANCIAL ASSISTANCE

Several programs provide financial help, depending on your circumstances. The **Low-Income Energy Assistance Program (LIEAP)** provides money to qualified customers who need help with winter heating bills. Also, the major energy utility companies have their own financial assistance programs to help their customers. The **Oregon Telephone Assistance Program (OTAP)** provides reduced phone bills for qualified low-income customers. The **Link-Up America** program provides financial help with telephone service installation charges for qualified persons.

DISCONNECTION NOTICES

Before a utility company can disconnect your service, the company must notify you. Electric and gas companies are required to give you a 15-day notice, another notice five days before disconnection and must try to contact you the day the disconnection is scheduled. Telephone and water utilities must provide written notice at least five days before service is disconnected.

MEDICAL CERTIFICATES

If you or a member of your family has a serious health problem and your utility service is threatened, you may obtain a medical certificate from your doctor or other medical professional who provides your health care. A medical certificate will prevent immediate disconnection of your service and requires your utility to allow you to set up a payment plan to pay any overdue bill. (Medical certificates do not apply to water utilities.)

PAYMENT PLANS

You may take advantage of one of several special payment options designed to make it easier to pay your electricity or natural gas utility bills. You may pay your bills on an equal-payment plan, which will spread out your payments over the year. If you are unable to pay your electricity or gas bills for a period of time and your utility intends to cut off your service, you also may enter into a special agreement to pay the overdue amount over a period of time.

LATE CHARGES

Customers are responsible for paying their utility bills on time. Under certain circumstances, utilities may add late-payment charges to bills not paid on time.

TELEPHONE SOLICITATION

The Federal government has in place a national "No Call" list for persons who do not want to receive unwanted phone calls from persons or companies trying to sell products and services. You will need to register with the Federal Trade Commission (FTC). After you register, your phone number to be placed on the No-Call list it will show up on the registry by the next day. Telemarketers will have up to three months to remove your phone number. Your phone number will remain in the registry for five years from the date you sign up. More details are available at www.ftc.gov.

RESOLVING DISPUTES

If you have a dispute with our utility company that is not resolved by contacting the company, the Public Utility Commission's Consumer Services Division is available to help you. You may contact the PUC by calling toll-free 1-800-522-2404.

CONSUMER ORGANIZATIONS

If you wish to contact one of several organizations that offer help to consumers, the PUC Consumer Services Division maintains a list of organizations and how to contact them. That list is available by calling toll-free 1-800-522-2404.