

# Understand Your New Cascade Natural Gas Bill



SERVICE FOR ANY CUSTOMER  
1234 MAIN ST ANYWHERE USA 12345-6789

www.cngc.com

In the Community to Serve®

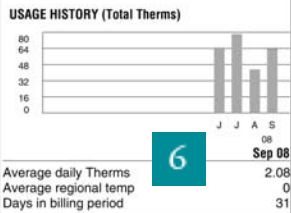
## Account Summary

Previous Account Balance **3** \$0.00  
Current Gas Charges **3** + \$73.61  
**Amount Due on Sep 17, 2008 \$73.61**

Any balance remaining after the due date is subject to a late payment charge of 1% per month.

## Gas Charges

BILLING PERIOD 8/2/08 - 9/1/08  
METER NUMBER 472DH6298  
METER READ DATE 9/1/08  
Next scheduled read 7/16/09  
RATE 503 - Residential Service



CURRENT READING	PREVIOUS READING	DIFFERENCE (CF)	ENERGY FACTOR	PRESSURE FACTOR	THERMS USED
243	181	62	1.034971	1.002672	0
Basic Service Charge \$4.00 per month					\$4.00
Delivery Charge 64 Therms x \$0.26248					\$16.80
Average Cost of Gas 64 Therms x \$0.76004					\$48.64
City Tax 6%					\$4.17
<b>Total Gas Charges*</b>					<b>\$73.61</b>

\*The current billing amount includes 3.852% state utility tax \$2.84.

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.



ACCOUNT NUMBER  
013 838 2949 4

Has your mailing address or phone number changed? Check here and provide details on back.

I wish to help needy CNGC families through Winter Help. I have added this to my payment. (Tax Deductible)

ANY CUSTOMER  
1234 MAIN ST  
ANYWHERE USA 12345-6789

PO Box 990065  
Boise, ID 83799

4 70138382949400000073610000007361

ACCOUNT NUMBER 013 838 2949 4  
DATE DUE Sep 17, 2008  
BILL DATE Sep 1, 2008  
AMOUNT DUE \$73.61

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Front Side

## CUSTOMER CARE CENTER & EMERGENCY SERVICE

1-888-522-1130

Emergencies: 24 hours a day

Non-emergencies: Mon-Fri, 8am - 5pm

Email: [service@cngc.com](mailto:service@cngc.com)

Mail: Cascade Natural Gas

PO Box 990065, Boise, ID 83799

Please include your account number.

CALL BEFORE YOU DIG 811



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## Ways to Pay Your Bill

**Automatic Payment Plan:** Automatically pay your bill each month by having Cascade Natural Gas Corporation withdraw your payment from your preauthorized bank account on the date payment is due. To enroll, call 1-888-522-1130.

**Online:** Go to [www.cngc.com/payonline](http://www.cngc.com/payonline). You will be directed to the BillMaster® site where you can use your credit card, debit card or electronic check to pay your bill. There is a fee of \$3.50 per transaction that BillMaster® receives for providing this service.

**By Phone:** Call BillMaster® at 1-877-898-9253 or visit [www.cngc.com/paybyphone](http://www.cngc.com/paybyphone) toll free 24 hours a day, and follow the prompts to use your credit card, debit card or electronic check. There is a fee of \$3.50 per transaction that BillMaster® receives for providing this service.

**By Mail:** Mail your payment to Cascade Natural Gas Corporation, PO Box 34344, Seattle, WA 98124-1344. Be sure to allow time for mailing so that your payment is received by Sep 17 on the due date.

**In Person:** Pay by cash, check or money order at one of our payment locations. Call 1-888-522-1130, or visit [www.cngc.com/paylocations](http://www.cngc.com/paylocations) for the address of the nearest payment location.

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 either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment and you will not receive your check back from your financial institution. For inquiries or opt-out options, please contact customer service 1-888-522-1130.

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

**Budget Payment Plan**  
Cascade Natural Gas Corporation offers a billing plan to level out your bills. Call 1-888-522-1130 for more information or to enroll. Customers participating in the Budget Payment Plan will be exempt from any late payment charges as long as the agreed upon payment terms are kept current.

## Billing Terms and Definitions

**Average Cost of Gas:** Costs of the natural gas commodity and interstate pipeline transportation for delivery to Cascade Natural Gas Corporation's distribution system.

**Basic Service Charge:** This charge covers a portion of the costs associated with meter reading and billing, system investments, property taxes and depreciation of meters, regulators and service lines. These fixed 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.

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

**City and State Tax:** Amounts include the taxes charged by local and state governments when applicable.

**Delivery Charge per Meter:** Portion of the rates designed to compensate Cascade Natural Gas Corporation for delivery of 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 company bills you 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 25 pounds per square inch (PSI).

**Rates:** Amounts charged that have been approved by the Washington Utilities and Transportation Commission. Copies of current rate schedules are available at [www.cngc.com/rates](http://www.cngc.com/rates).

**Therms:** Actual heating value of the gas delivered to you. One therm equals 100,000 British Thermal Units (BTU). Number of therms used is determined by multiplying the volume of natural gas used by the Energy Factor and Pressure Factor.

## Has your mailing address or phone number changed?

Address 1 \_\_\_\_\_  
Address 2 \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Phone Number \_\_\_\_\_

ACCOUNT NUMBER  
013 838 2949 4

DATE DUE  
Sep 17, 2008

AMOUNT DUE  
\$73.61

+ \$ **8**

Please enter amount enclosed

\$ \_\_\_\_\_

Write account number on check and make payable to CNGC.

Back Side

## 1. Customer Information

Here you will find the name listed on the account, as well as the service address, where natural gas is delivered.

## 2. New Account Number

This area contains your new account number, the bill date, the amount due, and the date your next payment is due. Information previously connected to your old account number will be linked to your new account number.

## 3. Account Summary

This area provides a summary of your account: your previous balance, previous payment, current balance, total amount due, and the due date of your next payment.

## 4. Cascade's Contact Information

Use the information here to contact us and get all of your billing and customer service questions answered quickly.

## 5. Gas Charges

This area gives a detailed listing of natural gas charges, including your monthly gas consumption, the most recent meter reading, and the cost of natural gas service.

## 6. Usage History

This graph shows up to 13 months of your historical natural gas consumption. A comparison of this month's consumption versus last year's consumption for the same month is also included here when the data is available.

## 7. Bill Remittance Stub

Return this portion of the bill to Cascade with your payment. When mailing your payment, please make sure the address on the remittance stub shows through the window on the return envelope.

## 8. Winter Help

This area allows you to donate to the Winter Help Program. Cascade's Winter Help Program assists our low-income customers pay part of their energy costs. To make a tax-deductible contribution to this program, simply enter the amount of the contribution on this line and add that amount to your payment.

## 9. How to Pay Your Bill

This section provides information about the various bill payment options available to Cascade customers.

## 10. Billing Terms

Important billing terms and definitions that are useful for understanding your bill can be found in this area.

## 11. New Address or Phone Number

If your contact information has changed, please complete this section and send it to Cascade with your payment.

## Your monthly Cascade Natural Gas bill has a new look!

The new bill format was designed to provide you with more detailed information about your account and your natural gas usage, as well as information about programs you may be eligible for at Cascade.

This brochure gives a detailed description of the new bill, but if you have additional questions about the new bill format, please visit [www.cngc.com/customer/newbill.asp](http://www.cngc.com/customer/newbill.asp) or call Cascade at 1-888-522-1130.



# How to Read Your New Cascade Natural Gas Bill



[www.cngc.com/customer/newbill.asp](http://www.cngc.com/customer/newbill.asp)



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