



May 2010 ~ Oregon

# Community Matters

to Cascade Natural Gas Corporation



*In the Community to Serve®*

## Oregon's Conservation Incentive Program

### Residential Customers: Seal and Insulate to Stay Cool this Summer

With warm weather on the way, insulation probably isn't at the top of your to-do list. But, if your home is usually too warm in the summer months, now is a great time to add insulation and seal air leaks. These are two of the most affordable ways to make your home more comfortable in every season, and they typically pay for themselves within a few years through the money you will save on heating and cooling costs.

In the summer, heat moves from outdoors to the inside of your house. Proper insulation and sealed air leaks will keep heat outside and cool air inside where you want it, so you stay more comfortable and spend less for cooling. In the winter, you will keep heat inside so you stay cozy and enjoy lower heating costs.

#### Seal air leaks first

Before adding insulation, it pays to seal air leaks. Sealing cracks and gaps in your home can significantly reduce your heating and cooling costs and make your home more comfortable. While you can identify and seal many areas yourself, consider hiring a qualified technician to conduct a blower door test, which can reveal additional leaks.



Air leaks are common where different materials meet, such as between brick and wood siding, foundation and walls, and the chimney and siding. Cracks and gaps are also common around door and window frames, mail chutes, electrical and gas service entrances, cable TV and phone lines, outdoor water faucets, plumbing, and vents.

#### Beef up insulation

Unless your home is fairly new, you can probably benefit from additional insulation in the attic and exterior walls, as well as beneath floors adjacent to unheated spaces, such as a garage or basement. Consult with an experienced insulation contractor or home improvement center for advice on recommended insulation levels in your area.

#### Cash in on incentives

As an Oregon customer of Cascade Natural Gas, you are eligible for cash-back incentives to offset the cost of air sealing, insulation, and other qualified energy-saving home improvements. To learn more about incentives provided through Energy Trust of Oregon, visit [www.energytrust.org](http://www.energytrust.org) or call Energy Trust at 1-866-368-7878.

### Commercial Customers: Get Cash Incentives for Energy-Saving Upgrades to Your Business

No matter what type of business you operate, investing in efficient gas-fired equipment can reduce your operating costs and create more comfortable surroundings for your employees and customers. Plus, by reducing your energy use, you are demonstrating an environmental commitment to your community.

Cascade Natural Gas offers cash incentives through Energy Trust of Oregon for qualified natural gas upgrades to your business. Qualified equipment includes high-efficiency foodservice equipment, radiant heat, warm-air furnaces, water heaters, insulation, low-flow showerheads, commercial laundry washers and more. Many upgrades pay back their cost through energy savings in just 3 to 5 years.



Contact Energy Trust energy advisors today. They can help you choose the best equipment for your facility, maximize incentives, and prioritize your projects, guiding you through the process from start to finish. For details, visit [www.energytrust.org](http://www.energytrust.org) or call Energy Trust at 1-866-368-7878.



## Cascade in the Community: Wenatchee, WA Employees Volunteer at the 2010 Special Olympics Winter Games

In early March, the weekend that many Cascade Natural Gas employees look forward to all year finally arrived! Over the weekend of March 6th, many Cascade employees traveled to Wenatchee, WA, and volunteered their time to help make the 2010 Special Olympics Winter Games a success. Wenatchee has been the host city for the Special Olympics for a number of years and this year, various Cascade employees volunteered at the basketball tournament, the Alpine skiing competition, and the skating competition.

The first assignment for two of Cascade's volunteers was decorating the medal awards area. Volunteer Lori Shimek, a Cascade Distribution Clerk, said that "when the athletes came into the room and saw the Special Olympics banner behind the decorated awards area, you could feel their pride knowing that they may soon be there to accept a medal".

Other Cascade volunteers helped with the basketball portion of the Special Olympics, which proved to be a nail-biting event! Eight teams played on the first day and six teams played on the second day. They played back-to-back games and each one was just as exciting as the next. One game even went into overtime! Each team was fiercely competitive and the scores were just points away from each other.

There was one child in particular that captured the volunteers' hearts. He was a little guy who looked to be about five years old. His own teammates looked much older and definitely bigger than him. He didn't have many opportunities to play or take possession of the ball, but he sure was cute trying to keep up with his larger and more aggressive teammates. The little guy ran back and forth, keeping an eye on his coach for the signals that let him know when to stay up court or when to keep his hands up to block a pass. He practiced in between quarters, even if it was just for a couple of minutes. His practice paid off because during the halftime break he made a basket! He was so happy and you could tell from his face, it didn't matter that it was during halftime break or that not a lot of people were looking at him. This little guy was thrilled the ball finally went through the hoop! All that mattered was that he made the basket!!!

On that day, volunteer Rose Cabrales, from Cascade's Operations Services department, learned a valuable lesson from that child: "He showed me that when things are difficult and the others are bigger than you, persevere and eventually you'll do well, even when the crowd isn't looking".

On the last day of the Special Olympics, some of the volunteers gathered medals for the presenters and assisted the volunteer Border Patrol and Sheriff Officers in placing the medals on the athletes. Lori said "it was a joyous time for the athletes and their families and friends as the medals were placed around their necks, rewarding their hard work.

We left at the end of the day knowing that we had made a lot of deserving people feel very special."

Cascade Natural Gas is proud of its employees, who served our community by volunteering at the 2010 Special Olympics Winter Games.



*Volunteers keeping score at the basketball games.*



*The 2010 Special Olympics Torch*

### ~ Contacting Cascade ~

**In Washington and Oregon,  
call 1-888-522-1130.**

**Emergency services are always  
available, 24 hours a day.**

For billing information or other non-emergency calls, please contact Cascade Natural Gas by phone during normal business hours:  
Monday - Friday, 8 am - 5 pm.

You may also contact us via e-mail at [service@cngc.com](mailto:service@cngc.com) or visit us on the web at [www.cngc.com](http://www.cngc.com).