



Community Matters

to Cascade Natural Gas Corporation

November 2009 - OR



In the Community to Serve®

Energy-Saving Tips for the Holiday Season

'Tis the Season to Save

Holiday entertaining - including extra cooking, cleaning, and house guests - can increase your energy use during the fall and winter. Use these simple strategies to help keep your energy costs in check this season:

When cooking...

- Bake several items at the same time, but be sure to leave room in the oven for heat to circulate around each pan or dish.
- Keep the oven door closed. Turn the oven light on to check the food inside. Opening the door lowers the oven temperature by as much as 25 degrees, which wastes energy.
- Use pans that fit your stove's burners to avoid wasting heat. A six-inch pan on an eight-inch burner will waste more than 40 percent of the heat produced.



When washing dishes...

- Run your dishwasher only when it is full.
- Use cold water if you rinse your dishes before loading them into the dishwasher.

When doing laundry...

- Wash your clothes in cold water whenever possible. Switching from hot to warm water can cut a load's energy use in half and using cold water cuts your energy use even more.
- Wash and dry only full loads.
- Clean your dryer's lint filter after every load.



- Consider replacing your old washing machine with a more energy-efficient ENERGY STAR® model.

Oregon customers of Cascade Natural Gas qualify for an Energy Trust of Oregon cash-back incentive of up to \$100 on qualified ENERGY STAR models. For more information, visit www.energytrust.org or call Energy Trust at 1-866-368-7878.

- Reminder -

If you mail in your monthly payment, please be sure to send it to Cascade's new mailing address:
P.O. Box 990065, Boise, ID 83799

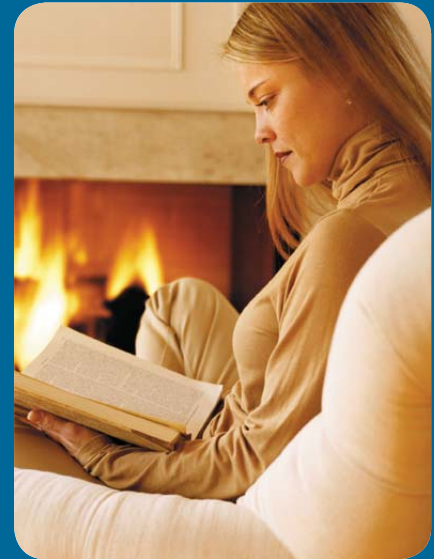


Prepare Now for Winter Heating Bills

Cascade Natural Gas encourages our residential customers to consider enrolling in the **Budget Payment Plan** to help manage energy bills this winter.

Cascade's Residential Budget Payment Plan makes your monthly energy bill more predictable and spreads the cost of your natural gas bills more evenly throughout the year. When determining your monthly budget amount, Cascade estimates your annual bill, based on your usage in the previous year, and divides the cost over twelve monthly payments. Your account is then reviewed every three months and adjusted, if necessary, to make sure your balance will be as close to zero as possible at the end of the plan year. Any remaining balance will be included in the following year's payment amount. Some customers choose to combine this plan with the Automatic Payment Plan for ease and predictability.

For more information, or to sign up for the Budget Payment Plan, contact Cascade at 1-888-522-1130.



Winter Help Program

In 1989, Cascade created the Winter Help program to assist our low-income customers pay part of their energy costs. Since then, this program has been a partnership between Cascade, our customers, and local community service agencies. Cascade matches all contributions, up to \$50,000 per year. To date, Cascade Natural Gas, its employees, concerned customers, and others have donated more than \$1.1 million to Winter Help and assisted over 10,000 Washington and Oregon families. If you would like to make a contribution to this program, please write a check payable to Winter Help and send it to:



Attn: Customer Service/Winter Help Program
Cascade Natural Gas Corporation
222 Fairview Avenue North
Seattle, WA 98109

For more information about this program, please visit us online at <http://www.cngc.com/customer/lowincome.asp> or call 1-888-522-1130.

~ 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** or visit us on the web at **www.cngc.com**.

If you mail in your payment, please send it to Cascade's new mailing address:
P.O. Box 990065, Boise, ID 83799