

Community Matters

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March 2011 ▲ In the Community to Serve®



NEW self-service option saves time

Access your account – around the clock, seven days a week

Cascade Natural Gas has a new automated telephone system allowing access to your account anytime, day or night, at your convenience!

24/7 access offers many choices:

- Pay using a debit/credit card or check by phone (BillMatrix).
- Check your account balance.
- Last payment amount and date.
- Request a copy of your bill.
- Obtain usage history.
- Request a payment plan.



When you call, a friendly voice will offer you several choices to help you get the information you need. This automated system offers both voice and touch-tone activation for quick and easy access.

1 To access your account by phone

Call our customer service number:
1-888-522-1130.

2 For security purposes and complete access, have the following handy:

- Your 11-digit gas account number.
- Last four digits of your Social Security number or last four digits of your Tax ID number.

3 Once your account is verified, several self-service options are available:

- Obtain your balance and account information.
- Make a payment now – pay with debit/credit card or check by phone (BillMatrix).
- Request a payment plan – choose one of up to three options.
- Order a copy of your most recent statement.
- Get account usage history.

To speak to a representative, press zero (7 a.m. - 7 p.m. Monday- Friday).

Contacting Cascade

1-888-522-1130

- ▶ Emergencies – 24 hours a day.
 - ▶ Customer service and billing inquiries – 7 a.m. - 7 p.m. Monday- Friday.
- Contact us via e-mail at customerservice@cngc.com or visit us at www.cngc.com.

Many convenient payment options offered

Payments can be made online, by mail, by telephone or in person at one of our authorized convenient payment locations. Visit www.cngc.com for a complete list of these bill payment options.

▲ Online bill payment

Pay your bill today ...

Enjoy the fast, easy and secure way to pay your bills online from the convenience of your computer.

Cascade has partnered with BillMatrix to provide you with an online bill payment system. Pay online by visiting <https://paymentscngc.billmatrix.com>. Please have a copy of your Cascade Natural Gas bill available for this payment transaction. You will need to enter the account number and your phone number as it appears on the bill. BillMatrix also has a toll-free 24-hour phone number: 1-877-898-9253. A convenience fee will be charged for this service.

▲ Budget Payment Plan

A payment plan designed to help you manage your gas bills all year long!

Once you sign up for this plan, we will estimate your annual bill based on your usage from the previous year and divide the amount over 12 monthly payments. You will pay an even monthly amount throughout the year, as opposed to paying larger bills in the winter when you use more natural gas.

Your account will be reviewed every three months to make sure the balance will be as close to zero as possible at the end of the plan year. If your consumption changes, your payment amount also may change. Please note: In order to remain on the Budget Payment Plan, you must make a budget payment before the past due date of your natural gas bill every month.

▲ Automatic Payment Plan

Make it easy on yourself!

Take advantage of our convenient, no-cost Automatic Payment Plan that will ensure that your monthly natural gas bill is always paid on time, with no stamps to buy or trips to the post office.

It's easy to enroll – just complete and sign an authorization form, attach a voided check from your account and return both to our address listed below. A blank form is available on our website at <http://www.cngc.com/customer/> under "Paying Your Bill" or contact customer service at 1-888-522-1130 and one will be sent to you.

- Mail your completed Automatic Payment Plan enrollment to:
Cascade Natural Gas
P.O. Box 7608
Boise, ID 83707-1608

Once enrolled in our Automatic Payment Plan, your payment is automatically withdrawn from your preauthorized bank account on the day payment is due. For your records and convenience, you will continue to receive a monthly statement showing the amount and date your payment will be made.

Electronic transactions are protected by federal regulations and are subject to stringent safeguards. Most U.S. banks are eligible.

▲ Pay by cash, check or money order at one of our convenient payment locations

To find a pay agent and drop box, visit <http://www.cngc.com/customer/paying.asp>. Select a city in your state to see where your nearest pay agent or drop box is located.

Or contact customer service and they will be happy to locate one for you.

To make a payment at a pay agent, you must have your current bill stub. Payments may take up to 48 hours to post to our system.

Disconnections of service notice

If you are paying on a disconnection of service notice at a pay agent, please contact Cascade Natural Gas at 1-888-522-1130 to let us know that payment has been made and the receipt number.

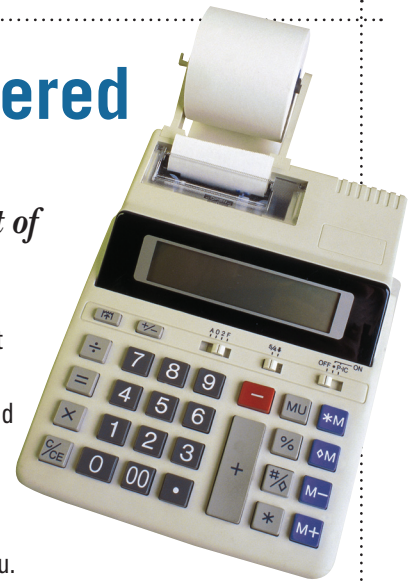
▲ Privacy information

- Cascade Natural Gas understands the importance of protecting the privacy of all information provided by customers and other visitors to the website.
- All information provided by customers regarding online service requests is kept strictly confidential and secure to prevent unauthorized use of personal information.

▲ Pay by mail

Simply, enclose the bottom section of your bill with your check, payable to Cascade Natural Gas, add postage and mail:

Cascade Natural Gas
P.O. Box 990065
Boise, ID 83799



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