

Community Matters

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November 2010 ▲ Oregon ▲ In the Community to Serve®

Prepare 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 12 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, please contact Cascade at 1-888-522-1130.

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 ...

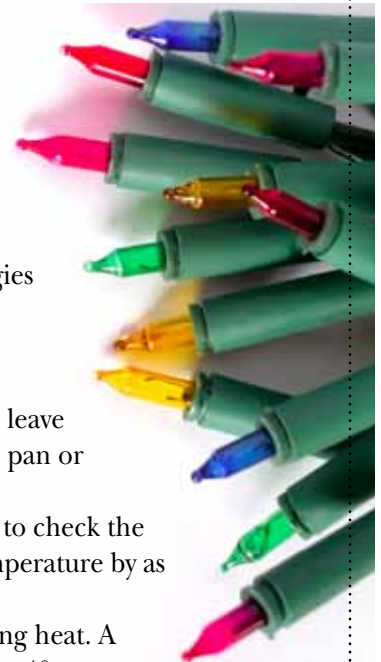
- Bake several items at the same time, but be sure to leave room in the oven for heat to circulate around each pan or dish.
- Keep the oven door closed. Turn the oven light on to check the food inside. Opening the door lowers the oven temperature by as much as 25 degrees, which wastes energy.
- Use pans that fit your stove's burners to avoid wasting heat. A 6-inch pan on an 8-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.



Contacting Cascade

Emergencies (24 hours a day) 1-888-522-1130

Customer Service, Billing Inquiries, All Other Calls

7:00 a.m. – 7:00 p.m. (Mon – Fri)

Contact us via email at service@cngc.com or visit us at www.cngc.com

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. Contributions are tax-deductible and guaranteed to be used in your community.

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
PO Box 990065
Boise, ID 83799

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



Getting a closer look at a career in construction:

Cascade Natural Gas construction employees from the Kennewick District participated in the Fifth Annual Tri-Cities Construction Career Day.

Over 500 high school students from around the area visited the Benton-Franklin Fairgrounds to try-out a career in construction.

The Federal Highway Administration first introduced the career day in 1999 as a way to address future construction worker needs.

It's not everyday teens get an opportunity to weld pipe, or learn the process of installing a natural gas line, fusing, tapping or line locating. The students also learned important safety requirements in the field by attending safety workshops and the importance of doing well in school.

It was an insightful event that serves to improve the image of the construction industry while providing students an array of rewarding and diverse career opportunities.

Make energy-saving home improvements and get cash back

Give your budget a break and make your home more comfortable with energy-efficient home improvements. It's easy with help from Cascade Natural Gas and Energy Trust of Oregon. Besides trimming your energy costs, you can earn cash incentives from Energy Trust for each qualified upgrade you make.

Qualified home improvements include:

- Air sealing – Put an end to energy-wasting air leaks around your home. Incentives cover 50 percent of costs, up to \$275, for homes heated with natural gas.
- Duct sealing – Leaky ductwork can waste a chunk of the heat you pay for before it ever reaches your vents. Incentives cover 50 percent of costs, up to \$325, for homes heated with natural gas.
- Insulation – Insulate your attic, exterior walls and floors to keep warm air in and cold air out. Incentives vary based on the area insulated and square footage installed.
- Energy-efficient windows – Make your home cozier and quieter. Incentives range from \$2.25 to \$3.50 per square foot of windows installed, depending on the U-Value installed. To qualify for an incentive, windows must be installed with a second qualified energy-saving improvement.
- Natural gas hot water heaters – Control your water heating costs with a high-efficiency gas water heater. Incentives range from \$35 to \$200, depending on the type and efficiency of water heater you choose.
- High-efficiency, direct-vent natural gas fireplaces – Heat your favorite room with an energy-efficient fireplace. Incentives range from \$100 to \$150, depending on the efficiency rating of the model you choose. Earn an additional \$100 incentive when you choose a qualified model with an intermittent pilot ignition.



How to get cash back

To receive Energy Trust cash incentives, your energy-saving home improvements must be installed by a qualified contractor licensed through the Oregon Construction Contractors Board. (Ask your contractor for their CCB license number or confirm that they are licensed at www.oregon.gov/CCB.) When possible, work with an Energy Trust trade ally contractor. To qualify for incentives, upgrades must meet Energy Trust requirements (insulation can be self-installed). Some improvements also qualify for state or federal tax credits.

To find a trade ally contractor in your area and learn more about Energy Trust incentives, visit www.energytrust.org or call 1-866-368-7878.

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