

Community Matters

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January 2011 ▲ Washington ▲ In the Community to Serve®

Practice energy conservation to reduce your energy bills

Space heating

- **Adjust thermostats** between 65°F and 70°F during the winter and to 58°F when away from the house for more than a few hours. For homes with ill or elderly persons or infants, warmer temperatures are recommended.
- **An automatic setback thermostat** is a good investment in homes heated and cooled with forced-air systems. Once programmed, it will automatically adjust the temperature settings for you.
- **Change furnace filters.**

Keeping the cold out

Your heating system basically replaces the heat that is lost through your home's shell. The most common places where air escapes in homes can be found in the following places:

- Floors, walls and ceilings
- Electrical outlets
- Plumbing penetrations
- Fans and vents
- Ducts
- Doors
- Windows
- Fireplaces
- **During winter months**, open drapes and shades during the day to let the sun in. Close them at night to keep out the cold.
- **Be careful not to block** heating registers – move furniture away from registers to allow heat to circulate freely.
- **When replacing older appliances**, consider replacing them with high-efficiency models. They use less energy, which will save you money.
- **Avoid closing** too many heating registers or doors to unused rooms. This can cause your furnace to run



inefficiently due to the restriction of air movement through your heating system.

- **Seal leaks** around doors and windows. Also seal other openings around pipes and ducts with caulk or weatherstripping.
- **Check** to see if your attic walls, crawl space and basement have recommended levels of insulation
- **Install** storm, thermal or double-pane glass doors and window.

Water heating

In most homes, water heating is the second largest household energy expense, after heating and cooling. To cut your water heating costs, start with the following tips:

- **Factors** that affect the amount of hot water a home uses include the number of people using the hot water, how much they use, and the size of the tank.
- **The location** of the hot water heater can affect the amount of energy that is required. One that is located in a heated area will experience less stand-by heat loss than one

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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

Help a neighbor in need

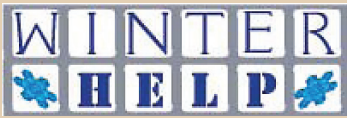
Cascade's Winter Help Program was created to assist our low-income customers pay part of their energy costs, which helps keep their heat on during the winter months. Since 1989, this program has been a partnership between Cascade, our customers and local community service agencies.

When you contribute to Winter Help, Cascade Natural Gas will match each dollar donated up to a total of \$50,000. Contributions are tax-deductible and guaranteed to be used in your community.

If you'd like to contribute to this program, just write a check payable to Winter Help and mail to:

Attn: Customer Service / Winter Help Program
P.O. Box 990065
Boise, ID 83799

You also can visit our website at www.cngc.com/customer/lowincome.asp for more information and a complete list of our low income and Winter Help Agencies.



Practice energy conservation...

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located in a cold basement or chilly outdoor shed.

- **Replace old water heaters** with models that have an energy-efficiency factor of .64 or greater.
- **Set your thermostat** on your water heater at 120°F. Extremely hot water can lead to scalding accidents. Maintaining a higher-than-necessary temperature uses energy needlessly.
- **Repair leaky faucets**, showerheads and pipes to significantly reduce hot water use.

Cascade staff 'Savor the Flavor' at local charity event

The Cascade Kennewick area was treated to a cornucopia of cuisine on Nov. 13-14. Chefs from across the region joined together with food and beverage vendors and other industry professionals to showcase their talents and fare at the Mid-Columbia Region's "Savor the Flavor" event. This celebration of the culinary arts was held to raise awareness and essential dollars for the nonprofit Modern Living Services. MLS provides resources such as independent housing, a community center, vocational training, employment and day services for adults living with developmental disabilities. It was with great pleasure and deep admiration of the MLS mission that Cascade Natural Gas took the role of title sponsor for this event.

Staff and key executives from Cascade Natural Gas were in attendance throughout the event to provide support. Teresa Esparza, Locha Garcia-Bender, Shawn Porterfield, Ron Coffell, Chris Rivas and the CNGC Kennewick Construction Crew provided volunteer efforts for the event to ensure everything ran smoothly on the big day. Members of the CNGC Conservation Team, including Program Manager Allison Spector, Autumn Marks, Shelly Pittman and Seth Pischel, greeted attendees at their



Conservation Manager Allison Spector and Foodservice Project Specialist with Lockhead Martin, Autumn Marks, manned the conservation booth at the Savor the Flavor event.

booth near the event's entrance and encouraged customers to consider the use of high-performance energy equipment and measures.

Throughout the two-day event, attendees were treated to music from local bands, demonstrations by celebrity chefs, and opportunities to sip and sample the many delicious creations offered. During the evening of Nov. 13, Cascade's Executive Vice President and General Manager Frank Morehouse, along with his wife and others, gave a welcoming speech at the VIP dinner and auction event. The dinner was prepared by Celebrity Top Chef Contestant, Dave Martin, and auctions were held throughout the evening to raise additional essential monies for MLS.

Cascade was very pleased to be in attendance for this worthwhile event!



Locha Garcia-Bender, Financial Specialist with Accounting, Teresa Esparza, Kennewick's District Manager and Chris Rivas, Consumer Specialist volunteered to help at Savor the Flavor.

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