

# Community Matters

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November 2010 ▲ Washington ▲ 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 ...

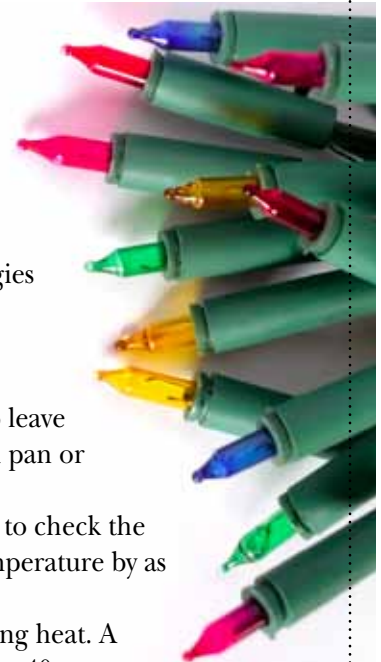
- Bake several items at the same time, but be sure to leave room in the oven for heat to circulate around each pan or dish.
- Keep the oven door closed. Turn the oven light on to check the food inside. Opening the door lowers the oven temperature by as much as 25 degrees, which wastes energy.
- Use pans 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](mailto:service@cngc.com) or visit us at [www.cngc.com](http://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.

## Commercial and Industrial Conservation Project Spotlight: *Yakima Tennis Club*

Cascade Natural Gas Corporation's Conservation Incentive Program is designed to help businesses consume less energy and save money. One of our customers, Yakima Tennis Club (YTC) has taken advantage of Cascade's Conservation Program with the installation of roof and wall insulation. According to Club Manager Jerry Findley, "The rebates made it feasible for us to go forward with our project." YTC received a rebate of \$11,712 that helped offset their project cost, and the savings do not end there. Because of the new insulation, YTC is projected to save a substantial \$16,936 annually in heating and cooling bills. Not only are they reaping financial benefits, but comfort levels have improved as well. "During the winter we used to get complaints about the temperature of the indoor tennis courts, but this year we have had no complaints at all," says Findley. Now on the path of sustainability, YTC is looking forward to some other potential energy efficient projects. Findley says, "Greener practices are important to our organization and we want to do what is best for the environment."



It has never been more important to conserve and use energy efficiently in your business. And while you're spending less money on your gas bill, you'll be helping the environment by contributing to a more sustainable future. For more information on Cascade's Conservation Incentive Program please visit our website at <http://www.cngc.com/conservation> or give us a call at 1-866-450-0005.

## Residential – Stay warm and save energy this Winter

Cooler weather is quickly approaching and it's always best to be prepared. The change of seasons is a good time to think about strategies for managing your energy use and saving money. Maintaining a comfortable temperature in your home, accounts for roughly 60 percent of an average family's energy bill. Take this into consideration as you approach the heating season.

If your natural gas heating system is not functioning the way it used to, consider getting a no-obligation evaluation by a local heating contractor. If an upgrade is required, investing in a high-efficiency natural gas heating system can help keep your energy costs down while reducing your impact on the environment. Cascade Natural Gas offers cash incentives of up to \$150 on qualified natural gas furnaces and \$800 for qualified radiant heat combo heat/water heat systems using a condensing tankless water heater. Contact Cascade's Conservation Program at 1-866-626-4479 and start saving.

## Just a phone call away ...

You may receive a phone call about the conservation services provided by Cascade Natural Gas. As part of our Decoupling Examination, Cascade is sponsoring a telephone survey to gauge our customers' awareness and use of the Conservation Incentive Program and what we have to offer. The survey will inquire about your services and whether you've participated in our cash rebate program for qualified high-efficiency natural gas measures.

If you receive a call, thank you in advance for participating. We appreciate the feedback and hope, with your help, we can make our programs more valuable and accessible. If you have any questions about our programs please check our website at: [www.cngc.com/conservation](http://www.cngc.com/conservation) <<http://www.cngc.com/conservation>> or call: 1-866-626-4479.

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