

# Community Matters

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September 2011 ▲ Oregon ▲ In the Community to Serve®

## What is a PGA?

In the natural gas industry, PGA means Purchased Gas Adjustment.

Simply stated, a PGA is a method designed to pass the actual costs of gas supplies to customers. Each year, the Company makes the best possible projection of the cost of gas supplies for the coming year. Any differences between the gas costs included in the Company's overall rates and the actual cost of supplies, are calculated and passed back to customers in the next PGA filing.

If actual gas costs are lower than originally projected, customers will see lower rates. If gas costs are higher, rates will go up. Whether the change in rates is an increase or a decrease, a PGA filing does not affect the Company's profits.

Cascade Natural Gas encourages you to use energy wisely and continue your conservation efforts.

## Low Cost / No Cost Energy Saving Tips

**Use your drapes:** Close drapes on hot summer days, but leave them open on winter days to absorb sunlight. Always close drapes at night to keep the heat in.

**Conserve water, save heat:** Turn your water heater down to 120°F to reduce your heating bills and install low-flow showerheads to save water.

**Ensure proper airflow:** Insulate ducts, change furnace filters, and make sure vents and ducts flow freely.

**Don't block heating registers:** Move furniture away from registers to allow heat to circulate.



Was your home cold and drafty last winter? Chances are air leaks and poor insulation are letting warm air escape and allowing cold air to sneak in. Cascade Natural Gas and Energy Trust of Oregon can help you create a draft-free zone this winter.

### Seal air leaks and insulate

Sealing air leaks and insulating your attic, walls and floors are two of the most affordable ways to make your home more comfortable in every season. Besides warming your winters, it also will make your home quieter, keep out pollutants and keep your house cool in the summer. Energy Trust cash incentives, plus a \$150 Home Comfort bonus and tax credits, make it affordable.

### Upgrade to Energy Star windows

If you're in the market for new windows, cash incentives can help you make the switch. New Energy Star® qualified high-efficiency windows can shrink your heating and cooling costs up to 15 percent. For a limited time, you can receive a \$100 bonus when you install windows along with a second qualified energy-saving home improvement, such as insulation.

To learn how to make your home cozier, visit [energytrust.org/cozy](http://energytrust.org/cozy) or call Energy Trust at 1 (866) 368-7878.

## 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 email at [customerservice@cngc.com](mailto:customerservice@cngc.com) or visit us at [www.cngc.com](http://www.cngc.com).

## Properly sealed ducts save energy and money

*With kids back in school and chilly weather on the way, it's a great time to get your home ready for winter. Start by properly sealing air leaks and improving insulation.*

### Why is duct sealing so important?

Connections in duct work are often sealed with duct tape, but when the adhesive dries out, the connections become unsealed, resulting in leaks and disconnections. These leaks can account for 10 to 30 percent of a homeowner's total heating and cooling costs.

### How do I know if my duct system has leaks?

If your home feels drafty, you may want to make a visual inspection of your system for leaks. A simple visual inspection may reveal loose duct tape, holes in duct insulation or complete disconnects in the duct system – all common causes of energy loss.

Without proper sealing, dust and other pollutants may be drawn directly from your attic, basement or crawlspace into the living space of your home. Sealing these connections will also prevent the pollutants from entering your home, making it healthier and safer.

In Oregon contact Energy Trust of Oregon to see current program offerings including a promotion on free Duct Repair and Sealing for qualified homes. Get more information at 1.866.368.7878 or [www.energytrust.org/ductrepair](http://www.energytrust.org/ductrepair).

Get connected with Cascade Natural Gas Conservation Incentive Programs by visiting us on the Web. This online resource provides information toward energy-efficient home improvements to help our customers reduce energy costs and help protect the environment. Discover many helpful energy-saving tips, as well as low-income weatherization programs and low-income assistance programs by visiting [www.cngc.com](http://www.cngc.com).

## Safety outreach for seniors (SOS Program)

Central Oregon Council on Aging RSVP, with the Bend Fire Department and Cascade Natural Gas, have announced a "free" home safety evaluation for seniors being conducted in the Bend area.

Trained Safety Outreach for Seniors volunteers will evaluate the home environment of seniors and recognize where there may be deficiencies that could place them at risk. Once the volunteer completes a safety check evaluation of the home, the report will be given back to the fire department and appropriate referrals can then be made for items such as smoke alarms, carbon monoxide detectors, reductions of fire hazards in the home, adaptive items (such as grab bars) to prevent falls, home security, fraud prevention, etc.



*Pictured are several Bend District Cascade Natural Gas employees: Tom Pitcher, Jamie Vohs and Sue Potje. Also pictured are Susie Lovisco, deputy fire marshal, and Marie Phillis, RSVP director, along with the SOS trainees.*

This program promotes independence for seniors living within the community. The SOS Program will benefit the older population living independently in Bend by preventing fire hazards and injuries from falling.

### What benefit will SOS bring to the community?

According to Portland State University Population Research Center, more than 30 percent of Oregon's population is age 50 and older. And, in the five-year period from 2005-09, this age group accounted for 60 percent of fire fatalities in Oregon. In addition, falls also are the leading cause of hip fractures and traumatic brain injuries among Oregon's older adults. In fact, 50 percent of all older adults hospitalized for hip fractures cannot return home or live independently after their injuries. SOS Program will benefit our older population living independently in Bend by preventing these fall and fire hazards, and reducing the number of fire fatalities and fall injuries through widespread community efforts.

If you are interested in a home evaluation, please email [mphillis@councilonaging.org](mailto:mphillis@councilonaging.org) or call RSVP at (541) 678-5483. For more information about volunteering with RSVP, visit [www.rsvpc.org](http://www.rsvpc.org).

*Central Oregon Council On Aging (COCOA) is a 501c3 organization dedicated to promoting dignity, well-being, security and independence for Central Oregon Seniors and the designated AAA. RSVP is a partner agency of COCOA.*



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