

Community Matters

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September 2011 ▲ Washington ▲ 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.

Tips for the savvy conservation consumer

As the warm days of summer begin to wind down, many households across our community are considering the benefits of making critical energy efficiency improvements in anticipation of the heating season. The decision to weatherize your home – to add insulation, seal ducts and make other important upgrades – is a wise choice that can lead to long-term savings and benefits for your home and budget. And it is a decision best implemented with the support of a highly trained and competent energy efficiency contractor.



Choosing the right contractor can feel overwhelming, but it's not too daunting if you do some homework in advance. Whenever you are contemplating using a contractor for home improvement jobs, we suggest you keep the following guidelines in mind to ensure you get the greatest return for your investment and to avoid potential scams:

- Always verify the accreditations of your contractors. Consider checking with the Better Business Bureau and verify they have a Washington state contractor's license through the Washington State Department of Labor and Industries.
- Take your time and get multiple bids – we suggest at least three to ensure you are getting the best deal possible.
- Be cautious of offers for "free" or highly discounted measures in conjunction with utility rebate programs – the conservation rebates offered by Cascade Natural Gas Corporation (CNGC) are a means of offsetting the cost of an eligible conservation measure and will never exceed the cost of the project.
- Consider using a CNGC Conservation Trade Ally.

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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 email at customerservice@cngc.com or visit us at www.cngc.com.

Conservation Tips

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- All insulation and duct sealing projects must be performed by a Cascade Natural Gas Trade Ally to be eligible for our rebates. Plumbing and heating measures may still be installed by any Washington licensed contractor.

We have recently received reports of aggressive door-to-door home improvement contractors approaching our customers unsolicited in the Eastern Washington portion of our service territory. These contractors are offering customers discounted insulation and promising our incentive rebates to help pay for the cost of the insulation jobs. They may even be representing themselves as CNGC staff or affiliates, but they are not associated with our company and programs. Many of the jobs performed by these contractors have not met our quality control standards and are ineligible for incentive reimbursement through our program.

CNGC does not install high-efficiency equipment and insulation directly. If a representative comes to your door claiming to be a CNGC employee and they offer to help upgrade your equipment through our Conservation Incentive Program, please call 1-888-522-1130.

If you're looking to upgrade the insulation in your home (or engage in other energy efficiency measures) and want to take advantage of our programs, please check with us for a list of qualified contractors before you commit to the project. To locate a Trade Ally near you, visit our website at www.cngc.com or call 1-866-626-4479.

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.

Cascade in the Community:

Cascade employees participate in several fundraisers throughout the summer

On July 28, 2011, our Breast Cancer Awareness Committee presented a \$900 check to the Susan G. Komen Foundation during a Dust Devil Ball Game.

Throughout the summer, many Cascade Natural Gas employees volunteered their time and efforts helping to raise money and awareness for the Breast Cancer Awareness program. There were several great fundraising

events organized to generate these important dollars. In May and June, a Yard Sale and a Leadership Car Wash were held. Later in June, a golf tournament was held which brought in additional funds for this worthy cause. In July, Cascade Natural Gas Corporation (CNGC) was a sponsor in the 2011 Tri-City Water Follies, where they presented the winning trophy to the winner of the heat race. A company hospitality tent was set up for the employees and families and they were able to meet a few of the drivers. A vendor booth was also set up, where Breast Cancer Awareness items were sold and sign-up sheets were offered for the 5K "Walk the Talk ... In Pink" that will be held in September.

Through CNGC, the Breast Cancer Awareness Committee has a goal to raise \$7,500 through numerous activities, which began March 1, 2011. To date we have raised more than \$7,000. In October (National Breast Cancer Awareness Month), we will present a \$2,500 check to each of our local hospitals and the American Cancer Society.



From Left to Right: Theresa Whitcom, Chaz, Shawn Porterfield, Teresa Esparza, Madge Gota, (BCA Survivor) Julia Godinez, Mari Valdez, Sandy Bessent, Christine Rutkowski

Balloon-a-thon – Walla Walla

It was a weekend of hot air balloon festivities at the annual Balloon Stampede in Walla Walla.

A new event this year, called the Balloon-a-thon, consisted of six teams competing against each other. The race started with hot air balloons launching and racing to a certain point, followed by bicyclists and runners.

The balloons were sponsored by local businesses that were linked with local charities to help raise needed funds. Cascade Natural Gas sponsored one of the balloons and teamed with the local Red Cross chapter. It was a great turnout overall and most enjoyable to help out with such a worthy cause.



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