

Pay by Mail

A return envelope is included with your bill. Remember to enclose the bottom section of your bill with your check, or money order payable to Cascade Natural Gas, add postage and mail.

Convenience Pay™ Payment Locations

Pay your Cascade Natural Gas bill with cash, check or money order at one of our authorized Convenience Payment locations. To pay at an area pay station, take your bill to a nearby Western Union Convenience Pay location.

- There is no charge for this service.
- It typically takes one business day for a payment at a Convenience Pay location to be processed by Cascade Natural Gas.
- Visit our website www.cngc.com for your nearest Convenience Pay location.

Disconnections of Service Notice:

If you are paying on a disconnection of service notice at a payment location, please contact Customer Service between 7 a.m. – 7 p.m., to let us know that payment has been made and the receipt number.

If you need assistance with connects, disconnects, billing and credit, contact Customer Service at the number listed or contact us through our website at www.cngc.com.



In the Community to Serve®

03/17

CUSTOMER SERVICE
1-888-522-1130
www.cngc.com
7 a.m.-7 p.m. Monday-Friday

Payment and Billing Options

Cascade Natural Gas offers many convenient payment and billing options designed to make your bill paying as easy as possible.



Online Account Services:

Make payments 24/7 from your active U.S. checking account and enjoy the flexibility of managing your account online - FREE of charge.

- Review your account information.
- Schedule a payment / request a payment plan.
- Make service requests.
- Monitor your monthly usage.
- Update your profile.
- Enroll in Automatic Payment.

It's an easy and secure way to receive, view and/or pay your bill from any device. Visit www.cngc.com to sign up.

Choose the Payment Option That Fits Your Needs

Go paperless with eBills and ePayment services

Once registered for Online Account Services, you can select eBill as your bill delivery method and receive an email notification when your bill is ready to view.

- This free option saves valuable time and trees.
- eBills look exactly like your paper bills.
- An email alert will let you know when bills are ready for payment.
- View and print any of your previous 24 months' billing statements.
- Pay in full or make multiple partial payments.
- Your online payment will be withdrawn from the checking account you designate, on the date you select.
- No sign-up waiting period.

Automatic Payment Plan

Take advantage of Cascade's convenient; no-cost automatic payment plan that ensures your monthly bill is always paid on time. Each month your preauthorized payment will be automatically withdrawn from your active U.S. checking account.

- Enroll electronically at www.cngc.com by logging in to your account online and completing the online form.
- Your bill will show the amount and date your payment will be made.
- Your preauthorized payment is withdrawn on your bill's due date.

Budget Payment Plan

Budget Payment takes the guess work out of budgeting by leveling out your monthly Cascade bill so you pay the same monthly amount throughout the year. Averaging your usage over the year can reduce cost fluctuations from extreme weather conditions when you have higher usage.

- Budget Payment is available to all residential customers that meet program criteria.
- To enroll, log in to your account online or contact Customer Service.
- Your Budget Payment amount is reviewed and adjusted periodically.

Credit/Debit Card Payments

(Western Union® Speedpay®)

Payments can be made by phone or online using your credit, debit card or an electronic check through Western Union® Speedpay® Bill Payment Service. ATM or Debit cards with the "NYCE", "PULSE", or "STAR" logo can be used for payment. Visa®, MasterCard® or Discover® credit cards can be used as well. **Be sure to have your 11-digit account number ready when making a payment.**

- Western Union Speedpay is an independent service provider and charges a \$1.99 fee per transaction.
- Pay-by-phone by calling our Speedpay® toll-free number: **1-844-413-7757** and following the prompts.
- Online card payments can also be accessed through the Western Union Speedpay link on our website under Payment Options.
- Payments made after 4 p.m. Central Time will be processed the following business day.