



In the Community to Serve®

Customer Service: 1-888-522-1130

7 a.m.-7 p.m. Monday-Friday • www.cngc.com

Call volume generally is higher on Mondays; for faster service, please call Tuesday-Friday.

Ways to Pay Your Bill

Online: Go to www.cngc.com for our free online payment service. Once you have registered, simply log in each month to make your payment using any active U.S. checking account. It's an easy and secure way to view and pay your bill online 24/7.

Automatic Payment: Automatically pay your bill each month by authorizing Cascade Natural Gas Corporation to withdraw your payment from your financial institution on your bill's due date, which is shown on your bill stub. Enroll electronically by logging in to your account online at www.cngc.com and completing the online form.

By Phone: Our self-service automated telephone system allows you to pay your gas bill or deposit anytime it is convenient - 24/7. To make a debit, credit card or check-by-phone payment, simply call our customer service number and follow the prompts to be connected with our independent service provider. A convenience fee for each transaction will apply.

By Mail: Mail your payment along with your bill stub to Cascade Natural Gas Corp., P.O. Box 5600, Bismarck, ND 58506-5600. Be sure to allow time for mailing so that your payment is received by the due date.

Payment Locations: Pay by cash, check or money order at one of our authorized participating Western Union Convenience Pay® locations. To locate a payment location near you, visit our website www.cngc.com for a complete up-to-date list. Payments made at a payment location are not credited to your account until they are received by Cascade Natural Gas.

Budget Payment Plan: This billing plan levels out your monthly bill so you can reduce fluctuation brought on by changes in the weather and the cost of energy. Your budget payment amount is reviewed and adjusted periodically. If interested, sign up through your account using Online Account Services at www.cngc.com or contact Customer Service. Not available to large-volume accounts.

Payment Due Date: Your bill is past due if not paid within 15 days after it is mailed. If you are paying with a credit card or paying at one of our payment locations in response to a Disconnection of Service Notice, please contact Cascade Natural Gas at 1-888-522-1130 to let us know that payment has been made.

Billing Terms and Definitions

Average Cost of Gas: Costs of the natural gas commodity and interstate pipeline transportation for delivery to Cascade Natural Gas' distribution system.

Basic Service Charge: This charge covers a portion of the costs associated with meter reading and billing. These costs do not vary with the amount of natural gas used.

BTU Factor: British Thermal Unit is a measure of the volume of heat content. The BTU factor is an adjustment factor based on the actual heat content of the gas.

CCF: Hundreds of cubic feet, a measure of the volume of natural gas used, as recorded by your gas meter.

City Tax: Municipalities may charge a fee (City Tax) for the services we provide in their area. By law, we must pass these charges through to you. The fee only applies if you live in an area with an added tax.

Delivery Charge Per Therm: Portion of the rates designed to compensate Cascade Natural Gas for the cost to deliver natural gas from the interstate supply pipeline to your meter.

Energy Factor: The heating quality of natural gas can vary. To compensate for this, the volume used is multiplied by the energy factor to show the actual heating value of the gas supplied by Cascade Natural Gas. The company bills the customer for units of heat, not for volumes of gas.

Pressure Factor: A factor used to compensate for higher-than-normal delivery pressures. Standard delivery pressure is 0.25 pounds per square inch (PSI).

Rates: The rates reflected on the bill have been approved by the Public Utility Commission in the state where service is provided. Copies of current rate schedules are available at www.cngc.com. A copy of a current, proposed, most recently canceled or superseded tariff page is available by contacting customer service either by phone or in writing.

Therms: Actual heating value of the gas delivered to the customer. One therm equals 100,000 British Thermal Units (BTU). Number of therms used is determined by multiplying the volume of natural gas used by the Energy Factor and Pressure Factor.

Important Customer Information

Cascade Natural Gas Corporation is willing to make satisfactory payment arrangements. If you cannot pay your bill at this time, please call Customer Service at 1-888-522-1130 between 7 a.m. and 7 p.m. Monday-Friday and arrange a payment plan.

Payments made by check or electronically that are dishonored by the bank will be assessed a returned payment fee.

When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer (EFT) from your account or to process the payment as a check transaction. When we use information from your check to make an EFT, funds may be withdrawn from your account as soon as the same day we receive your payment. The transaction will appear on your bank statement as EFT and you will not receive a copy or an image of your check from your financial institution.

Payments marked with a restrictive legend (Paid in Full, for example) will not act as an accord and satisfaction without our express prior written approval.

Your Gas Piping

Cascade Natural Gas owns the natural gas pipeline up to your meter. The gas pipeline running from the back of the meter to your gas appliances belongs to you and is your responsibility to maintain. If this pipe is not maintained, it may be subject to the potential hazards of corrosion and leaks.

Proper maintenance requires periodically inspecting gas pipelines for leaks and, if piping is metallic, corrosion could occur. Necessary repairs should be made immediately. If any part of the gas pipeline is buried, locate the pipeline prior to excavation and then dig the area carefully by hand. Please call a local qualified plumber for assistance with maintaining your gas pipeline. Check for additional safety information at www.cngc.com.

Save a Stamp! Receive, view and pay your bill online at www.cngc.com.

Moving? To avoid being billed for gas you have not used, please contact us at least three business days before you want service disconnected.

Has your mailing/email address or phone number changed?

Please provide details here and check the box on the front of this stub.

Account No.: _____

Name: _____

Mailing Address: _____

City: _____ State: _____ ZIP: _____

Home Phone: () Cell Phone: ()

Email: _____