

**RULE 6  
BILLINGS AND PAYMENTS**

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**GENERAL**

A customer will be billed for gas consumed as indicated by meter readings. Bills will be issued as promptly as possible after reading dates. Meters are read approximately every 30 days on about the same date each month. Variances occur due to weekends and holidays.

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Bills show the meter reading dates, the current meter reading, the number of cubic feet, therms or other units of measurement of gas consumed, the applicable rate schedule, the amount of the bill including and applicable local taxes, the delinquent date, and the phone number for the Company's call center.

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**ESTIMATED BILLS**

If for any reason whatsoever, the Company's employees cannot gain access to read the meter, an estimated bill will be rendered.

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Estimated bills will be determined using the average consumption of the same month for the prior three years, if available. If the account has no available usage, the estimate will be based on the best available information such as square footage of the dwelling and appliances in use.

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**PRORATED BILLS**

A bill may be prorated when: 1) billing rates change within a meter read cycle; 2) an opening bill has an initial meter read cycle that is less than 26 days or more than 35 days; 3) a closing bill has a final meter read cycle that is less than 26 days or more than 35 days; or 4) a re-bill includes more than one billing period on a single bill statement. Except where a change in billing rates occurs, a long or short bill that results from a change in meter read cycle will not be prorated.

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(M) refers to language found on Sheet No. 10 that was previously on Sheet No. 10-A and 10-B.

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(K) refers to language previously found on Sheet No. 10 that is now on Sheet 10-A and 10-B.

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**TAMPERING OR UNAUTHORIZED USE**

In case of tampering or unauthorized use, a Tampered Meter Charge as established in Schedule 200 shall be charged to the customer as well as charges for probable consumption as determined by the maximum quantity of gas estimated to have been consumed by the various customer-owned appliances.

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**BUDGET PAYMENT PLAN**

The budget payment plan for payment of gas bills averages a residential customer's annual monthly charges for gas so that the customer does not experience the extreme fluctuations in price from month to month as weather, and therefore, usage changes. The plan is available to residential customers whose accounts carries a balance owing not more than the prior two months billings, and if the customer has not been removed from the plan for non-payment within the previous six months. At the Company's discretion, a customer may be allowed on the budget payment plan with greater than the prior two months billing owed or may be reinstated on the plan even though removal from the plan has occurred within the previous six months. The budget payment plan is available to nonresidential customers at the Company's discretion.

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At the request of the residential customer with satisfactory credit, the Company will estimate the customer's annual billing for gas service, based on the previous twelve months' usage. The estimated amount will then be divided by twelve and rounded to the next full dollar. This amount shall be the monthly budget payment amount the customer will pay, in lieu of the regular monthly billing, for each month of the budget payment plan period. At the end of the plan year, outstanding debit or credit balances will be rolled into the estimated usage for the following plan year and will be reflected in that year's monthly budget payment plan amount. Credit balances will be refunded to the customer if the customer specifically requests a refund.

The Company will re-estimate the amount of the customer's bills for service periodically based on current usage, and/or rate changes for the ensuing period and will so advise the customer.

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If the customer requests to leave the plan, any debit balance will be due and payable under the regular terms of payment for gas service; credit balances may be applied to future gas bills or, if the customer so requests, refunded to the customer.

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(M) Text was previously found on Sheet No. 10 is now on Sheet No. 10-A

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(K) Text previously on Sheet No. 10-A is now found on Sheet 10-B

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**RULE 6  
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**BUDGET PAYMENT PLAN (continued)**

During each budget payment plan period the customer shall be entitled to receive gas service so long as customer pays each monthly budget payment plan installment by the billing due date. If a customer fails to comply with the terms of this plan, the budget payment plan will be discontinued and the customer will be billed monthly on the basis of actual usage. If a customer fails to comply with the terms of this plan and has a debit balance, customer may be subject to disconnection of service under Rule 5.

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For each billing period the customer will receive a bill showing the amount of gas used during the billing period, the charge for such gas used, the balance of account and the amount of the current month's budget payment plan installment.

Any Company-furnished estimates for the budget payment plan shall not be construed as a guarantee or assurance that the total actual charges will not exceed the estimates. The Company may at any time submit a revised estimate to the customer and require that the customer pay the revised monthly budget payment plan installment as a condition to the continuation of the budget payment plan for that customer.

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Such estimates, or any revision thereof shall apply only to the premises then occupied by the customer. If the customer vacates such premises and moves to a premise that will be served by Cascade, the amount of the budget payment will be re-estimated and the customer will be advised of the change. If the customer will not desire natural gas service from Cascade at the new premise, the budget payment plan shall immediately terminate and any amount payable from the customer will be due and payable under the regular terms of payment for gas service, and conversely, the Company will refund any refund due to the customer.

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**LATE PAYMENT CHARGE**

Bills are past due and delinquent if unpaid after the due date on the bill, which is no less than fifteen days after the bill mailing date. The bill cycle beginning date for the next month's bill cycle shall be shown on the customer bill. The Late Payment Charge is a percentage as established in Schedule 200 that is applied to any unpaid balance brought forward on the subsequent month's bill.

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**RETURNED CHECK CHARGE**

The Company will charge Returned Check Charge as established in Schedule 200 for any form of payment that is returned to the Company as unpaid.

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(M) refers to text on Sheet No. 10-B that was previously on Sheet 10 or 10-A.

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**BILL CORRECTIONS**

Bill corrections, when rendered for reasons other than tampering, theft, interference with the Company's property or fraudulent use of gas service, shall be issued within sixty days from the date the Company learned about the billing error. The corrected billing amount will be based on the rates and rate schedules in effect during the period covered by the corrected bill

**Under-billings**

The Company will not correct an under-billing for a timeframe that exceeds six months. A correction may not be issued if the amount under-billed is \$50 or less.

**Over-billings**

Corrections for over-billings shall not to exceed six years

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**Issued by CASCADE NATURAL GAS CORPORATION**

By: 

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