



## PROTECTIONS TO KEEP OREGON CUSTOMERS CONNECTED TO SERVICE

Cascade wants you to stay connected to your gas service. Below are protections that help keep you connected to your natural gas service.

### ELIGIBILITY FOR INCOME-QUALIFIED PROTECTIONS

Residential customers are income-qualified if they have a household income less than or equal to 150% of the Federal Poverty Level (FPL) or less than or equal to 60% Oregon State Median Income (SMI). If you think you are income-qualified, call Cascade's customer service at **888.522.1130** to self-declare your household income, and, if applicable, start receiving Bill Payment Assistance through Cascade's Energy Discount Program and the other protections for income-qualified customers.

### BILL PAYMENT ASSISTANCE

If you are income-qualified, you may receive a monthly bill discount. You simply need to self-declare your income and number of residents in your household to qualify. Arrearage relief grants are also available to you if you need help paying past due balances. You may enter a time payment arrangement to pay off any amount owing after the application of an arrearage relief grant.

To qualify for Cascade's Energy Discount Program, **complete an online application at [customer.cngc.com](http://customer.cngc.com)**, call customer service at **888.522.1130** or contact your local Community Action Agency (CAA). A list of CAAs can be found at the bottom of [Cascade's Low-Income Assistance programs webpage](#).

## STAYING CONNECTED DURING SEVERE WEATHER OR AIR QUALITY EVENTS

Cascade will not disconnect the applicable customers for nonpayment during the following circumstances:

### AIR QUALITY EVENTS

#### - No Disconnects for Non-Payment when the air quality is bad

- When air quality is forecasted to be at or above 100 as issued on the website AirNow.gov, Residential and Small Commercial customers will not have their service disconnected for non-payment on the day of the event and 48 hours after the event (72 hours).

- Energy Discount Program customers or customers who have a Medical Certificate will not have their service disconnected for non-payment 24 hours before, the day of, and 48 hours after a day forecast to be a severe weather event (96 hours).
- Any residential customer may request a 24-hour extension of the moratorium.

## **COLD WEATHER NOVEMBER THROUGH APRIL**

### **-No Disconnects for Non-Payment in Freezing Winter Temperatures**

- When temperatures of 32 degrees Fahrenheit or lower are forecast or a winter storm warning has been issued during the on-season (Nov-April), Residential customers will not have their service disconnected for non-payment during the 24 hours before, day of, and 48 hours after any day forecasted to have the cold weather event (96 hours).
- Energy Discount Program customers or customers who have a Medical Certificate will not have their service disconnected for non-payment 24 hours before, the day of, and 72 hours after a day forecast to be a severe weather event (120 hours).
  - Any residential customer may request a 24-hour extension of the moratorium.

## **COLD WEATHER MAY THROUGH OCTOBER**

### **- No Disconnects for Non-Payment in Off-Season Freezing Temperatures**

- During a severe weather off-season event, Residential customers will not have their service disconnected for nonpayment the day of the weather event and 48 additional hours after the event. A severe weather off-season event is defined as 32 degrees Fahrenheit or lower and a high temperature of 60 degrees Fahrenheit or below during the months of May through October.
- Energy Discount Program customers or customers who have a Medical Certificate will not have their service disconnected for non-payment the day of the severe weather event and three additional days after (96 hours).
- Any residential customer may request a 24-hour extension of the moratorium.

## **WILDFIRE EVACUATIONS**

### **-No Disconnects for Non-Payment During a Level 2 or 3 Wildfire Evacuation Order**

- Commercial customers will not have their service disconnected for non-payment on the day of a level 2 or 3 evacuation and the day after the evacuation has been lifted.
- Residential customers will not have their service disconnected for non-payment on the day of a level 2 or 3 evacuation and two days after the evacuation have been lifted.

## **SERVICE RECONNECTIONS**

### **DURING SEVERE COLD WEATHER EVENTS**

- A residential customer who has been disconnected for non-payment seven days prior to a severe weather event may request to have their services temporarily reconnected without an upfront payment.

### **DURING AIR QUALITY EVENTS**

- Small Commercial Customers disconnected for non-payment within the previous 72 hours may request to be reconnected during an AQI event without an upfront payment.

### **ENERGY DISCOUNT AND MEDICAL CERTIFICATE CUSTOMERS**

- Energy Discount Program customers or customers with a Medical Certificate on file will not be charged any Reconnection Fee or be required to pay any outstanding balance to temporarily reconnect if they were disconnected for non-payment up to 7 days prior to either a severe

weather event, winter storm notice, or a level 2 or 3 wildfire evacuation order. After-Hours Reconnection Fees will still apply.

## **MEDICAL CERTIFICATES**

A customer with a medical certificate associated with their account will not be disconnected for nonpayment.

A customer may get a medical certificate if the customer or any member of that customer's household has a health condition where the disconnection of natural gas service would severely endanger the health of that person. A customer must provide Cascade with written confirmation of the health claim from a qualified medical professional within sixty days of self-attesting to needing a medical certificate. A medical certificate may last up to twenty-four months.

Customers with a medical certificate are required to enter into a time payment arrangement for any overdue balance and may re-negotiate the time payment arrangement if their household experiences financial hardship during the duration of their medical certificate.

## **FEE WAIVERS**

- Energy Discount Program customers are not subject to late fees.
- The first field visit fee will be waived in a calendar year for an Energy Discount Program customer.
- Energy Discount Program customers or customers with a Medical Certificate on file will not be charged any Regular Hour Reconnection Fee for a reconnection during standard business hours following a disconnection for nonpayment. After-Hours Reconnection Fees will still apply.
- Residential customers may not have to pay their total past due balance to reconnect service.

## **TIME PAYMENT ARRANGEMENT**

If you are struggling to pay your bill, call Cascade's customer service at **888.522.1130** to discuss payment options and time payment arrangements.

## **TEMPORARY PROTECTIONS THROUGH MARCH 1, 2026**

From January 1, 2026, to March 1, 2026, the following protections are in place for customers:

- If you contact Cascade and self-attest to economic hardship, you will receive a 30-day pause on disconnection for non-payment.
- If you are an income-qualified customer or have a medical certificate with the company, you will not have service disconnected for non-payment.
- If you are a medical certificate customer, you will not receive any late fees.
- If needed, you may request a time payment arrangement for a term of up to 24 months.