

# IMPORTANT CUSTOMER NOTICE

## Cascade Natural Gas Corporation files natural gas rate increase request

This announcement provides Cascade Natural Gas Corporation (Cascade) customers with general information about the Company's general rate case filing and its potential effect on their bills. Calculations and statements within this announcement are informational only and are not binding on the Public Utility Commission of Oregon (PUC or Commission).

On March 31, 2020, Cascade filed a request with the Commission to increase natural gas rates. The main reason for the rate increase request is to recover investments in natural gas facilities to ensure safe and reliable service. The proposed increase is for \$4.8 million annually over current rates or a 7.21% overall increase. Cascade serves about 77,000 customers in 25 Oregon communities.

If approved, a typical residential customer with 58 therms of monthly usage would see a bill increase of \$4.42 or 8.77%. A typical commercial customer with an average



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monthly usage of 250 therms would see a bill increase of \$2.54 or 1.45%. A typical industrial customer with 1,764 therms of monthly usage would see a bill increase of \$177.53 or 15.49%.

Cascade understands that in light of the COVID-19 crisis and the hardships it has created, customers may question the timing of this rate request. Prior to the onset of the current crisis the company had invested over \$17 million to ensure the safety and reliability of our system. Recovering that investment is important for the viability of the company and the safety of our customers. The Oregon PUC has 10 months to review the filing and if it approves a price increase it would not be implemented until February 2021.

The rate case filing may be found on the Company's website: [www.cngc.com](http://www.cngc.com). Hardcopies of the rate case filing are available for inspection upon request. For additional information, please call the Company at 888-522-1130 or write to: Cascade Natural Gas Corporation, 8113 W. Grandridge Blvd, Kennewick, WA 99336-7166.

For additional information about this proceeding, including hearing dates, please call the Commission at 800-522-2404 or send written questions to:

Public Utility Commission of Oregon, PO Box 1088, Salem, OR 97308-1088.

Customer Service: 888-522-1130

Monday – Friday

[www.cngc.com](http://www.cngc.com)



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