



# BE AWARE OF SCAMS.

Unfortunately, during times of crisis, the amount of scams and scammers rise. The COVID-19 pandemic has not been an exception.

Cascade Natural Gas and its customers have been hit by scammers via telephone calls and emails in the past and likely will again in the future. It's important to be aware and skeptical if you receive such contact. The scammers generally claim to be from the utility company and will tell you that an account is past due and immediate payment is necessary or service will be disconnected.

**Cascade Natural Gas does not operate in that manner.** Be wary of these fraudulent emails and phone calls.

- If you receive one of these phone calls, hang up and notify us.
- Do not provide any personal information over the phone or in an email.
- Do not respond to these emails or click on any links.
- Do not open any email attachments.

Please stay alert. If you do receive one of these fraudulent phone calls or emails, contact us immediately.

You can take the following actions if you are in doubt about the legitimacy of the contact:

- Log in to your account directly at our website **www.cngc.com** instead of clicking on any links within an email.
- Call us at **888-522-1130** to access our electronic account service to verify your account balance. This service is available 24/7 – be sure to have your account number handy.
- Speak to a customer service agent. We are available 7:30a.m. - 6:30p.m. Monday-Friday (excluding holidays) at **888-522-1130**.

Representatives of Cascade Natural Gas will be able to verify your utility account number and will never insist that you use a prepaid debit card to make your payment. We send reminders and notices prior to disconnections and only send disconnection notices by U.S. mail. Company personnel in the field can be recognized by their uniforms and identification when coming to your home for various reasons or to carry out a disconnection for nonpayment.



**CASCADE  
NATURAL GAS**

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