

- Energy Trust will protect your information, and may only use this data to design, evaluate and improve service to customers.
- If a customer agrees to allow Energy Trust to access data as a condition of participation in an Energy Trust program, that agreement takes precedence over the above-mentioned provisions.
- Energy Trust may use utility-provided contact information to inform you of Energy Trust financial incentives and services. If you do not wish to be contacted by Energy Trust, please submit a do-not-contact request to Energy Trust of Oregon, 421 SW Oak St., Suite 300, Portland, OR 97204.
- Energy Trust must provide Cascade with information regarding your participation in Energy Trust's programs, including name, address, meter number, and participation information such as efficiency measures installed.

If you have questions about any of the matters described in this summary, please contact Cascade or the PUC Consumer Services Division. If you do not speak English, please try to arrange in advance for an interpreter to help you. While Cascade Natural Gas and the PUC are sensitive to special needs of persons who do not speak English, their offices may not have someone available who speaks your primary language.

A version of the Consumer Rights and Responsibilities Summary is available in the different languages: Spanish, Chinese, French, German, Italian, Japanese, Russian and Thai on the Oregon PUC website:

<http://www.puc.state.or.us/Pages/consumer/factsheets.aspx>

La versión impresa, en esta lengua, del sumario de los derechos del usuario y sus responsabilidades está a su disposición llamando al:

Если Вы желаете получить Инструкцию о правах и обязанностях потребителя, напечатанную на русском языке, звоните по следующему телефону:

Bản giải thích tóm lược về quyền lợi và bổn phận của khách hàng đã được in bằng tiếng Việt và được cung cấp bằng cách liên lạc với:

សេចក្តីសង្ខេបស្តីពីសិទ្ធិនិងកាងទទួលខុសត្រូវរបស់អ្នកប្រើប្រាស់

មានសរសេរជាភាសានេះ សូមទាក់ទងទូរស័ព្ទ:

ມີພາກແປສຣຸບສິດ ແລະຄວາມຮັບຜິດຊອບຂອງຜູ້ຮັບການບໍລິການທີ່ມີມູນເຊື້ອພາກ  
ໂດຍໂຕ້ທ່າມໂທລະສັບເຜົ່າພາກ:

**800-522-2404**

## Public Utility Commission of Oregon

201 High St. S.E. • Salem, OR 97301-3612

P.O. Box 1088 • Salem, OR 97308-1088

**800-522-2404 • Fax: 503-378-5743**

8 a.m.-5 p.m. Monday-Friday

Email: [puc.consumer@state.or.us](mailto:puc.consumer@state.or.us)

[www.oregon.gov/puc](http://www.oregon.gov/puc)

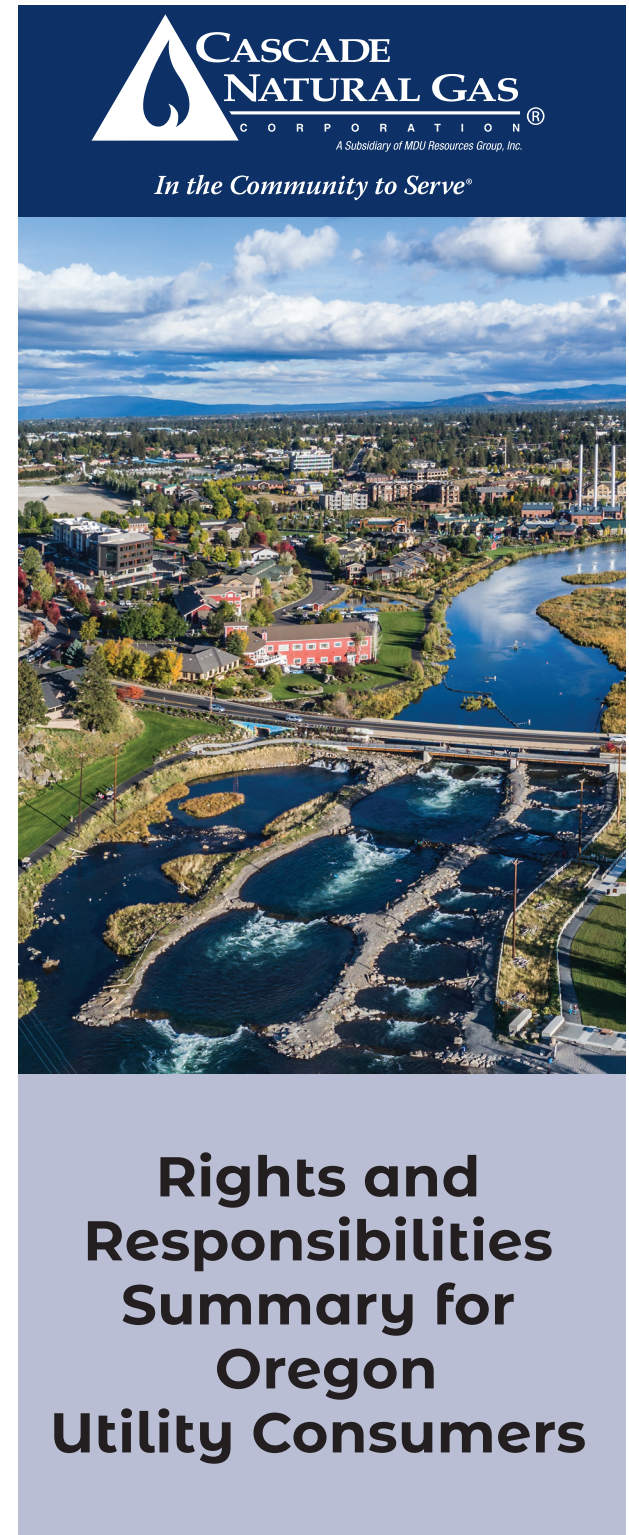
## Cascade Natural Gas Corporation

P.O. Box 7608 • Boise, ID 83707-1608

**888-522-1130 • Fax: 888-649-9912**

Monday-Friday

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



This is a summary of the customer service policies for Cascade Natural Gas Corporation's residential and small commercial customers, as determined by the Consumer Services Division of the Public Utility Commission (PUC).

These policies cover your rights and responsibilities. The company's main obligation is to provide you with reliable services at rates approved by the PUC. Your main obligations are to pay for the services you use, to not damage or tamper with the company's facilities, and to notify the company if you move, if you wish to change your service or if you have a problem.

- **DEPOSITS** – If a deposit is required, you may have the right to pay up to three installments: (1) before service is initiated, (2) in 30 days, (3) and in 60 days.
- **THIRD-PARTY NOTICES** – You have the option to ask that another person receive your bills and notices if, for some reason, you are unable to receive or understand those bills and notices. Also, you may ask us to furnish you with notices in another language if you do not understand English.
- **FINANCIAL ASSISTANCE** – Several programs provide financial help, depending on your circumstances, including the Low-Income Energy Assistance Program (LIHEAP) and Cascade's Low-Income Bill Payment Assistance Program, both of which provide money to qualified customers who need help with winter heating bills.
- **DISCONNECTION NOTICES** – Your gas service may be disconnected with proper notification. We will send you a 15 calendar-day notice when disconnecting for nonpayment, and another notice five days before disconnection. We also will try to contact you the day the disconnection is scheduled. Small commercial customers will receive a notice five calendar days before disconnection for nonpayment.

Services can be disconnected at any time without customer notification if: (1) A situation exists that is immediately dangerous to your life, physical safety or property; (2) the PUC, a court or other authorized public agency orders a disconnection; or (3) natural gas is used without authorization.

- **MEDICAL CERTIFICATES** – If you or a member of your family has a serious health problem and your gas service will be disconnected for non-payment, you may obtain a medical certificate from your doctor or other qualified medical professional who provides your health care. A medical certificate will prevent immediate disconnection of your service and requires Cascade to allow you to set up a payment plan to pay any overdue bill.
- **PAYMENT PLANS** – If you are unable to pay your gas bill in full, arrangements may be made with Cascade to pay part of the amount due immediately and the remainder in installments. If this arrangement is made, a schedule of up to 12 months will be developed outlining how the balance will be paid. Cascade has many payment options available to help you manage your monthly bills. The Budget Payment Plan helps you budget by paying an even monthly amount through the year, as opposed to paying larger bills in the winter when you use more gas. Our online payment service allows you to pay your gas bill on our website; it is a free, convenient and secure service.
- **LATE PAYMENT CHARGES** – Customers are responsible for paying their bill by the due date shown on the front of their billing statement. At the time of the next billing cycle, a fee may be assessed on unpaid balances of \$200 or more.

- **RESOLVING DISPUTES** – If you have a dispute with Cascade that is not resolved by contacting the company, the PUC's Consumer Services Division is available to help you. A complaint may be filed at any time with the Consumer Services Division at 503-378-6600 or 800-522-2404 (voice) or for Teletype (TTY) users call 800-648-3458. For more information on filing complaints visit the Consumer Help section of the Oregon PUC website at [www.puc.state.or.us](http://www.puc.state.or.us).
- **CONSUMER ORGANIZATIONS** – If you wish to contact one of several organizations that offer help to consumers, the PUC Consumer Services Division maintains a list of organizations and how to contact them. That list is available by calling the same toll-free number: 800-522-2404.
- **ENERGY TRUST DATA SHARING** – Oregon customers are eligible to receive energy efficiency services and incentives from Energy Trust of Oregon, an independent nonprofit organization overseen by the PUC. These services are funded by a "Public Purpose Charge" on your bill.  
  
To help enable the effective delivery of Energy Trust programs, the PUC has established administrative rules governing how utilities and Energy Trust share customer information.
- The rules, summarized below, are Oregon Administrative Rules 860-086-0000 through 860-086-0040, [http://arcweb.sos.state.or.us/pages/rules/oars\\_800/oar\\_860/860\\_086.html](http://arcweb.sos.state.or.us/pages/rules/oars_800/oar_860/860_086.html), and through amendments made in Order No. 12-323, entered Aug. 23, 2012, <http://apps.puc.state.or.us/orders/2012ords/12-323.pdf>.
- Cascade must provide certain residential and commercial customer information to Energy Trust, including customer name, service address, historical usage, heat type and rate type.