

## FOR MORE INFORMATION

For questions about any of the matters described in this summary, please contact Cascade or the PUC Consumer Services Division.

The Oregon Administrative Rule 860-021-0010 (6) can be reviewed by visiting the webpage: <https://secure.sos.state.or.us/oard/viewSingleRule.action?ruleVrsnRsn=220860>.

### 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

8am-5pm, 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

Fax: 888-649-9912

7:30 a.m. - 6:30 p.m., Monday-Friday

**888-522-1130**

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

Customers who do not speak English, please try to arrange in advance for an interpreter to help. 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 a customer's primary language.

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 về:

សេចក្តីសង្ខេបស្តីពីសិទ្ធិនិងកាតព្វកិច្ចរបស់អ្នកប្រើប្រាស់អាសយដ្ឋាន ជាភាសាខ្មែរ អាសយដ្ឋានស្តុកស្តុក:

มีบริการแปลสรุปสิทธิ์ และคถวามรับผิดชอบของผู้น้ใช้บริการบนที่มิใช่เป็นภาษาอื่น

โดยติดต่อที่:

**800-522-2404**

## LET'S CONNECT

For updates, alerts and our exclusive weekly content, follow Cascade on our social media sites.

Scan the QR codes with a mobile device and go straight to our social media channels or visit our website for links to each of our pages, [www.cngc.com](http://www.cngc.com)



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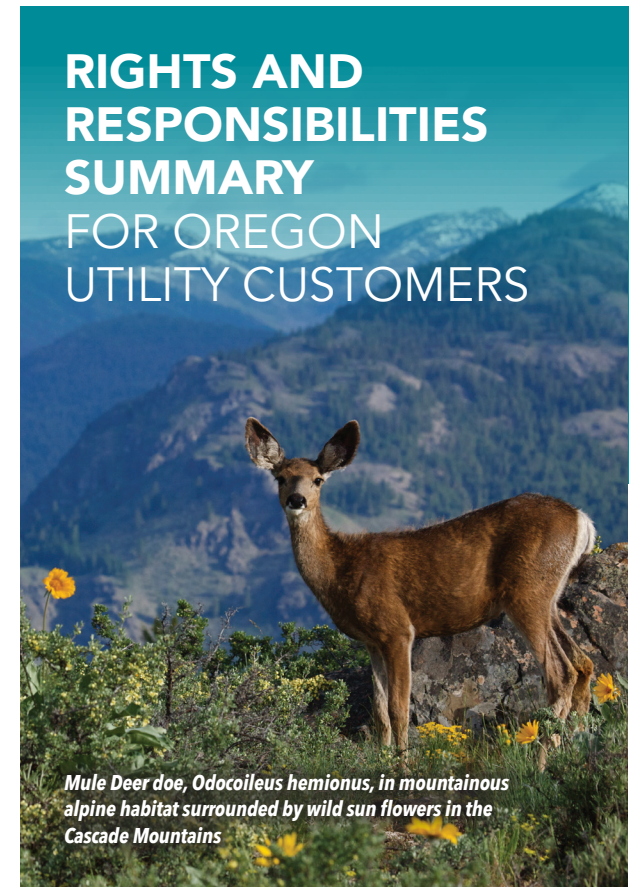
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07/2023



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# RIGHTS AND RESPONSIBILITIES SUMMARY FOR OREGON UTILITY CUSTOMERS

*Mule Deer doe, Odocoileus hemionus, in mountainous alpine habitat surrounded by wild sun flowers in the Cascade Mountains*

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).



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## THE FOLLOWING POLICIES COVER CUSTOMER RIGHTS AND RESPONSIBILITIES.

Cascade Natural Gas Corporation's main obligation is to provide customers with reliable services at rates approved by the PUC.

Customers' main obligations are to pay for the services they use, to not damage or tamper with the company's facilities, and to notify the company of a move, if changes are necessary to the services provided or to report a problem.

**DEPOSITS** – If a deposit is required, a customer may have the right to pay up to three installments: (1) before service is initiated, (2) in 30 days, and (3) in 60 days.

**THIRD-PARTY NOTICES** – A customer has the option to designate another person to receive bills and notices if, for some reason, the customer is unable to receive or understand those bills and notices. Notices may be furnished in another language at a customer's request.

**FINANCIAL ASSISTANCE** – Several programs provide financial help, depending on a customer's circumstances including Cascade's Energy Discount Program as well as Oregon's Low-Income Home Energy Assistance Program (LIHEAP) and Cascade's low-income bill payment assistance and rate discount programs, which provide assistance to qualified customers who need help with winter heating bills.

**DISCONNECTION NOTICES** – A customer's gas service may be disconnected with proper notification. We will send a 20 calendar-day notice when disconnecting for nonpayment, and another notice five days before disconnection. We also will try to contact the customer 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 the customer's 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 a customer or household member has a serious health problem and the customer's gas service will be disconnected for non-payment, the customer may self-certify that service disconnection would significantly endanger the physical health of the customer or the household member. A self-certification must be confirmed in writing by a qualified medical professional within 30 days. A medical certificate will prevent immediate disconnection of service and requires Cascade to allow the customer to set up a payment plan for the overdue bill.

**PAYMENT PLANS** – If a customer is unable to pay a 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 customers manage monthly bills. The Budget Payment Plan helps customers budget by paying an even monthly amount through the year, as opposed to paying larger bills in the winter when more gas is used.

Online payment service allows customers to pay gas bills at 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. A late payment charge will not be assessed to customers established to be low-income per OAR 860-021-0180.

**RESOLVING DISPUTES** – For a dispute with Cascade that is not resolved by contacting the company, the PUC's Consumer Services Division is available for support. A complaint may be filed with the Consumer Services Division by calling 503-378-6600 or toll-free, 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.oregon.gov/puc](http://www.oregon.gov/puc).

**CONSUMER ORGANIZATIONS** – The PUC Consumer Services Division maintains a list of organizations that offer help to consumers with contact information. Call the PUC to request the list, toll-free at 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 consumer accounts.

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.

## OREGON ADMINISTRATIVE RULES

Summarized below are Oregon Administrative Rules 860-086-0000 through 860-086-0040

<https://secure.sos.state.or.us/oard/displayDivisionRules.action?selectedDivision=4088>, 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.
- Energy Trust will protect customers' 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 customers of Energy Trust financial incentives and services. Customers that do not wish to be contacted by Energy Trust, may 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 a customer's participation in Energy Trust's programs, including name, address, meter number, and participation information such as efficiency measures installed.