

RIGHTS AND RESPONSIBILITIES SUMMARY

FOR WASHINGTON UTILITY CUSTOMERS

The sun sets behind the Blue Bridge over the Columbia River, located in Tri-Cities (Kennewick), Washington.

This is a summary of the customer service policies for Cascade Natural Gas Corporation's residential and small commercial customers as determined by the Washington Utilities and Transportation Commission.

Este es un resumen de las políticas de servicio al cliente para los clientes residenciales y comerciales pequeños de Cascade Natural Gas Corporation según lo determinado por la Comisión de Transporte y Servicios Públicos de Washington. Para obtener información sobre cómo obtener este formulario en español, consulte la parte posterior de este folleto.



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ESTABLISHING CREDIT

- 1. Residential Service.** A customer may not be required to pay a deposit if:
a) During the past 12 months the customer had continuous service with Cascade Natural Gas Corporation (Cascade) and the customer received no more than two delinquency notices, and the customer's service was not turned off for failing to pay the amount owed; **b)** The customer provides a written reference from another natural gas utility that shows they have a satisfactory payment history as described in (a) above; **c)** The customer has been consecutively employed during the past 12 months and is currently employed or has a regular source of income; or **d)** The customer can provide a satisfactory guarantor. A guarantor must have satisfactory credit (as described above) and must promise in writing, that if the customer does not pay their bill, they will pay as much toward the customer's bill as would have been required to pay for a deposit.
- 2. Nonresidential Service.** The customer will be required to demonstrate that they are a satisfactory credit risk by appropriate means under the circumstances. If the customer is unable to demonstrate that they are a satisfactory credit risk, the customer will be required to secure their account.

DEPOSIT REQUIREMENTS

- Cascade may require a customer to pay a deposit under any one of the following circumstances: **a)** A customer cannot establish a satisfactory credit history as described above; **b)** The customer's service has been disconnected for failure to pay amounts owing for a similar class of service; **c)** The customer has an unpaid, overdue balance owing for a similar class of service; **d)** Three or more delinquency notices have been sent to the customer during the prior 12 months; or **e)** The service will be provided at a residence where a prior customer still resides and an outstanding balance for that customer's service remains.
- 2. Paying the Deposit:** **a)** When Cascade requires a deposit, it shall be no more than one-sixth of the estimated annual bill. Deposits are due and payable no later than 5 p.m. of the sixth business day after notice of a required deposit is mailed or delivered. **b)** If a customer cannot pay the full amount of the deposit, they may pay half of the deposit before the service is turned on and agree to pay the rest of the deposit in equal monthly amounts over the first two months of service. Cascade and the applicant or customer may make other mutually acceptable payment arrangements. **c)** If Cascade requires a deposit from a customer and they are unable to pay it, as an alternative, they may prepay any initiation charges and reasonably estimated regular service charges or budget billings at periods corresponding to regular billing periods for the length of time a deposit would have been required. **d)** A new or larger deposit may be required when conditions warrant; in which case, the customer will be notified in writing of the reason. If a guarantor secured the original deposit and they do not agree to be responsible for the additional deposit, the customer will be required to pay the additional deposit.
- 3. Refund of Deposit:** **a)** Cascade refunds deposits plus interest if, for 12 consecutive months following the payment of the deposit, the customer has paid for service when due in a prompt and satisfactory manner. That is: **(i)** Disconnection proceedings have not been started against the customer; or **(ii)** The customer has received no more than two notices of delinquency. **b)** If the customer has met the conditions in (a) above, Cascade will apply the deposit plus interest to the customer's account

or refund the deposit plus interest directly to the customer; **c)** When service is discontinued, if the customer has not already received their deposit under (b) above, the deposit amount shall be returned plus any interest, less any amounts owing for service rendered; **d)** Deposits plus accrued interest, less any outstanding balance from the current account, may be transferred if the customer moves to another address served by Cascade.

BILLING

A customer will be issued a monthly bill for gas service that will be billed based on the customer's therm usage as registered by the gas meter at the service address. The customer's bill will show the date when payment is due as well as the amount due.

DELINQUENT ACCOUNTS

Bills are due 22 days after the bill date. Continued nonpayment may lead to discontinuation of service for nonpayment as outlined below. A customer may call customer service to discuss bill payment assistance options or payment plans.

DISCONTINUANCE OF SERVICE

- A customer is required to give Cascade at least three days' notice if they intend to discontinue service. A customer will not be responsible for usage after the requested discontinuance date if proper notice was received. If a customer moves from the residence and fails to request the discontinuance of service, they will be responsible to pay for service taken at the service address until Cascade can confirm the premise has been vacated or that a new responsible party is taking service.
- Cascade may discontinue service for any of the following reasons: **a)** If a customer does not pay their bills on time; **b)** If a customer uses gas for purposes or properties other than specified in their application; **c)** If a customer fails to eliminate any hazardous conditions found to exist in piping, venting, appliances, etc; **d)** If a customer does not pay any proper charges, including a deposit, as provided in Cascade's tariff; **e)** If payment of a delinquent balance with a check is dishonored by a bank or other financial institution after issuance of appropriate notice of disconnection; **f)** If Cascade is refused access to the premise; **g)** If the rules, service agreements or filed tariffs are violated; **h)** If equipment is used that adversely affects service to other customers; **i)** If service is obtained or used fraudulently or if Cascade's property is tampered with.
- Except in case of danger to life or property, or fraudulent use, impairment of service or violation of law, the following guidelines for discontinuance of service shall apply: **a)** Cascade will give written notice of discontinuance either by mail or by delivery of the notice to a customer's premise. Service will not be discontinued before the sixth business day after the notice is mailed or personally delivered. Notice will be considered delivered if it is handed to an apparently competent person at the residence or to an employee at a business account. If no one is available to receive the notice, it will be considered served when it is attached to the primary door of the residence or business office. For nonpayment of a deposit, Cascade shall not discontinue service before 5 p.m. of the eighth business day after the delivery or mailing date. Before discontinuance of service occurs, Cascade will make a good-faith effort to reach a customer in person, by telephone or by additional mailed notice, to advise them of the pending service discontinuance and the reason(s) it will be disconnected. If Cascade

has not discontinued service within 10 working days of the due date of the first notice and if other mutually acceptable arrangements have not been made, the discontinuance notice shall be void and Cascade will deliver a new notice before discontinuing service. All delinquency or discontinuance notices will provide reasons for the notice and how to contact Cascade to answer any questions. All notices will accurately state amounts owing for service(s) subject to discontinuance. **b)** Except in case of danger to life or property, Cascade will not discontinue service on Saturdays, Sundays or legal holidays, or on any other day when service cannot be re-established on the same or following day. **c)** A Cascade employee, sent to discontinue service, will accept payment. If a customer pays an amount greater than the outstanding balance, the extra amount will be credited to their account. Cascade may charge a fee, as specified in its tariff, if it visits a customer's premise to discontinue service for nonpayment of a bill and payment is received. **d)** Cascade will make all reasonable efforts to notify everyone residing in a multiple-dwelling unit or master-metered complex, such as an apartment house, before discontinuing service. If one or more of the occupants of such a unit requests, Cascade must allow five additional days for the residents to arrange for continued service. **e)** When service is known to be provided to a hospital, medical clinic, nursing home or any other medical care facility licensed or certified by the Department of Health, Cascade will provide copies of any discontinuance notice to the Secretary, Washington State Department of Social and Health Services, as well as to the customer. **f)** If a customer is pursuing any remedy or appeal with a company representative or with the WUTC, Cascade will not discontinue service, provided the customer pays any undisputed amounts when due. **g)** If a customer notifies Cascade of a medical emergency, which requires the continuation of residential service, Cascade will continue service for a grace period of five business days. Within the five-day grace period, the customer must provide a certificate signed by a qualified medical professional that states that discontinuance of gas service will aggravate an existing medical condition or create a medical emergency for a permanent resident of the premise where service is rendered. Service will not be discontinued or it will be reinstated for the length of time the health endangerment is certified to exist but no longer than 60 days without renewal. The certificate must be in writing and indicate the resident's location, an explanation of how the current medical condition would be aggravated by the disconnection, the length of time the condition is expected to last, and the name, phone number, title and signature of the qualified medical professional. A medical emergency does not excuse a customer from paying delinquent and ongoing charges, and the customer must enter into a payment agreement within five business days. A customer may claim a medical emergency and be entitled to the benefits only twice within any 120-day period. **h)** A customer may designate a third-party to receive notice of discontinuance or other matters affecting gas service. **i)** If a customer's household income is equal or less than the maximum allowed for eligibility under the state's plan for low-income energy assistance, the customer may qualify under the Winter Low-Income Payment Moratorium program to have gas service continued with special payment arrangements between November 15 and March 15.

4. Payment of any delinquent amounts to a designated pay station will be the same as a payment directly to Cascade, provided the customer informs Cascade that the payment was made and the company can confirm it.
5. Cascade will make reasonable efforts to restore service within 24 hours when the cause of the discontinuance has been removed and when any amounts owed have been paid, including any appropriate deposit, or as the WUTC may order pending any bona fide dispute between a customer and Cascade.
6. The customer may incur a fee, as specified in Cascade's tariff, for restoring service that was discontinued for nonpayment of bills.
7. Residential customers who owe a prior bill and do not have the means to pay the entire bill may have service reinstated by paying a deposit. Service will not be denied if a customer has an unpaid prior bill, but if payment arrangements are not made and followed, other collection action may be taken.

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 levels out a monthly bill by reducing fluctuation brought on by changes in the weather and the cost of energy. The online payment service allows a customer to pay their gas bill on Cascade's website. It is a free, convenient and secure service.

ADDITIONAL RESOURCES

To request a copy of this brochure, "Rights and Responsibilities Summary," be mailed, contact Cascade customer service at 1-888-522-1130, or visit Cascade's website at www.cngc.com. The effective rates, rules and regulations also are posted on Cascade's website for customers' convenience. A copy of the gas rules, chapter 480-90 WAC, can be found at <http://app.leg.wa.gov/WAC/default.aspx?cite=480-90>

COMPLAINTS AND DISPUTES

Each complaint or dispute Cascade receives will be investigated promptly and the findings will be reported to the customer. Any needed corrective action will be implemented as quickly as possible. If a customer is not satisfied with the results or decision, the customer may contact the Washington Utilities and Transportation Commission (WUTC) for further review of the complaint dispute. Call the Consumer Protection Help Line toll-free at 1-888-333-9882 from 8:30 a.m. to 4:30 p.m. or write the UTC at P.O. Box 47250, Olympia, WA 98504. Please include a return address. E-mail consumer@utc.wa.gov or file electronically by using an online complaint form available by visiting the WUTC website at www.utc.wa.gov.

Cascade Natural Gas Corporation
P.O. Box 7608, Boise, ID 83707-1608
Fax: 888-649-9912
7:30 a.m. to 6:30 p.m. Monday-Friday | Emergencies 24/7
888-522-1130

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Este documento, en su totalidad, está disponible para verlo y descargarlo en español a través de un archivo PDF que se puede obtener escaneando el código QR a continuación o visitando <https://www.cngc.com/customer-service/monthly-customer-communications/>

También puede solicitar que le envíen este documento en español por correo comunicándose con Cascade Natural Gas al 888-522-1130. Cascade Natural Gas es sensible a las necesidades de los clientes que no hablan inglés, pero es posible que no siempre haya un representante que hable español disponible. Le recomendamos que haga arreglos con anticipación para que un intérprete lo ayude.



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