



*In the Community to Serve®*

# Changes to Credit/Debit Card Payment Transactions

**If you pay your Cascade Natural Gas bill using your credit card, debit card or electronic check, please read below:**

- Our independent service provider has changed from BillMatrix® to Western Union® Speedpay®.
- Each transaction fee will decrease from \$3.50 to \$1.99.
- Each credit/debit transaction is limited to a maximum of \$600.
- Multiple transactions are allowed. You can make up to five payments per account every 30 days.
- Payments made after 4 p.m. Central Standard Time will be processed the following business day.

**ATM or debit cards with the “NYCE®,” “PULSE®,” or “STAR®” logo can be used for payment. Visa®, MasterCard® or Discover® credit cards also can be used.**

**Pay by Phone: Initiate a credit/debit card payment by calling Western Union Speedpay Bill Payment Service at 1-844-413-7757 and following the prompts. Be sure to have your 11-digit account number ready.**

**Credit/Debit Card Payments Online:** Find the **Speedpay**<sup>®</sup> link, located on the Payment Options page of our website, [www.cngc.com](http://www.cngc.com). Be sure to have your 11-digit account number ready.

**Recurring Monthly Payments:** Schedule recurring monthly payments through Western Union Speedpay. This option allows you the flexibility to schedule a set number of payments or select a date for recurring payments to end.

***Online Account Services — an alternative payment method — no transaction fees!***

Cascade Natural Gas Corporation also offers an alternative payment method available through our website, [www.cngc.com](http://www.cngc.com). You can make secure online payments 24 hours a day using your active U.S. checking account. Review this easy and convenient payment method today — access your account information online 24 hours a day, monitor your monthly usage history, schedule payments and so much more!

***CUSTOMER SERVICE***

**1-888-522-1130 • 7 a.m.-7 p.m. Monday-Friday • [www.cngc.com](http://www.cngc.com)**