



In the Community to Serve®

Customer Service: 888-522-1130
Monday-Friday • www.cngc.com

Call volume generally is higher on Mondays; for faster service, please call Tuesday-Friday.

02/2020

Ways to Pay Your Bill

Online: Go to www.cngc.com for our free online payment service. Once you have registered, simply log in each month to make your payment using any active U.S. checking account.

Automatic Payment: Automatically pay your bill each month by authorizing Cascade Natural Gas Corporation to withdraw your payment from your financial institution on your bill's due date.

Speedpay®: Pay your gas bill by phone or online 24/7 through this independent service provider. Use a credit card, debit card, or electronic check.

By Mail: Mail your payment along with your bill stub to Cascade Natural Gas Corp., P.O. Box 5600, Bismarck, ND 58506-5600.

Payment Locations: Pay by cash, check or money order at one of our authorized participating Western Union Convenience Pay® locations.

Budget Payment Plan: This billing plan levels out your monthly bill so you can reduce fluctuation brought on by changes in the weather and the cost of energy.

Payment Due Date: Your bill is past due if payment is not received by the due date shown on the front of this billing statement.

Billing Terms and Definitions

The following is a list of the most common terms found on your bill. For a complete list of terms and definitions, visit www.cngc.com/rates-services/rates-tariffs/.

Average Cost of Gas: Costs of the natural gas commodity and interstate pipeline transportation for delivery to Cascade Natural Gas' distribution system.

Basic Service Charge: This charge covers a portion of the costs associated with meter reading and billing.

BTU Factor: British Thermal Unit is a measure of the volume of heat content. The BTU factor is an adjustment factor based on the actual heat content of the gas.

CCF: Hundreds of cubic feet, a measure of the volume of natural gas used, as recorded by your gas meter.

City Tax: Municipalities may charge a fee (City Tax) for the services we provide in their area. By law, we must pass these charges through to you.

Delivery Charge Per Therm: Portion of the rates designed to compensate Cascade Natural Gas for the cost to deliver natural gas from the interstate supply pipeline to your meter.

Energy Factor: The heating quality of natural gas can vary. To compensate for this, the volume used is multiplied by the energy factor to show the actual heating value of the gas supplied by Cascade Natural Gas.

Pressure Factor: A factor used to compensate for higher-than-normal delivery pressures. Standard delivery pressure is 0.25 pounds per square inch (PSI).

Rates: The rates reflected on the bill have been approved by the Public Utility Commission in the state where service is provided.

Therms: Actual heating value of the gas delivered to the customer. One therm equals 100,000 British Thermal Units (BTU).

Important Customer Information

Cascade Natural Gas Corporation is willing to make satisfactory payment arrangements. If you cannot pay your bill at this time, please call Customer Service at 888-522-1130 Monday-Friday and arrange a payment plan.

Payments made by check or electronically that are dishonored by the bank will be assessed a returned payment fee.

When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer (EFT) from your account or to process the payment as a check transaction.

Payments marked with a restrictive legend (Paid in Full, for example) will not act as an accord and satisfaction without our express prior written approval.

Your Gas Piping

Cascade Natural Gas owns the natural gas pipeline up to your meter. The gas pipeline running from the back of the meter to your gas appliances belongs to you and is your responsibility to maintain.

Proper maintenance requires periodically inspecting gas pipelines for leaks and, if piping is metallic, corrosion could occur.

Save a Stamp! Receive, view and pay your bill online at www.cngc.com.

Moving? To avoid being billed for gas you have not used, please contact us at least three business days before you want service disconnected.

Has your mailing/email address or phone number changed?

Please provide details here and check the box on the front of this stub.

Account No.: \_\_\_\_\_

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Home Phone: ( ) \_\_\_\_\_ Cell Phone: ( ) \_\_\_\_\_

Email: \_\_\_\_\_