



Christine O. Gregoire

ATTORNEY GENERAL OF WASHINGTON

900 Fourth Avenue #2000 • Seattle WA 98164-1012

July 18, 1996

Terrence Stapleton, ALJ
Washington Utilities and
Transportation Commission
Chandler Plaza Building
1300 S. Evergreen Park Drive S.W.
P.O. Box 47250
Olympia, WA 98054-7250

Re: Cascade Natural Gas
Docket Nos. UG-950326, UG-950688, and UG-951415

Dear ALJ Stapleton:

As indicated at the hearing on July 16, 1996, enclosed for filing as an exhibit are the letters and telephone messages from consumers which were recieved by the WUTC and Public Counsel. I am enclosing 5 copies, one for the record, each Commissioner and yourself.

Copies are being sent to each party.

Very truly yours,

Robert F. Manifold
Assistant Attorney General
Public Counsel

cc: parties w/enc.

RECEIVED
RECORDS MANAGEMENT
96 JUL 22 AM 11:49
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

Exhibit 58
(Customer Letters)
Docket Nos. UG-950326 and
UG-950688 and UG-951415

BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION

Washington Utilities and Transportation Commission

vs.

Cascade Natural Gas Corporation

RECEIVED
RECORDS MANAGEMENT
96 JUL 22 AM 11:49
STATE OF WASH.
UTIL. AND TRANSP.
COMMISSION

EXHIBIT OF CUSTOMER LETTERS

On Behalf of
Public Counsel Section
Office of the Attorney General
July, 1996

*Lynne S. Masland, Ph.D.
616 North Forest Street
Bellingham, Washington 98225*

March 13, 1996

Public Counsel Section
Office of the Attorney General
900 Fourth Avenue, Suite 2000
Seattle, WA 98164

Re: Proposed Rate Increase for Cascade Natural Gas

I strongly protest the proposed residential rate increase for Cascade Natural Gas. Like most other state employees, I have seen almost no wage increase in over four years. A large number of middle and working class people -- the majority of those who would be affected by Cascade's proposed residential rate increase -- have seen their effective salaries decline markedly over the past decade, an event which has been lauded by the business media as a primary factor in controlling inflation. Cascade needs to do its part in controlling inflation as well.

Increasing the cost of such an essential as home heating represents a further burden on strapped wage-earners and elderly persons on a fixed income. Moreover, according to the rate information provided by Cascade Natural Gas, it appears that rate increases for residential gas service will be used to offset a rate decrease for industrial users. Big business can not continue to enrich itself at the expense of middle and working class families.

Please help us control the rising cost of essential utilities.

Yours sincerely,



Lynne S. Masland, Ph.D.

Feb 28, 1990

phon 609 375-0460

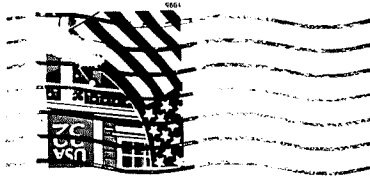
From the desk of...

Bob Carosino
125 Spring St
Richland WA. 99352

To: Public Counsel Section
Office of the Attorney General
1908 Fourth Av. Suite 2000
Seattle, Wash 98164

Re: Cascade Natural Gas Docket No
UG-951415

Please enter into the record my opposition to the proposed rate increase in billing schedule 503 Residential Service for Cascade Nat Gas customers. There is no adequate justification for the radical and inequitable increase in monthly service charge for winter months. This increase is from \$5.00 to 10.00 per month. This is an increase of almost 700%. It bears no relationship to gas usage and inequitably penalizes customers such as myself who use little gas in winter, for a gas fireplace, wood and use most gas in the summer. It would increase my annual gas bill by almost \$600 with no benefit obtained. Since I am a small gas user my annual gas cost would increase from \$300 to \$900. If any increase revenues are justified they should be recovered through appropriate increases in prices for gas thermis used, not through an artificial and inequitable winter monthly service charge. The currently monthly service charge of \$1.50 monthly for all months should stay the same. Robert W. Carosino



Rm Anderson
125 Spring St
Richmond WA
95352

Public Counsel Section
Office of the Attorney General
400 Fourth Ave Suite 2000
Seattle, Wash 98164

RECEIVED
MAR 11 1996
ATTORNEY GENERAL'S OFFICE
SEATTLE

1/25/96

TO: Public Counsel Section
Office of the Attorney General
FAX 1-206-389-2058

RE: Cascade
Natural Gas DOCKET # UG951415

I am against granting such a large amount of increases at once which will create a financial burden to many low income customers. Second the non-business hours reconnection fee is way out of line and would cause a further hardship to families that work during regular business hours. A second thought is that most of the customers paying the reconnection fee probably had to be disconnected for non payment due to lack of money. Why add to the problem with such a large fee and deny services. Is this not the same company that is going to merge with Puget Power down the road besides Washington Gas.

Rumors

even among Puget Power Employees indicated this is the next step which should be noted that 90.00 is the amount of the Puget Power reconnection fee also.

Thank you for your time

Paul Rockwell
5494 Bellwest Dr.
Bellingham, Wa.
98226

Paul Rockwell

January 26, 1996

Public Counsel Section, Office of the Attorney General
900 Fourth Avenue, Suite 2000
Seattle, WA 98164

r.e.: Cascade Natural Gas proposed Rate Increase, Docket No. UG-951415.

Dear Attorney for the Public,

FOUL! CNG's pamphlet is Bull Manure!

CNG's pamphlet states that "This request seeks a proposed rate change . . . ; a 3.46% overall increase over the rates currently in effect." This leads me to think there will only be an approximate 3.46% increase in my bill.

I calculated my newest bill and the "average customer's 103 therm bill" (see next page), using the old rates and the proposed increase in rates (Schedule 501 & 503), to see what percentage increase the total bill would end up being.

The "Customer Service Charge" will increase **566.67%** and the "Cost per Therm" will increase **17.70%** -- for everyone.

My bottom-line out-of-pocket increase will be **134.29%**.

The "average customer's" bottom-line will increase **23.03%**.

Under this structure, I end up subsidizing people who use more gas than I do. (If the "average customer's" bottom-line increased 134.29%, it would go from \$52.45 to \$122.89 instead of \$64.53.)

CNG's pamphlet states that "During the winter heating months (October through March), customers who use an average of 103 therms of energy per month would experience an average monthly increase of \$7.80 per month."

Not true. At 103 therms, the increase would be \$11.40. (\$12.08 with tax.)

CNG's pamphlet states that "During the coldest winter months, all customers who use more than 173 therms of energy per month will experience a decrease in their monthly bill."

Also not true. They just experience a decrease in the Rate of Increase!
(A customer using 200 therms would still experience a 15.19% bottom-line increase.)

These increases of 567% and 18%, with total out-of-pocket increases of 15 to 134%, are simply **OUTRAGEOUS** and should be denied -- flat out!

Sincerely,



Charles Seaman
2625 Kulshan St.
Bellingham, WA 98225-2340

Effect of Proposed Gas Increase - BOTTOM LINE

My Newest Bill

	<u>Therms</u>	<u>Old Charge</u>	<u>Proposed Charge</u>	<u>Old Cost</u>	<u>New Cost</u>	<u>Percent Increase</u>
Customer Service Charge:		\$1.50	\$10.00	\$1.50	\$10.00	566.67%
All Gas Used Per Month:	9 X	\$0.56624	\$0.66647	\$5.10	\$6.00	17.65%
PGA & TTA	9 X	N/A	- \$0.05941 *	N/A	- \$0.53	
Total:				\$6.60	\$15.47	134.39%
City Tax 6.00%		\$0.40	\$0.93	\$0.40	\$0.93	132.50%
Total current billing				\$7.00	\$16.40	134.29%

New Cost minus Old Cost = \$9.40
 Difference divided by Old Cost = 1.34286
Total % Increase of New Cost over Old Cost = 134.29%

Customer Using 103 therms

	<u>Therms</u>	<u>Old Charge</u>	<u>Proposed Charge</u>	<u>Old Cost</u>	<u>New Cost</u>	<u>Percent Increase</u>
Customer Service Charge:		\$1.50	\$10.00	\$1.50	\$10.00	566.67%
All Gas Used Per Month: 103						
First 50 Therms:	50 X	0.56624	0.66647	\$28.31	\$33.32	17.70%
After first 50 Therms:	53 X	\$0.37111 **	\$0.43680	\$19.67	\$23.15	17.69%
PGA & TTA						
First 50 Therms:	50 X	N/A	- \$0.05941 *	N/A	- \$2.97	
After first 50 Therms:	53 X	N/A	- 0.04941 *	N/A	- \$2.62	
Total:				\$49.48	\$60.88	23.04%
City Tax 6.00%		\$2.97	\$3.65	\$2.97	\$3.65	22.90%
Total current billing				\$52.45	\$64.53	23.03%

New Cost minus Old Cost = \$12.08 (Before tax increase = \$11.40)
 Difference divided by Old Cost = 0.23033
Total % Increase of New Cost over Old Cost = 23.03%

NOTES:

- * This figure is the difference between "General Proposed Rate" and "Overall Proposed Rate". (i.e. Rate decrease per therm due to PGA & TTA.)
- ** This figure is an estimate based on percent of difference between new first 50 therms and old first 50 therms. (84.96% of new charge = old charge.)

Robert F Manifold

Mr. & Mrs. Ron Passenger
814 Haines Ave.
Sedro Woolley, WA 98284

Public Counsel Section

1-31-96

Office of the Attorney General

900 Fourth Ave. Suite 2,000

Seattle, Wa. 98164 - Docket # U.G. - 951415-

Dear Mr Manifold,

This letter is somewhat a copy of the one I sent to the commission office. It is in response to the proposed rate of increase on our Cascade natural gas bill, which was explained in an enclosed pamphlet which came along with our monthly bill.

We are appalled at the audacity of that proposal. Why should the conservists and poor (which would definitely be the ones who during the winter months, could only afford the average amount of therms more or less, as the company suggests) (103 therms) have to be penalized for not -

- using more, and charged to offset the higher users such as big businesses or wealthy?

Is this reminiscent of communism or what?

We are definitely against this kind of railroading. We definitely feel that it is unfair (to say the least) to have to be charged such a high increase to pay for someone else's gas use, (~~bill~~) or in other words paying someone else's gas bill, and not only an unfair proposal in the winter, but also charged for therms we don't use in the summer as well?

We truly hope there are many more responding in a similar way we are.

Thankyou,

Mr and Mrs Ron
Passenger

124 S. Meadow Lane
Lynden, Washington 98264
February 1, 1996

Secretary of Washington
Utilities & Transportation
Commission
P.O. Box 47250
Olympia, Wa. 98504-7250

TO WHOM IT MAY CONCERN:

I am writing you about the proposed rate increase for customers of Cascade Natural Gas Corporation, to be reviewed by your commission. Since I am too distant to be able to appear at your meeting, I would request that my comments be forwarded to your commission when they meet.

My comments are to be heard in regard to the rate increase requested by Cascade Natural Gas, under Docket No. UG-951415.

My wife and I are first time home owners, and we are senior citizens over 65 years of age. Gas is the primary source of energy in our home, and we seek to use it sparingly. The winter months see a great increase in cost. However, our income is fixed and the little we receive in COLA from the Social Security Administration hardly covers the upward spiral of costs for living. The truth of the matter is that we cannot afford continuing increases in our utilities. Is there any way that you can compensate senior citizens, by keeping the cost of gas utility down? Or will the costs continue to rise until we are forced to sell our home and seek shelter elsewhere?

What has the gas industry done to reduce their operational cost, as well as distribution costs? Why must all the costs for operation be passed on to the customer? Some may be able to afford it. But for those who have no expanding income, this becomes a hardship.

Thank you for hearing our concern. I am sure I speak for many senior citizens who ask for your understanding and help, if at all possible.

Sincerely Yours,



Robert B. Vermeer
(360/354-0960)

P.S. A copy of this letter is being sent to :
Public Counsel Section
Office of the Attorney General
900 Fourth Avenue, Suite 2000
Seattle, Washington 98164
(Tel: 206/464-6253)

P.O. Box 331
Blaine, Wa. 98231
Feb. 7, 1996

Public Counsel Section
Office of the Attorney General
900 Fourth Ave. Suite 2000
Seattle Wa. 98164

Dear Sir or Madam,

Re: Cascade Natural Gas Increase.

My monthly charge now is \$1.50
a month summer and winter and
I think an increase to \$10.00 a
month October to March is too
much.

Thank you.

Sincerely

Anna Workentin

Cascade Natural Gas

Docket No. U G-951415



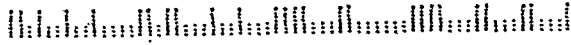
Anna J. Workentin
 P.O. Box 331
 Blaine, WA. 98231-0331

RECEIVED



FEB 12 1996

Public Counsel ATTORNEY GENERAL'S OFFICE
 SEATTLE
Office of the Attorney General
 900 Fourth Ave. Suite 2000
 Seattle Wa. 98164



E
 2

February 24, 1996

Secretary
Washington Utilities &
Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

Re: Cascade Gas Proposed Rate Increase

Dear Secretary:

I am writing regarding the proposed Cascade Gas rate increase. I am opposed to any rate increases as I convey to you my heartfelt opinion that I like many other Middle Class Americans am having difficulty paying my current utility bills: telephone, electric, gas, water, sewer, garbage. I see these requests for more money, but yet I hear little about how these changes effect the common working man. Any rate increase could would create a hardship for me and my family. We are struggling to survive as it is and cannot afford any more rate increases. The flood has taken a devestating toll on this part of Washington State and this just adds fuel to the fire. Cascade Gas should be looking at a decrease not increase.

Please use any comments I have written for any hearings on the matter.

Thank you for your attention to this problem.

Sincerely,



Craig Burdine
1538 Isaacs Avenue
Walla Walla, WA 99362

cc: Public Counsel Section
Office of Attorney General

Blaine, Washington 98231
February 26, 1996

Public Council Section
Office of Attorney General

Dear Sir:

In regards to "raising the price" on Natural gas heating - I am not in favor of raising the price of natural gas - especially when it raised 300% "all at one time." That is by far - too much of a raise all at one time. It is much too self serving.

My reasons for such a high - unnecessary raise is, it puts a heavy burden on the low income bracket, and they are the people who needs it the most. They need the heat and warmth.

- 1- My objections are: low Income (\$15⁰⁰) a month. I must live on this amount.
- 2- We are both over 80 years old.
- 3- One is an invalid, who needs to be kept warm.
- 4- Medication high cost - invalid unable to travel.
- 5- lots of laundry and bathing - so need the hot water
- 6- I went on Natural gas heating to save cost of heating - "2 months ago."
- 7- A raise of 300% would really be a hardship for me!

I am on "Cascade Natural Gas Co."

Docket No UG - 951415

"Please take into consideration my position."

"I feel victimised"

Thane Oiler

POB 691

Blaine, Washington 98231

1216 W. 1st Ave.

Kennewick Wa.

Feb. 26, 1996

Public Counsel Sect.

Office of Attorney Gen.

Seattle, Wa.

Sirs:

Regarding Cascade Gas' request for a rate increase

I am a small home owner & have a furnace that is run by gas via Cascade Gas Co. I am retired and on a fixed income - S.S. & a small state pension. It takes it all and sometimes more during cold weather. I feel there are many in the same bind that I am in - cannot handle another rate increase - like 10.⁰⁰ a month for fall & winter months - really just to read the meter.

Everyone is supposed to be working to keep senior citizens in their own homes - this will force us out of our homes.

Sincerely

Maxil E. Roberts

Anyhow, I put my 2¢ worth in - of no
it's 32¢ worth.

Copy To: Public Counsel Section
Office of Attorney General
900 Fourth Avenue, Suite 2000
Seattle, WA 98164

February 27, 1996

Secretary
Washington Utilities & Transportation Commission
PO Box 47250
Olympia, WA 98504-7250

Re: Cascade Natural Gas, Docket No. UG-951415

Dear Sir or Madam,

I am a customer of Cascade Natural Gas and recently received a flyer outlining the request by them to increase their rates. I strongly urge the Washington Utilities & Transportation Commission to deny this rate increase, especially the proposed increase in monthly service charge for residential customers.

I am retired from the Federal Government and this year received a 2.6% cost of living increase in my pension. I am dismayed to see that Cascade Natural Gas proposes to raise the monthly service charge from \$1.50 to \$10 per month in the winter months. This is I believe on the order of a 600% increase. The difference in the cost of living percentage increase I received and the service charge percentage increase Cascade Natural Gas requests is high. I could understand a 2.6% increase in monthly service charge but a six times increase seems out of line.

I installed a decorative fireplace in my home three years ago, and if the service charge is increased to \$10 per month I will have to seriously consider discontinuation of natural gas service. That surely will not serve Cascade Natural Gas well as their investment in pipes and meter will not generate any revenue at all. Prior to the time of my fireplace installation Cascade Natural Gas representatives came around my neighborhood and offered pipe manifolds to homeowners, so that they could easily install natural gas appliances, now it seems the company finds those installations too expensive to maintain without a high increase in service charge. In my particular case there was already gas to the site from a previously existing structure, so the cost of hooking my service up was minimal. I find it hard to understand that existing investment would cost so much to maintain. But even if this were the case I feel such sudden and large increase in service fee is just too much at one time.

I find it rather insensitive of Cascade Natural Gas to wish to increase the monthly service charge in the winter months just when the service is really needed and most used by families. I understood a company representative to say that the increase in service charge would allow them to lower winter rates to large users. If this would be the case, as a small user I don't find it attractive that I would be then subsidizing large users of Natural Gas with the increase in winter service charge. That doesn't sound at all fair to me. It also would lead users to consume as much as possible rather than attempt to cut back and save natural gas.

Possibly Cascade Natural Gas would consider a lower increase in monthly service charge (October to March), a monthly minimum during those months, or a prorated increase in monthly service charge for those customers who have only one gas appliance. I feel Cascade Natural Gas is trying to do their best in providing service to customers and a return to their investors, it is just that their requested rate increase is so above the cost of living increases of seniors and others, that it will be burdensome to many of their customers.

All in all I find this proposed rate increase, especially the residential monthly service charge (October to March) six fold increase, to be out of line with other consumer price guidelines. I feel this large increase from \$1.50 per month to \$10 per month will work hardship on residential customers who are small users, such as myself, and hope the commission will deny the rate increase to Cascade Natural Gas Docket No. UG-951415.

Yours truly,



Billie J. Cook
3167 300 Ave East #2
Oak Harbor, WA 98277

copy: Public Counsel Section

Leslie E. Spanel
901 Liberty Street
Bellingham, WA 98225
(360)733-9457

February 18, 1996

Public Council Section
Office of the Attorney General
900 Fourth Avenue, Suite 2000
Seattle, WA 98164


Re: Cascade Natural Gas and Docket No. UG-951415

I am writing to have these comments formally included in the hearing process regarding the above docket no. and the proposed residential service (billing schedule 503).

I am opposed to the winter use service charge increase of 667% (from \$1.50 to \$10.00). No rationale is given for the service charge increase and I am at a loss to make a guess, especially in light of the fact that there is no proposed increase for the summer use period.

The rate proposed for the first 50 therms of use per month is higher than for the rate for all useage after the first 50 therms per month. If differential rates are to be imposed (none now exist for residential service) , the cheapest rates should apply to the basic minimum lifeline amount and that quantity should probably be more like 120 therms per month for home and water heating.

Sincerely,


Leslie Spanel

2-14-96

DEAR Public Counsel:

I'm writting in regard to the
CASCADE NATURAL GAS CORPORATION
RATE INCREASE.

I'm absolutely opposed to the
SERVICE CHARGE INCREASE, from \$1.50
per month to \$10.00 a month from
October — March.

I HAVE only a cooktop and
use a minute amount of GAS,
 $1 \times \$0.56624 \text{ per therm} = \$.57$ a
month.

There're alternative sources of
fuel for my needs and I'll PERSUE
them if increase is implemented.

Thank you,

Linda J. LARSON
3206 LAUREL Rd.
Longview, WA,
98632

1-360-636-2497

CASCADE NATURAL GAS
DOCKET No. UG-951415

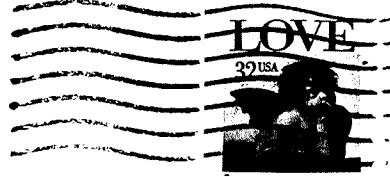
2-12-96

I AM writing about the
Increase Rate that Cascade Natural
gas Corporation is Requesting.
It seem Like all the big Companies
are wanting Rate Increase. I AM
LIVING OFF OF SSI, AND I CAN NOT
AFFORD to put more money in gas to
heat my home. It is a Lot of people
here in Yakima that is in same fix on
Income. I hope you will NOT
give them a Rate Increase

thank you

Glenn Bateman
2019 50 2nd ave
Yakima wa 98909

Glen C Bateman
2019 S 2nd Ave
Yakima WA 98903



A,

Public Council Section
Office of the Attorney General
900 Fourth Ave, Suite 2000
Seattle

Docket No 49-951415

wa 98164

February 13, 1996

Public Counsel Section
Office of the Attorney General
900 Fourth Ave. Suite 2000
Seattle, WA 98164

Proposed Cascade
Natural Gas Rate Change

Dear Counsel:

I have reviewed the literature from Cascade Natural Gas Corp. regarding their proposed rate change and find it a bit deceiving. They show a net increase of \$1.68 for an average monthly user of 103 therms. However, if you compare their proposed rate (Schedule 503) with the old rate (Schedule 503), the increase is actually \$3.69 for one winter month based on the use of 103 therms. This is an increase of 6.5%.

Comparing the proposed and old (503) rates using 90 therms in a winter month, the increase is 10.6%. Using their proposed summer (503) rate to compare to the old rate based on 28 therms in one month, the increase is \$1.68 or 10%.

I wouldn't mind a small increase as the literature suggests but I find CNG Corp's information very misleading when the small gas user's increase actually runs over 10%. Unfortunately most people will not look into it any further.

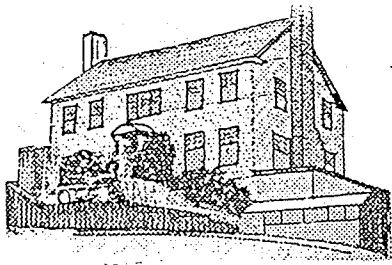
According to a CNG Corp. representative, the large volume users have subsidized the small users over the past years. In an attempt to make it fairer to the large users, the proposed rate will now impact the smaller homes which house many of our poor and elderly. The larger home owners will see a bill reduction under the proposed rate change.

It is not my responsibility to determine what is fair, but I want to point out that only the small home gas user is impacted negatively in their rate proposal.

Sincerely,



John M. Hayes
2916 Shawnee Place
Mount Vernon, WA 98273



ANCHOR HOUSE
CLANKER
BOOK AND BED

102 West 11th Street • Aberdeen, Wa. 98520

Secretary
Washington Utilities & Transportation Comm.
P.O. Box 47250 Olympia, Wa.

Sirs: We understand the Commission is looking at a request from Cascade Gas Company to raise rates 3.46%. We cannot see why this should be allowed, we can not afford this increase, we are on a fixed income. Please do not let the Cascade Gas Company have any rate increase as the hardship would be too great on the public. The government has taken the jobs away from Greys Harbor creating hardships.

Carl & Kaye Weber

(360) 532-2099

aka AMERICAN BOOKSELLERS

(similar
letter sent by
Passenger to P.C.)

Cascade Nat Gas Co.
Secretary Washington Utilities
& Transportation Commission.

1-31-96 951415-1
112316

P.O. Box 47250

Mr. & Mrs. Ron Passenger
814 Haines Ave.
Sedro Woolley, WA 98284

Olympia, WA. 98504-7250

Docket Number U.G. - 951415 -

Dear Sirs;

This letter is in response to the proposed rate of increase on our Cascade Natural Gas bill, which was explained in an enclosed pamphlet (pamphlet) which came along with our monthly bill.

We are appalled at the audacity of that proposal. Why should the conservists and poor (which would definately be the ones who during the winter months, could only afford the average amount of therms, more or less as you suggest (103 therms) have to be penalized for not using more, and charged to offset the higher users such as big businesses? Is this reminiscent of Communism or what

We are definitely against this kind of railroading. We

2)

definitely feel that it is unfair
(to say the least!) to have to have
such a high increase to pay for
someone else's gas use, or in other
words paying someone else's gas
bill, and not only an unfair
proposal in the winter, but
also charged for therms we dont
use in the summer as well?

We truly hope there are
more responding in a similar
way we are.

Thankyou,

Mr and Mrs Ron Passenger

P.S. please send
us a notice of the times
and places for the public
comment hearings as
they are scheduled.

Thankyou

96 FEB 15 10:13
RECEIVED
ST. LOUIS
OFFICE
FEB 15 1996

951415-N
112326

Secretary
Washington Utilities &
Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

February, 4, 1996

Dear Sir:

I am replying to a notice I received from the Cascade Natural Gas Corp. (Docket No. UG-951415) which is requesting a rate increase. I do not disagree with a reasonable increase if it is warranted and there is no way I can judge that with the information I have at present. However, I do object strenuously to the way the Co. has regulated it fees. The following is a quote from the publication I received:

"customers who use an average of 103 therms of energy per month would experience an average monthly increase of \$7.80 per month. During the coldest winter months, all customers who use more than 173 therms of energy per month will experience a decrease in their monthly bill."

In my opinion this is the direct opposite of what the rates should be. Gas is a non-renewable resource and those who use more should be paying the higher rate and those who use less the lower rate. There should also be a provision for low income citizens who cannot afford the higher rate even though they use above the stated therm rate.

Please consider these remarks when the hearing comes up for the Cascade Natural Gas Corp.

Sincerely,

J. Carey Conway
J. Carey Conway
2104 Highland Drive
Anacortes, Wa 98221

STATE OF WASHINGTON
UTIL. & TRANSP.
COMMISSION

96 FEB -6 18:41

RECEIVED

451415-2
112324

2/1/96

Secretary
WUTC
P.O. Box 47250
Olympia, WA 98504-7250

Re: Docket No. UG-951415

Dear Commissioners,

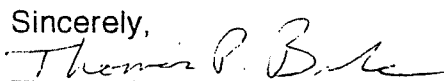
I am writing to you regarding the proposed rate increase requested by Cascade Natural Gas Co. I currently have two residential accounts with them. Their rates are already substantially higher than those of their neighboring utility, Washington Water Power, of whom I am an employee.

As you know, WWP recently requested, and was granted, a 14% rate decrease, lowering their residential gas rate to about 37 cents per therm, plus a \$3.25 monthly basic charge.

Since WWP and Cascade have access to the very same supplier, Northwest Pipeline, I do not understand the request. I realize that WWP has access to more than one supplier, and that Cascade has only the one, but I think that Cascade's remedy, a rate increase, is ill advised. The brochure I received with my gas bill from Cascade tells me that the rate increase has nothing to do with the cost of gas, and everything to do with their "cost of doing business."

I strongly protest this proposed rate increase, and I encourage the Commission to investigate Cascade's utter failure to address their unacceptably high "cost of doing business." If Cascade were required to deliver gas to its customers at the lowest possible cost, allowing a reasonable rate of return, they might find ways to reduce those costs to a point that this increase would be unnecessary. If they investigated all avenues of savings, including a merger or a sale to a more competitively minded partner, such as WWP, they may even be able to freeze or lower their already high rates. Who knows, with lower rates, they may be able to sell more customers on the benefits of natural gas, thereby easing the pressure on the environment caused by the need to produce more and more electricity, and create new profits for their shareholders.

Thank you for your attention.

Sincerely,

Thomas P. Burke
1237 E. Fir St.
Othello, WA 99344
509-488-5786 or 509-488-5215 (work)

RECEIVED
96 FEB -5 19:09
STATE OF WASH
UTILITY BOARD
COMMISSION

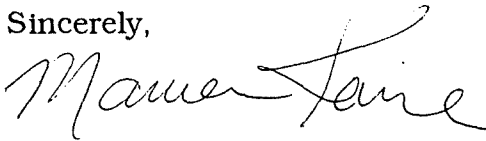
73775
92752 ~~410~~

Secretary
WA Utilities & Transportation Commission
PO Box 4720
Olympia, WA 98504-7250

1-5-96

I am writing to express my strong opposition to the rate increase requested by Cascade Natural Gas. The company already has a monopoly in this area, and it is very difficult for many of us to afford to heat our homes at the rate that is currently charged.

Sincerely,



Maureen Kane
2611 Victor Street
Bellingham, WA 98225
Docket # UG-951415

STATE OF WASH
UTIL. & TRANSP
COMMISSION

96 FEB -5 A9:07

RECEIVED

151413-14
113132

DON J. STEVENS
1902 W. 36TH PLACE
KENNEWICK, WA 99337

February 13, 1996

Secretary
Washington Utilities and
Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

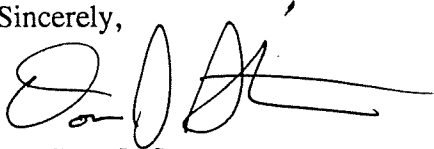
**Subject: Cascade Natural Gas Proposed Rate Increase
Docket No. UG-951415**

I am writing to express my disapproval of parts of the rate increase proposed by Cascade Natural Gas.

As a residential customer (Billing Schedule 503), I believe that the proposed increase in the service monthly service charge from \$1.50 to \$10.00 is excessive and unreasonable. The proposed change would increase the basic service charge by **more than 700%** during the six "winter" months each year. This large of increase seems excessive to me, and Cascade Natural Gas offers little explanation of its need.

In addition, the proposed charge would further increase the burden of seasonally high winter bills to customers. In its rate proposal brochure, Cascade Natural Gas clearly states that it is attempting to "minimize high bills during the coldest months." It is difficult to see how the imposition of a 700% increase in the winter service charge will accomplish this goal.

While I will be unable to attend hearings on this rate proposal, I would like to have my comments formally included in the hearing process.

Sincerely,

Dr. Don J. Stevens

RECEIVED
96 FEB 15 18:10
STATE OF WASHINGTON
UTILITY & TRANSPORTATION
COMMISSION


951415-N
113570

From: John J Mansolf
13710 Daybreak PL. NW
Silverdale, WA
98383

To: Secretary
Washington Utilities & Transportation Commission

Subj: PROPOSED RATE INCREASE (CASCADE NATURAL GAS)
Docket No. UG-951415

I am writing to offer my inputs to the proposed rate increase. I totally disagree with the proposed monthly service charge. I do not believe the service charge is fair or equitable. To my knowledge the Cascade Natural Gas (CNG) company has not operated at a loss in the past and is not proposing any new large capital investment requirements which merit this service charge. The service charge will be a enormous windfall for the company and the consumer will not see any change in services. When I queried CNG as to the reason for the service charge they said an auditor told them that they were not charging enough to pay for the upkeep of the equipment. Well, obviously they are not operating in the red and the equipment is being maintained properly. So, What are the new costs that the service charge will cover? In closing, I disagree with the need for the proposed service charge and request that the commission thoroughly investigate the need for it.

Respectfully

John J Mansolf

RECEIVED
96 FEB 26 08:19
STATE UTILITIES
COMMISSION

951415
94129-D

RONALD A. PORTER
2461 Pheasant Way,
Ferndale, WA 98248

RECEIVED
Feb 1st 1996

The Secretary
WASHINGTON UTILITIES & TRANSPORTATION COMMISSION
P.O. Box 47250,
Olympia, WA 98504-7250

'96 FEB -2 A8:18

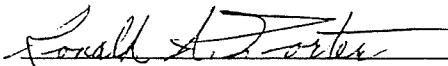
STATE OF WASHINGTON
UTILITIES & TRANSPORTATION
COMMISSION

Dear Sir:

I would like to raise a complaint concerning plans by Cascade Natural Gas Corp., to increase its rates. Those fat cat/scheming robbers have no right to increase their rates above what is already too high and I hope you people can hold the line on their attempts to screw the public!

I don't know why CNG has such a nerve. Those people must spend most of their time trying to figure out how they can get away with raising their rates. I'm retired and on a low, fixed income. Thus, I'm in no position to hand over my meagre income to a bunch of greedy, no-good thieves. Please hold the line on this highway robbery.

Sincerely,


Ronald A. Porter

12/20/95

Reference: 14.3% RATE INCREASE
TO RESIDENTIAL CUSTOMERS
CASCADA NATURAL GAS

95
DEC 26 19:06
95/4/5

MY OPINION! NO!

my Second OPINION! HELL NO —!

MERRY CHRISTMAS TO ALL THE SR
CITIZENS, LOW INCOME FOLKS AND
FAMILIES WITH CHILDREN NO! NO! NO!

Secretary
WA Utilities & Transportation Commission
PO Box 47250
Olympia, WA 98504-7250

951416-N/1/29/96

!!!744

RE: Cascade Natural Gas Docket No. UG-951416

We have recently received notice that Cascade Natural Gas is requesting a rate increase. From the information received my understanding is that they wish to increase the service charge during the months October through March from the current \$1.50 to \$10. This is almost seven times the current rate. This seems most excessive. What changes from summer to winter administratively? They still have to send bills and read meters. Plus winter is a high cost time of year for bills anyway because of heating costs. Slap \$10 on top of that and you are saying we don't care if you can't afford to stay warm. Perhaps a little easier to swallow would be a year round increase to the service charge, ~~such as a \$1 increase~~. But to allow an increase from the current yearly service charge total of \$18 to \$69 (6 months at \$1.50 + 6 months at \$10), a more than 5 times increase had better be well supported by actual numbers of cost to provide service, and not merely be a manipulation of facts and figures that in the end just increases their profit margin! As a consumer I am putting my trust in you, the Washington Utilities and Transportation Commission to make the gas companies prove the need for such an increase.

Thank you for listening.

Sincerely, Patsy McFarland-Deets

723 5th St
Hogwam WA 98550
341

951415-N
39744-D

DONALD RAY
814 VINE CIRCLE
LYNDEN
WA. 98264
FEB. 7 1996

RE. CASCADE NATURAL GAS
DOCKET NO.UG-951415

I received the gas company's request for a rate increase to take effect on 2/1/96. This notice came with January's bill, it didn't give much time for customers to make any complaints to the commission. I hope you will still be able to consider this complaint and I think nearly all senior citizens on fixed income will have the same one. This increase if it takes effect is very unjust to older people with no family living in smaller homes. Their monthly bills will increase by \$7.80 according to the gas company while customers who are heavier users will have a decrease.

On Jan. 1994 they had an increase of \$3.57 for 100 therms and on Dec. 1994 they had an increase of \$4.70 for 100 therms. Everybody's increase was the same, but the new system of \$10.00 a month service charge and an increase of \$0.06589 on the first 50 therms then a decrease of \$0.22967 after the first 50 therms. This is really hitting on the smaller users.

Had I known before hand I'd have kept all of last years bills for comparison but I only have them since last October. Here is the difference I'd be paying with the new system (which I think stinks).

Winter Months

Old System		New System	
First 10 therms or less	\$5.93	Service charge	\$10.00 a month
Next 40 therms @	\$0.5927 per therm	First 50 therms @	\$0.66647 per therm
All over 50 therms @	\$0.50448 per therm	All over 50 therms @	\$0.4368 per therm
Oct. 95	56 therms \$32.66	56 therms	\$45.94
Nov 95	107 therms \$59.13	107 therms	\$68.22
Dec 95	122 therms \$66.92	122 therms	\$74.77
Jan 96	135 therms \$75.79	135 therms	\$ 80.45

Summer Months as per their example of 28 therms average

First 10 therms	\$5.93	28 therms @ \$0.66647	\$18.66
	\$16.60		\$20.16

STATE OF WASHINGTON
UTILITY & ENERGY
COMMISSION

'96 FEB -9 8:18

RECEIVED

951415-N
112710



Mark W. Hack
346 29th Avenue
Longview, WA 98632
(360)578-5976 home, (360) 425-6072 work
February 6, 1996

Secretary
Washington Utilities & Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

STATE OF WASHINGTON
UTILITIES & TRANSPORTATION
COMMISSION
96 FEB -9 08:13
RECEIVED

Sirs;

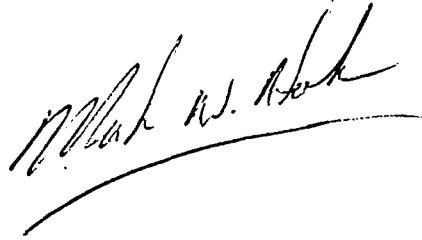
I wish to express my distaste of the proposed rate increase that Cascade Natural Gas Corporation has submitted to the Washington Utilities & Transportation Commission. The proposal is Docket No. UG-951415.

According to the insert that I recieved with my last bill, Cascade Natural Gas Corporation calls the proposed rate increase "an attempt to levelize monthly bills and to minimize high bills during the coldest months". I do not see anything of the sort as going to happen to my bill. My last bill was for \$24.99 (12-19-95 through 1-19-96). According to the proposed increase I would pay \$35.70 for the same number of therms. What really hurts in the proposed increase for those of us using small amounts of gas, is a change in the proposed service charge from \$1.50 to \$10.00. When combined with the effect of the city tax of 6% this would increase my bill by \$10.71. I do not consider this to be a minor increase. I would think that the monthly service charge should be left at \$1.50 through out the year. It would seem that this proposed rate increase favors those currently using about 173 therms per month. Those using that much energy are those who are either wasteful with their heat (no insulation, no storm windows, thermostat turned up high); those using nothing but gas for heating, cooking, heating water; or those with large homes to heat. Many of these people are making more money than the rest of us. For those of us with smaller incomes, smaller homes, and are reducing our use of energy through conservation measures, we seem to be penalized for our efforts.

I earn about \$20,000 a year and live in a house with about 800 square feet. Due to my income I have had to make cuts where ever I can. Heat can be a major expense, especially during the winter months, so I have kept my thermostat between 58 and 62 degrees. By wearing warm clothes and staying active, it is comfortable. As money becomes available, I plan to insulate my walls and install storm windows to decrease the loss of heat even further so that I can keep the house warmer. An increase like this makes it more likely that I will just leave the thermostat

turned down. I will also seek to use other heat sources other than gas. I feel that I am one of those who really should be benefitting from any proposed rate change.

I have also enclosed a sheet comparing the current monthly costs and the proposed monthly costs for the first 50 therms of gas energy including service charges and taxes, using the information supplied by Cascade Natural Gas Corporation. I hope this gives you, the members of the Washington Utilities & Transportation Commission, some idea of the substantial costs that will be borne by Cascade Natural Gas Corporation customers who use less than 50 therms per month during the *Winter* months of October through March.



Mark W. Roth

Number of therms used	Current Total bill Including service charge and city tax	Proposed Total Bill Including service charge and city tax
1	\$2.19	\$11.24
2	\$2.79	\$11.89
3	\$3.39	\$12.53
4	\$3.99	\$13.17
5	\$4.59	\$13.82
6	\$5.19	\$14.46
7	\$5.79	\$15.10
8	\$6.39	\$15.75
9	\$6.99	\$16.39
10	\$7.59	\$17.03
11	\$8.19	\$17.68
12	\$8.79	\$18.32
13	\$9.39	\$18.97
14	\$9.99	\$19.61
15	\$10.59	\$20.25
16	\$11.19	\$20.90
17	\$11.79	\$21.54
18	\$12.39	\$22.18
19	\$12.99	\$22.83
20	\$13.59	\$23.47
21	\$14.19	\$24.11
22	\$14.79	\$24.76
23	\$15.39	\$25.40
24	\$16.00	\$26.04
25	\$16.60	\$26.69
26	\$17.20	\$27.33
27	\$17.80	\$27.97
28	\$18.40	\$28.62
29	\$19.00	\$29.26
30	\$19.60	\$29.90
31	\$20.20	\$30.55
32	\$20.80	\$31.19
33	\$21.40	\$31.83
34	\$22.00	\$32.48
35	\$22.60	\$33.12
36	\$23.20	\$33.77
37	\$23.80	\$34.41
38	\$24.40	\$35.05
39	\$25.00	\$35.70
40	\$25.60	\$36.34
41	\$26.20	\$36.98
42	\$26.80	\$37.63
43	\$27.40	\$38.27
44	\$28.00	\$38.91
45	\$28.60	\$39.56
46	\$29.20	\$40.20
47	\$29.80	\$40.84
48	\$30.40	\$41.49
49	\$31.00	\$42.13
50	\$31.60	\$42.77

112798

2630 Sandstone Lane
Richland WA, 99352-2179

Secretary
Washington Utilities & Transportation Commission
PO Box 47250
Olympia WA, 98504-7250

RE: Comments regarding Cascade Natural Gas Rate Proposal
Docket No. UG-951415

Dear Mr. Secretary,

I would like to include the following comments into the rate restructuring proposed by Cascade Natural Gas residential billing schedule 503.

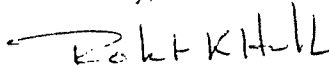
1. I object to the charging of two rates based upon seasonal differences. I understand that this is an effort to level out the monthly amount paid between the colder and warmer seasons but most utilities currently offer budget payments to handle this situation. I definitely prefer to pay for what I use as I use it. Perhaps Cascade Gas could offer the same budget service as other utility companies but on a volunteer basis.

2. I object to the tiered structure lowering the rates at a specific amount of gas usage. This eliminates all incentive for conservation of a limited resource. If anything, there should be higher rates at a higher amount of usage to promote the wise use of a finite resource.

3. The proposed service charge should be the same on a month to month basis. I'm sure that it does not cost Cascade Gas Company any more money to provide service to the residential customer during the winter as opposed to the summer.

Overall, I have no problem with a rate increase to reflect the cost of Cascade Gas providing service to it's customers. I do have a problem with the rate restructuring. Whatever happened to the KISS (Keep It Simple Stupid) principal?

Sincerely,



Robert K. Herbst
2630 Sandstone Lane
Richland WA, 99352-2179
(509) 375-0356

STATE OF WASHINGTON
UTILITY AND ENERGY
COMMISSION
REC'D
96 FEB 12 18:38

112795

February, 1 1996

3906 W. 6th St.

Anacortes, Wa 98221

RECEIVED
FEB 12 1996
18:37
WASHINGTON UTILITIES COMMISSION

Secretary

Washington Utilities & Transportation Commission

P.O. Box 47250

Olympia, Washington 98504-7250

I am writing to address the rate increases that Cascade Natural Gas is requesting, (Docket No. UG-951415).

As costs go up, rates increase, that is customary, especially if you are a monopoly.

However, the monthly service charge that Cascade seems to be requesting, appears to fall into the same category as the shipping and handling charge that some companies demand when selling by mail, TV etc. Merely a way to increase profits from a transaction without them showing.

Legitimate costs, and profits, must be included in the base selling price of a product, But "a return on the pipes, meters and other facilities required to provide distribution service to our customers" indicates that Cascade wants to make a profit on something that is not product and is usually regarded as a basic cost of doing business, not as a revenue generating category.

Thank You

David A Graves

P.O. Box 1222
Walla Walla, WA 99362
(509) 522-0399

March 14, 1996

Secretary
Washington Utilities and Transportation Commission
P.O. Box 47250
Olympia, WA 98504-7250

RE: Cascade Natural Gas, Docket No. UG-951415

Thank you for the opportunity to comment on the Cascade Gas rate change proposal.

It is reasonable for Cascade Gas to wish to equalize its income throughout the year, and it is possible to do so in a way that is compatible with the long-term public interest and equitable to customers. The current proposal is neither.

1. Although natural gas is a limited, non-renewable resource, the proposed rate structure does not encourage conservation.

The proposed rate schedules actually use a lower charge per therm of gas when usage increases in all categories except temporary heat & dry-out service and compressed gas. Such a schedule gives no incentive to conservation.

Utilities often argue that decreasing incremental charges reflect their actual costs of providing service; however, there is no reason in public policy for rates to be somehow correlated with those alleged costs, particularly when depletion of a natural resource and the social and environmental ramifications are not given dollar values as part of the cost formula.

At the very least, there should be a flat rate per therm in all categories. Ideally, there would be a graduated or progressive rate. If we don't pay the true costs, our grandchildren will.

Further, I believe it would be in the public interest to condition any rate increase on an agreement by Cascade Gas not to oppose the amendment of statutory or regulatory standards for insulation of gas-heated buildings to make them equivalent to those for buildings heated with electricity. Ventilation technology allows gas-heated buildings to be tightly built without health hazard, and there is no good policy reason to base insulation standards on the current prices of various heating fuels as is now the case.

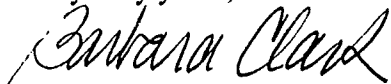
2. To the extent it is possible to infer wealth from home or commercial building size, it appears that the less wealthy are to subsidize the more wealthy. Where the distinction does not represent size or wealth, it probably represents differing efficiencies in the use of natural gas. The net change in monthly bill will be an increase for those who use relatively little gas, and a decrease for those who use very large amounts.

This seems poor policy to me, both in terms of asking those to pay who may be least able to and with regard to its effect on conservation and efficiency in use of the limited resource.

Certainly it would not be fair to require the gas company to institute a rate schedule that encourages conservation while the electric company continues to offer reduced rates to large and inefficient users, and the decision in this matter probably has to be contingent on rulings respecting the electric utilities. There cannot, however, be a competitive need for small users to subsidize even further rate decreases for large and inefficient users, as is proposed.

I hope that in the instant matter as well as those to come, the WUTC will require that complete and full costs of resource use be considered when setting rates and rate schedules. The market cannot work properly when bookkeeping is faulty, and we must take into account in all decisions the heretofore unacknowledged full present costs of resource use and the subsidy from future generations.

Very truly yours,



Barbara Clark

cc: Public Counsel Section, Office of the Attorney General

Cascade Nat. Gar UG-951415

REPORTING A
TELEPHONE
CONVERSATION
FOR OUR FILE #

I CALLED () () CALLED ME

Phone Number (509) 965-2887 RE:

1/31/95

Scott Marriner
Apple Country Pickins
4001 Summit View Ave.
20 Westpark (one word)

Yakima, WA 98908

send information
or call

Does not want increase
approx

DATE MY NAME

2/14/96 User at bus. & home, Main concern is by user in mt. fee.
at bus. gets & serv. many mo. \$2.08/mo. → \$20. Don't use
much nat. gas.

His retail gifts in mall:

He called John Stolty. House would actually decline —
still opposed. Prefers higher rate on product. Oh if mt.
fee included usage. significant negative impact at long.

So fee offsets his intended remodel-efficiency i.e. R17-R4

Stolty \$18 /mo yr. recent impact.

Winter bill \$45-50/mo. winter.

REPORTING A
TELEPHONE
CONVERSATION
FOR OUR FILE # _____

I CALLED () _____ () CALLED ME

Phone Number _____ RE: _____

*Christina Matheson
1853 NE Rustic Lane*

Bremerton, WA 98310

(360) 377-1640

*Cascade
UT - 951415*

*please
call.
(called 3/19 - MY)*

DATE _____ MY NAME _____

REPORTING A
TELEPHONE
CONVERSATION
FOR OUR FILE #

I CALLED () Ross Thomas (X) CALLED ME
Phone Number _____ RE: _____

Cascade Nat. Gas Ross Thomas
933 Virie Ave.
Sunnyside, WA 98944

Would like more information
about this case

DATE 1/29/96 MY NAME Linda Bork

UG-951415

REPORTING A
TELEPHONE
CONVERSATION
FOR OUR FILE # _____

I CALLED () _____ () CALLED ME

Phone Number _____ RE: _____

(360) 332-7018

Don Meyer
Blaine Automotive Supply
opposed to mo. charge @ \$20 per meter

DATE _____ MY NAME _____

REPORTING A
TELEPHONE
CONVERSATION
FOR OUR FILE # _____

I CALLED () _____ () CALLED ME

Phone Number _____ RE: _____

Cascade

UB-951415

*against
increase*

*Herbert Stolte
1622 SO. 15TH AVE
YAKIMA, WA 98902*

DATE _____ MY NAME _____

Cascade Natural Gas
UG-951415

Consumer phone call slips forwarded to WUTC 3/20/96:

Marriner
Mathiases
Thomas
Meyer
Stolte