

Community Outreach Report

Cascade performs community outreach internally for the Residential and Low-Income programs and contracts with TRC Company to perform outreach for its C/I program.

The Company participates in diverse community events such as the Chamber of Commerce monthly networking gatherings and EE oriented networking clubs throughout the year. Networking opportunities like these provide venues to promote EE to a broader audience while informing customers about rebates. The Department also reached out to the community through local fairs, such as the Darigold Energy Fair, the Anacortes Energy fair and the Skagit County Fair. The Company takes full advantage of these events to discuss programs with community members, hand out swag and plant the seeds for future energy efficiency upgrades.

Table K: 2019 Outreach Events Calendar


<p>March</p> <ul style="list-style-type: none"> ➤ Home & Garden Show TA support and Directories ➤ Energy Club PSE & CNGC discussion ➤ Guest Lecture Western Washington University 	<p>April</p> <ul style="list-style-type: none"> ➤ Boise CNG call center presentation, detailing the EE team goals and programs ➤ Earth Day ➤ Tri Cities Chamber Annual Membership meeting 	<p>May</p> <ul style="list-style-type: none"> ➤ District office EE presentation to staff to leverage field staff customer interactions ➤ Sehome Highschool Check Presentation 	<p>June</p> <ul style="list-style-type: none"> ➤ Baseball Campaigns run through May/June/July/August In Bellingham, Walla Walla, Yakima, Longview ➤ Ad in Benton County Community Guide
<p>July</p> <ul style="list-style-type: none"> ➤ Walla Walla Your Green Life event ➤ EE staff and the Energy Club tour of the Building Performance Center with a focus on training and modeling weatherization testing methods 	<p>August</p> <ul style="list-style-type: none"> ➤ Navy base outreach & tabling ➤ Skagit County Fair tabling During Safety Day ➤ Community Energy Challenge targeted direct mail postcard 	<p>September</p> <ul style="list-style-type: none"> ➤ Darigold Energy Fair ➤ Anacortes Energy Fair ➤ SICBA, CWHBA, Tri- Cities Home Tour/Parade of Homes ➤ Climate Action for Smart Businesses - Sustainable Connections luncheon 	<p>September cont.</p> <ul style="list-style-type: none"> ➤ EE and Home Improvement Fair (LI postcards) ➤ Valley mall customer presentation ➤ Built Green conference <hr/> <p>November</p> <ul style="list-style-type: none"> ➤ Sponsored Energy Leadership Summit

Residential

Organizations welcomed Cascade’s EE presence at community events and exhibitions. The Department provided handouts while tabling at events and engaging with homeowners and businesses alike. These events include in-person tailored messaging to the audience during educational demonstrations for middle school children, baseball team seasonal sponsorships (Bellingham, Walla Walla, Longview and Yakima) and building industry home tours and directories. See the 2019 Cascade Natural Gas Conservation Plan for specifics on the outreach campaigns for the year.

Energy Experience Handout

The use of natural gas comes with an obligation to promote safety and efficient energy consumption through responsible environmental stewardship.



CASCADE NATURAL GAS
CORPORATION
A Subsidiary of WEC Resources Group, Inc.

In the Community to Serve

Important Safety Tips to Remember:

Natural gas has a combustible range from 5% to 15% gas to air mixture. Although explosions are extremely rare, you can help prevent them by playing it safe around natural gas.

Smell

- Natural gas in its natural state does not smell
- Natural gas companies add a chemical called mercaptan that smells like sulfur or rotten eggs to help detect leaks

Sight

- Bubbles rising in a puddle or other pool of liquid
- Dust or dirt blowing from a hole in the ground
- Dead or dying vegetation in unexpected locations

Sound

- Hissing (small perforation) or roaring (large break)


In order to detect natural gas leaks you can follow your senses.

If you suspect a natural gas leak follow the below steps.

- Evacuate the building or leave the area where leak is suspected.
- Ask your parent or an adult to call 911 or Cascade Natural Gas Corporation (CNGC) at 1-888-522-1130. Do not use your cell phone or landlines anywhere near the leak to call.
- Do not do anything that would create a spark around the leak, such as flipping a light switch or using a garage door opener.
- Cascade Natural Gas will come out and investigate the leak free of charge.
- Do not re-enter the structure until the gas company representative says it's okay.

Help prevent leaks! Remind your parents and neighbors to always call 811 before they dig in their yard to have their underground utilities marked.

Contact CNGC for info on the safe & efficient use of natural gas at home.



811 Know what's below.
Call before you dig.

1-888-522-1130

WWW.CNGC.COM

Promote Energy-Efficiency

Natural gas can be used in a variety of ways - fireplaces, cooking, water heating, and space heating just to name a few. If your home has natural gas, it's a great time to encourage high-efficiency upgrades and low cost/ no cost actions you can take to reduce overall energy use. Here are a few tips to reducing your usage:

- Remove obstructions - Keep airways and ducts free flowing and change furnace filters regularly
- Use drapes effectively - Open drapes during the day to absorb the sun's warmth then close them at night
- Set the stage - Set programmable thermostats between 65-70, reduce temps when away and at night
- Reduce waste - Use less hot water (Cascade has free energy savings kit, contact us for details)
- Caulk & weather strip doors & windows - An efficient and inexpensive way to lower your heating bills
- Upgrade a home's insulation and appliances to high-efficiency options

Remind friends and family that CNGC offers rebates for upgrading to qualified natural gas high-efficiency measures including furnaces, fireplaces, insulation and more. Check out our website for current offers.

The ins and outs of Natural Gas

K	B	I	O	F	U	E	L	B	A	M	M	A	L	F	M	P	R	E	K	J	Z	U	O	B	W	H	M	F		
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F	K	C	R	Y	H	X	X	G	L	O	S	H	E	P	P	F	P	E	S	U	T	C	E	R	I	D	E	L	M	X

ANCIENT	ANTHROPOGENIC	BARBECUE	BIOFUEL	BUTANE
CITY GATE	COGENERATION	CONSERVATION	CUBIC FOOT	DEMAND
DIRECT USE	EFFICIENCY	ENERGY	ENVIRONMENTAL	FLAMMABLE
FOSSIL FUEL	FURNACE	HEATER	LIGHT	LIMITED
LIQUEFY	MERCAPTAN	METER	METHANE	MIGRATE
NATURAL GAS	PILOT	PIPELINE	POROUS	PROPANE
RANGE	RENEWABLE	SEISMIC	THERMS	THERMOSTAT
UTILITY	VALVE	VAPOR	WATER	WELL

Baseball Outreach Campaign

ENJOY A TREAT!



Cascade Natural Gas proudly supports the Walla Walla community, and it's commitment to sustainability.

Contact a skilled Cascade Trade Ally contractor to guide you towards the most efficient, rebate eligible, options for your unique home.

REBATES!

Not only can you lower your energy bills by upgrading to high-efficiency natural gas appliances you can receive a check for qualifying upgrades from Cascade's rebate program.

REBATES AVAILABLE

- Furnace:
 - \$400 95% AFUE
 - Tankless
- Water Heater:
 - \$250 - .87+ UEF
 - \$350 - .93+ UEF

For more rebates:
www.cngc.com



CONTRACTED INVENTORY

- ❖ 3'x4' Stadium Concourse Sign
- ❖ Coupon giveaways to fans for treat at concession stands (293 redeemed at \$0.50 each)
- ❖ 30-second streaming video advertisement in all 32 Pippins home games

❖ See streaming video ad example in game stream at this link, timcode 1:26:11 — <https://www.youtube.com/watch?v=q5XRLHfncfB>

Concourse sign

[marketing audio files/Cascade Natural Gas 29158.mp3](#)

In the Community to Serve™

SMART BUSINESSES COVER THEIR BASES

Rebates Available!
 Call 866-626-4479
 or visit
cngc.com/energy-efficiency

We love a good triple play, don't you?

Comfort

In the Community to Serve™

Safety

Know what's below.
Call before you dig.

Efficiency

2019 Community Energy Challenge Targeted Postcard

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Once again, the department developed holiday cards for industry colleagues, Trade Ally contractors and partner organizations as a means of positive reinforcement for helping the Company promote its common goal toward energy efficiency upgrades.

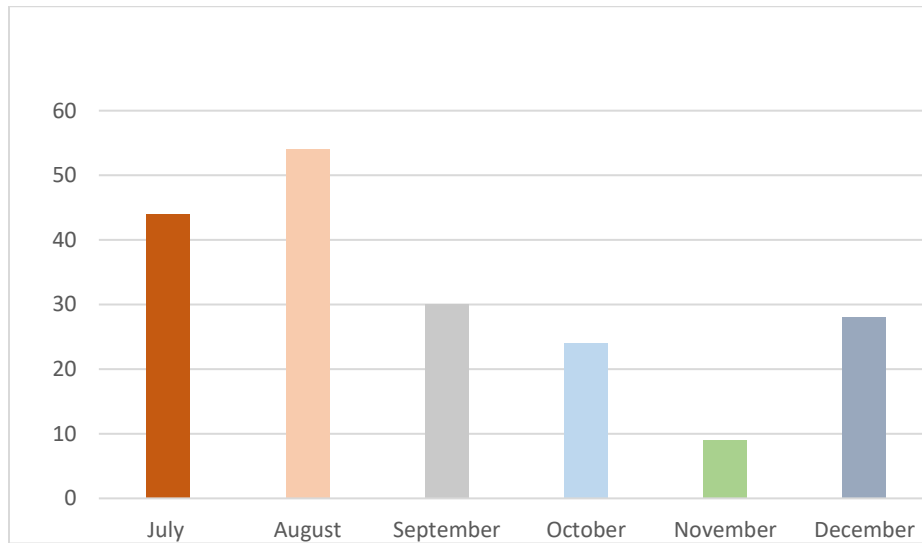
2019 Christmas Card

<p>Wishing you joy and happiness this holiday season and throughout the coming year.</p>	<p>Thank you for helping us make this a great year for the CNGC Energy Efficiency Incentive Program.</p> <p>For more information about our program offerings visit us at www.cngc.com/energy-efficiency or email us: conserve@cngc.com</p>

Bill Inserts

Cascade continues to deliver messaging through bill inserts as a leveraging opportunity to our Residential, Low Income and C/I customers. In 2019, Cascade began tracking calls generated from these bill inserts. Out of the six months tracked, there were 189 insert related calls. From July to December, each month averaged at least 30 insert related calls, except October and November, which averaged 10-20 calls due to the bill insert highlighting less common projects such as commercial installs or ENERGY STAR offerings; see Figure I for these breakouts.

Figure I: 2019 Bill Insert Calls by Month



2019 Residential Bill Insert Examples

July 2019



Take Advantage of Lower Energy bills

Take the next step toward an energy efficient home and start putting money back in your wallet. Enjoy the comfort and reliability of gas even more by earning money from Cascade for installing qualifying energy efficient upgrades.

For more rebate information:
www.cngc.com/energy-efficiency



Residential Rebate Offerings*:

Exterior Entry Door
U≤0.21 - \$100



Programmable Thermostat
\$25

Condensing Tankless Water Heater
0.87 + UEF - \$250 / 0.93 + UEF - \$350

Did you know?

Cascade provides incentives for commercial customers as well. Check out our website for the latest energy saving rebate offerings for your business.

Have Questions? Call 866-626-4479
*Homes must be heated by gas. Additional restrictions apply.

7/19

October 2019



SAVING ENERGY CAN BE EASY

When you purchase an ENERGY STAR® home, you can enjoy peace of mind knowing your house was built with energy efficiency as the primary focus.

Put money back in your pocket with an ENERGY STAR or Built Green® certified home rebate today!

Visit www.cngc.com/energy-efficiency for more details.



Residential Rebate Offerings*

New Homes Only:

ENERGY STAR Certified Home
\$2,000
Built Green Certified Home
\$2,000

Buying a home is one of the biggest purchases you'll ever make. Take the energy efficiency route by purchasing an ENERGY STAR home.

ENERGY STAR homes are not only built more efficiently than standard homes, but can also achieve a 20% energy improvement on average. The blue ENERGY STAR certified sticker on a home is a promise of value and comfort. New Home Builders and Owners, apply today!

Have questions? Call us at 866-626-4479

*Homes must be heated by natural gas. Additional restrictions apply.

10/19

April 2019



**WHAT ON *EARTH* ARE YOU
DOING TO INCREASE YOUR
HOME'S EFFICIENCY?**

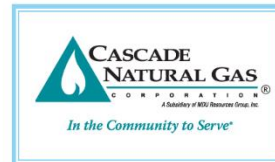
INSTALL HIGH-EFFICIENCY NATURAL GAS
EQUIPMENT TO BE REWARDED WITH
REBATES FROM CASCADE!

Visit our website at

www.cngc.com/energy-efficiency

or call 866-626-4479

**SAVE ENERGY
GET REBATES**



RESIDENTIAL REBATES*

HIGH-EFFICIENCY
NATURAL GAS FURNACE
95% AFUE - \$400

HIGH-EFFICIENCY
NATURAL GAS HEARTH
70% FE - \$300

HIGH-EFFICIENCY NATURAL GAS
TANKLESS WATER HEATER
TIER 1: 0.87 UEF - \$250
TIER 2: 0.93 UEF - \$350

ONE STEP TOWARDS A GREENER PATH....

Double up on savings with money back on rebates for high-efficiency natural gas equipment and insulation. First install, then apply:

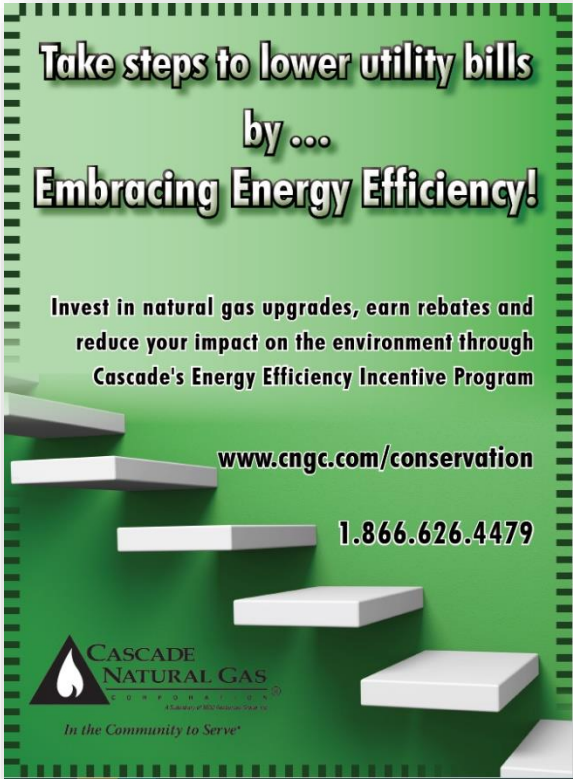
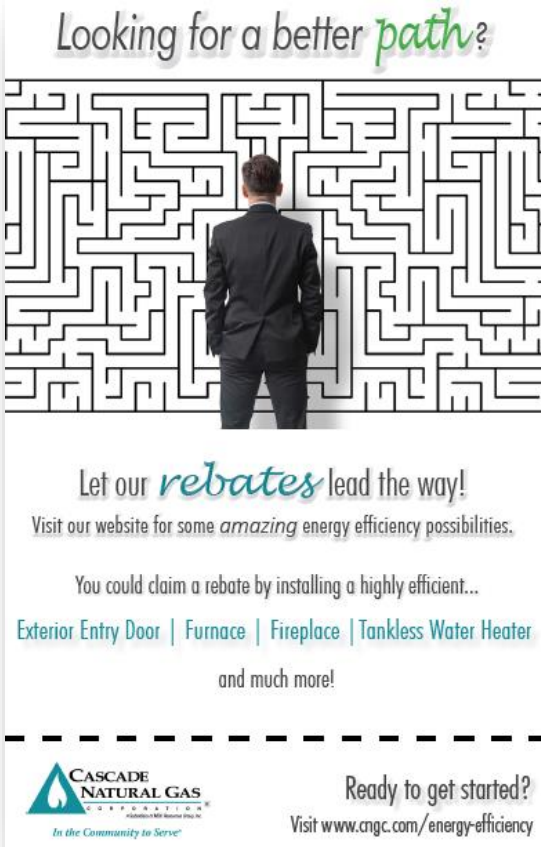
- 1.) Confirm your upgrade is eligible for a rebate
- 2.) Install your high-efficiency upgrades
- 3.) Submit your rebate application as well as invoice(s) within 90 days of the install

*Additional restrictions and minimum equipment specifications apply, please contact us for details.
AFUE : Annual Fuel Utilization Efficiency FE: Fireplace Efficiency UEF: Uniform Energy Factor

04/19

Home Builder and Owners

The EE department continues its support of local Chambers, Home Builder Associations and homeowners looking to install high efficiency upgrades by providing advertisements for various events including Home and Garden shows as well as Home Tours. Cascade advertises in directories and magazines that are then distributed to current and prospect customers throughout the territory promoting the Energy Efficiency and Built Green programs in the Tri-Cities, Central and Southern Washington, Skagit and Whatcom Counties.

Tri-City Chamber of Commerce Momentum Ad	Home and Garden Show & Directories
 <p>Take steps to lower utility bills by ... Embracing Energy Efficiency!</p> <p>Invest in natural gas upgrades, earn rebates and reduce your impact on the environment through Cascade's Energy Efficiency Incentive Program</p> <p>www.cngc.com/conservation 1.866.626.4479</p> <p>CASCADE NATURAL GAS CORPORATION In the Community to Serve®</p>	 <p>Looking for a better <i>path</i>?</p> <p>Let our <i>rebates</i> lead the way! Visit our website for some <i>amazing</i> energy efficiency possibilities.</p> <p>You could claim a rebate by installing a highly efficient...</p> <p>Exterior Entry Door Furnace Fireplace Tankless Water Heater and much more!</p> <p>CASCADE NATURAL GAS CORPORATION In the Community to Serve®</p> <p>Ready to get started? Visit www.cngc.com/energy-efficiency</p>

The department developed a sticker to include in the SICBA and CWHBA (Central Washington Home Builders Association) directories, showcasing which homes were eligible for rebates. Rebate eligible, energy efficient homes fueled by natural gas displayed these stickers and boasted high efficiency yard signage, helping these sites stand out as high-efficient homes and opportunities for others to mimic.

The following link will bring you to SICBA's website for the 2019 digital directory <https://emflipbooks.com/flipbooks/SICBA/HomeTour2019/>, note page four is an article provided by the EE department that was showcased in the fall Home Tour directory, page 12 showcases our Every Season Ad, and stickers on houses 2, 4, and 6.

SICBA Home Tour Directory

SEPTEMBER 13TH, 14TH, 15TH
 FRI 2 PM - 7 PM / SAT 10 AM - 6 PM / SUN 10 AM - 3 PM
www.SICBAHomeTour.com

SICBA HOME TOUR
 Where Dreams Become Reality

2018 Overall Best of Tour Winner
 BEST OF TOUR WINNER

2019 HOME TOUR
 Tour Spectacular Homes in Skagit & Island Counties

Energy Efficiency for every season!

Contact us for rebate info
 866-626-4479
www.cngc.com/energy-efficiency

CASCADE NATURAL GAS
 In the Community to Serve®

Home Tour Article

Be a Trailblazer

with energy efficient home improvements

All homes come with purchasing decisions, whether they're newly built custom homes or 1950s fixer uppers.

There are the typical aesthetic questions one asks when remodeling or purchasing a home: Is it big enough? Is it too big? Will the colors match? Do we want wooden floors? How much for those granite countertops? Then there's the less exciting, yet often more impactful, engineering decisions that affect the home's comfort and internal systems. It's these decisions that help answer budget-conscious questions like:

How much will it cost to heat? How much will my utility bills go up for down? If I install an on demand hot water heater? Is it worth

to install a high efficiency fireplace vs a standard efficiency one? What kind of wood will my home have on the environment if I spend more for the efficient models, and is there an incentive available if I do? When choosing new equipment opt for the higher efficiency models. Although the initial cost for insulation is typically higher, the payback on future utility bills will frequently outweigh the additional cost, especially if there's a rebate available through your local energy provider. Planned upgrades based on informed decisions will help you avoid stressful situations.

Here's a few real-life scenarios to consider:

Imagine your furnace goes out the day before Thanksgiving and you have a host of guests on their way. When faced with a home emergency like this, you could install the

standard efficiency, less expensive model as a necessary measure. If you value efficiency then choosing a gas furnace that has an AFUE (Annual Fuel Utilization Efficiency) rating of 95 percent or higher would pay off, especially when paired with a \$400 dollar rebate from the natural gas utility.

In the vein of better understanding your options you may wonder, what is the Annual Fuel Utilization Efficiency? It's a percentage of how much of the energy is converted into useful heat. For instance, a 96 percent efficient furnace only loses 4 percent of its energy in producing heat for the home, while the other 96 percent gets transferred throughout the ducts to heat the home.

Or, perhaps it's the water heater that stops working just before your sister's family of four came to stay for a week-long vacation. Fortunately, considering tankless water heaters prevent hot water shortages while saving on costs to keep a tank of water heated at all times. Again, check with your utility before making a purchase decision as Cascade Natural Gas currently offers two tiers of rebates for highly efficient tankless water heaters, an 87 percent UEF (Uniform Energy Factor) rebate for \$250, and a \$350 rebate for a 93 percent or higher UEF model.

Similar to the AFUE, the Uniform Energy Factor is a standardized rating system from the Department of Energy for all water heaters. A good rule of thumb to keep in mind, the higher the UEF the more efficient, and the more money you'll save in the long run.

Keep efficiency in mind for the fan additions too. To set the right level of comfort and ambiance in your home, be sure to seek out a high-efficiency gas insert and secure a \$300 rebate. When shopping, look for an EnergyStar or CSA P4 rating of 70 percent or higher. The (CSA) Canadian Standards Association is the most consistent international rating system for health and fireplace energy efficiency.

The next goal, get informed about equipment efficiencies and the benefits to your wallet. And maximize the rebates from your utilities, manufacturers, and rebators. A

THE 13TH ANNUAL SICBA HOME TOUR

CASCADE NATURAL GAS
 In the Community to Serve®
 Cascade Natural Gas provides rebates and rebates analysis. Visit www.cngc.com/home-eficiency before making your next big purchase.

Home Tour Sticker

THE 13TH ANNUAL SICBA HOME TOUR



Rebates Available
CASCADE NATURAL GAS CORPORATION
In the Community to Serve®

#06

4 BEDROOMS
4.5 BATHROOMS
4,517 SQUARE FEET

Stewart Residence

15225 GIBRALTER ROAD • ANACORTES, WA 98221



GREEN SPONSOR

CASCADE NATURAL GAS CORPORATION
In the Community to Serve®

The Stewart Residence is a northwest contemporary home located on Dewey Beach at the South-end of Fitzgibbon Island, near Ukiahoff Pass. The design was inspired by the unobstructed views of Sitka Sound, Ukiahoff Pass and the Olympic Mountains. Unobstructed and Acoustic. It was selected as the architect to design this contemporary Northwest gem. The design explores the breathtaking views from inside the home, as well as the outdoor living spaces. The kitchen, office, ballroom, exercise room and other areas

The Company also places signage to indicate rebate eligible equipment.

Trade Allies also receive benefits for working with the program including 15 bonus coupons to promote high efficiency upgrades and cooperative marketing radio ads.

Trade Ally Bonus Coupons	TA Radio Ads
<p>2019 Cascade Natural Gas Customer Rebate Bonus*</p> <p>If rebate is submitted on or before 9/1/19 \$100</p> <p>If rebate is submitted after 9/1/19 \$50</p> <p>Coupon valid only in conjunction with an eligible rebate application. A rebate check will be mailed to the customer and cannot be used as payment towards gas bill.</p> <p>CASCADE NATURAL GAS CORPORATION In the Community to Serve®</p> <p>Trade Ally Name: _____</p> <p>VISIT OUR WEBSITE AT: WWW.CNGC.COM/ENERGY-EFFICIENCY</p> <p><small>*Limit 1 coupon per customer, per measure *Only valid for measures installed in 2019 *Coupon must be attached to invoice on qualifying install *Submission date is the date application is stamped by post office or entered online</small></p>	<p> 8634-CNGC Coast Ins.mp3</p> <p> 8693-Air Tech Hydro Mechanical.mp3</p>
<p>THANK YOU</p> <p>... FOR TAKING THE STEPS TOWARD ENERGY EFFICIENCY IN YOUR HOME! The Cascade Natural Gas Corp. Energy Efficiency Program is proud to team up with our Trade Ally contractors to offer you a "rebate bonus" for installing energy efficient qualified measures.</p> <p>CHECK OUT ELIGIBLE MEASURES AT: WWW.CNGC.COM/ENERGY-EFFICIENCY OR CALL 866-626-4479</p> <p><small>*Must be a Cascade customer on a qualifying rate schedule *Coupon is non-transferable and is for distribution solely by designated Trade Ally *Funds will be issued following approval of rebate application attached to coupon *Coupon does not signify endorsement or warranty of work performed</small></p>	

Radio Campaigns

The Residential program hosted a Radio Campaign in Zone 1 to promote its Trade Allies during the heating season (Fall 2018- Winter 2019) when customers experience cold weather and higher energy bills. The pilot used a donut ad format, housing consistent CNGC program information at the beginning and end of the ad throughout all advertisements and featuring various Trade Allies and their offerings in the middle of the ad. The Company also continued to provide bonus coupons to its Trade Allies to drive high efficiency upgrades and tie customer benefits to actual installs.

Low Income

Cascade funded a radio outreach effort with Cherry Creek Media in the Tri-Cities and Walla Walla regions to generate further awareness of the Low-Income Weatherization Assistance Program and increase the participation of natural gas households in the eastern part of Cascade’s service area. The campaign was held throughout March and April of 2019. Ads were run in both Spanish and English. Benton Franklin Community Action and Blue Mountain Action Council were both represented in this campaign and staff from both agencies were able to participate in a live 3-minute interview each month. Several radio scripts used in the campaign follow.

BENTON FRANKLIN TEAMING UP :30	BLUE MOUNTAIN TEAMING UP :30
<p><i>BENTON FRANKLIN COMMUNITY ACTION COMMITTEE AND CASCADE NATURAL GAS ARE TEAMING UP TO HELP INCOME QUALIFIED HOUSEHOLDS RECEIVE HOME ENERGY IMPROVEMENTS.</i></p> <p><i>THE WEATHERIZATION ASSISTANCE PROGRAM OFFERS ELIGIBLE CUSTOMERS A FREE HOME ENERGY AUDIT, AND ENERGY IMPROVEMENTS SUCH AS HEATING SYSTEM REPAIRS, INSULATION AND MORE! BENTON FRANKLIN COMMUNITY ACTION COMMITTEE IS LOOKING FOR MORE NATURAL GAS HOUSEHOLDS TO APPLY. VISIT BFCAC DOT ORG TO SEE ELIGIBILITY GUIDELINES. TO LEARN ABOUT OTHER REBATES OFFERED THROUGH CASCADE VISIT CNGC DOT COM SLASH CONSERVATION.</i></p>	<p><i>BLUE MOUNTAIN ACTION COUNCIL AND CASCADE NATURAL GAS ARE TEAMING UP TO HELP INCOME QUALIFIED HOUSEHOLDS RECEIVE HOME ENERGY IMPROVEMENTS.</i></p> <p><i>THE WEATHERIZATION ASSISTANCE PROGRAM OFFERS ELIGIBLE CUSTOMERS A FREE HOME ENERGY AUDIT, AND ENERGY IMPROVEMENTS SUCH AS HEATING SYSTEM REPAIRS, INSULATION AND MORE! BLUE MOUNTAIN ACTION COUNCIL IS LOOKING FOR MORE NATURAL GAS HOUSEHOLDS TO APPLY. VISIT BMACWW DOT ORG TO SEE ELIGIBILITY GUIDELINES. TO LEARN ABOUT OTHER REBATES OFFERED THROUGH CASCADE VISIT CNGC DOT COM SLASH CONSERVATION.</i></p>
BENTON FRANKLIN NOW ACCEPTING :30	BLUE MOUNTAIN NOW ACCEPTING :30
<p><i>THE BENTON FRANKLIN COMMUNITY ACTION COMMITTEE IS NOW ACCEPTING CLIENTS ON ITS WAITLIST TO HELP LOW INCOME FAMILIES SAVE MONEY AND ENERGY THROUGH THE WEATHERIZATION ASSISTANCE PROGRAM.</i></p> <p><i>THOSE ELIGIBLE TO PARTICIPATE WILL RECEIVE A FREE HOME ENERGY AUDIT, AND ENERGY IMPROVEMENTS SUCH AS HEATING SYSTEM REPAIRS, INSULATION AND MORE! VISIT BFCAC DOT ORG TO SEE ELIGIBILITY GUIDELINES.</i></p>	<p><i>THE BLUE MOUNTAIN ACTION COUNCIL IS NOW ACCEPTING CLIENTS ON ITS WAITLIST TO HELP LOW INCOME FAMILIES SAVE MONEY AND ENERGY THROUGH THE WEATHERIZATION ASSISTANCE PROGRAM.</i></p> <p><i>THOSE ELIGIBLE TO PARTICIPATE WILL RECEIVE A FREE HOME ENERGY AUDIT, AND ENERGY IMPROVEMENTS SUCH AS HEATING SYSTEM REPAIRS, INSULATION AND MORE! VISIT BMACWW DOT ORG TO SEE ELIGIBILITY GUIDELINES.</i></p>

Cascade also partnered with Cascade Radio Group which serves the Whatcom County region to help the Opportunity Council identify more leads to receive weatherization services. The campaign was held throughout the month of August.

OPPORTUNITY COUNCIL :60 SCRIPT

NEED HELP MAKING YOUR HOME MORE COMFORTABLE AND ENERGY EFFICIENT ALL YEAR LONG?

THE OPPORTUNITY COUNCIL AND CASCADE NATURAL GAS ARE TEAMING UP TO HELP INCOME QUALIFIED HOUSEHOLDS RECEIVE FREE HOME WEATHERIZATION AND ENERGY EFFICIENCY IMPROVEMENTS THROUGH THE WEATHERIZATION ASSISTANCE PROGRAM.

SUMMER IS A GREAT TIME TO WEATHERIZE YOUR HOME. CONTACT THE OPPORTUNITY COUNCIL TODAY AT: 360-734-5121 AND TO LEARN MORE ABOUT THE ELIGIBILITY GUIDELINES VISIT: OPPCO DOT ORG.

QUALIFIED HOUSEHOLDS WILL RECEIVE A FREE HOME ENERGY AUDIT, AND ENERGY IMPROVEMENTS SUCH AS HEATING SYSTEM REPAIRS, INSULATION AND MORE!

POTENTIAL IMPROVEMENTS MAY INCLUDE:

INSULATING YOUR ATTIC, WALLS, FLOORS, AND AROUND YOUR DUCT WORK AND HOT WATER PIPES.

SEALING AIR LEAKS, ESPECIALLY AROUND YOUR WINDOWS AND DOORS.

CLEANING, SERVICING, AND REPAIRING YOUR HOMES HEATING AND COOLING SYSTEM AND, IF NECESSARY, REPLACING YOUR EXISTING SYSTEM WITH A HIGH-EFFICIENCY NATURAL GAS FURNACE AND WATER HEATER.

NOW'S THE TIME TO CALL 360-734-51-21 OR VISIT OPPCO DOT ORG.

Bill Inserts:

Cascade issued co-branded bill inserts in 2019 which were targeted to customers in areas where the weatherization agencies were looking to grow program participation. This type of messaging is very easy to mobilize. Weatherization agencies report that inserts are effective in helping generate program interest. An example of a weatherization-focused bill insert from 2019 can be found below.

Winter 2019 Bill Insert (front)



Struggling to keep your home warm and cozy this winter?

Managing energy costs can be a burden. Cascade Natural Gas is proud to partner with your local weatherization agency to deliver whole home energy upgrades to low income households.



Winter 2019 Bill Insert (back)

Weatherization for income qualified households involves a range of services including heating equipment replacement and repair, duct sealing, and insulation.

Washington State Low Income Weatherization Program Income Eligibility Guidelines
Income levels must be no more than the greater of 60% State median income or 200% of Federal Poverty.

Members in Household	1 Person	2 People	3 People	4 People	5 People	6 People	7 People	8 People
60% State Median Income	\$28,631	\$37,441	\$46,250	\$55,060	\$63,870	\$72,679	\$74,331	\$75,983
200% of Poverty	\$24,980	\$33,820	\$42,660	\$51,500	\$60,340	\$69,180	\$78,020	\$86,860

Please refer to <https://www.commerce.wa.gov/growing-the-economy/energy/weatherization-and-energy-efficiency/> or contact your local weatherization agency for the latest income qualifications.



01/20

Call 888-522-1130 to get connected with the weatherization agency serving your community or email conserve@cngc.com.

Social Media Advertising:

Social media advertising is another tool available for reaching gas customers in need of weatherization services. Cascade participated in several such efforts in the autumn of 2019 on behalf of the Housing Authority of Skagit County and the Opportunity Council. Examples of this messaging follows.

Facebook/Twitter ad for Opportunity Council, Fall 2019	Facebook/Twitter ad Housing Authority of Skagit Co., Fall 2019	Facebook/Twitter ad for Opportunity Council, Fall 2019
 <p>Seasons change. The need to stay warm doesn't.</p> <p>LET US HELP. www.oppco.org</p> <p>CASCADE NATURAL GAS In the Community to Serve</p>	 <p>Worried about heating your home this fall?</p> <p>We can help. 360-757-6509</p> <p>CASCADE NATURAL GAS In the Community to Serve</p>	 <p>The path to a warm home is easier than you think.</p> <p>We can help. www.oppco.org</p> <p>CASCADE NATURAL GAS In the Community to Serve</p>

Yard Signs:

At the request of several agencies, Cascade created signage for Blue Mountain Action Council, Kitsap Community Resources, and the Housing Authority of Skagit County to generate greater awareness of the Weatherization Assistance Program while work was performed on-site. Feedback from the agencies indicates this effort was successful in generating curiosity about the program from members of the community.

Blue Mountain Action Council Yard Sign (Print)



Weatherization Works!

No cost home energy improvements provided by:

Blue Mountain Action Council & Cascade Natural Gas

Learn more:
509-529-4980

The sign features a graphic at the bottom showing two silhouetted figures placing puzzle pieces onto a house silhouette. The house is labeled with the Cascade Natural Gas logo and the slogan "In the Community to Serve". The background includes stylized clouds and a decorative green flourish.

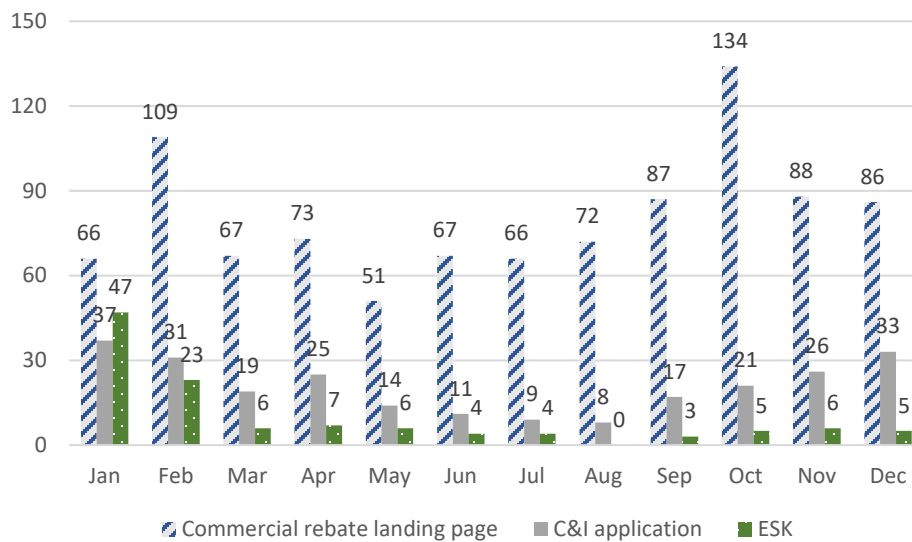
Commercial/Industrial

The TRC Company outreach team deployed numerous tactics in 2019 to drive program awareness and participation of Commercial and Industrial rebates. The integrated promotional campaigns used a variety of outreach channels including paid and earned media, email, direct mail, trade shows and events, photography and collateral.

Website

The CNG team launched a new website in January 2019. In addition to a new Energy Efficiency landing page and a C/I Easy Steps to Savings page, the website is mobile friendly. This allows customers and trade allies increased access to energy solutions from the palm of their hand and out in the field – granting even wider access to CNG services. The CNG C/I team will continue to capitalize on this opportunity in 2020 and drive additional traffic to the website with planned campaign efforts. February and October demonstrated the highest visitors counts to the rebate landing page, aligning with email blast activity, see Figure J.

Figure J: Commercial/Industrial 2019 EE Pageviews



Advertising

TRC developed a paid media plan and schedule that cast a broader reach to increase general awareness for the CNG brand and C&I rebate program. Advertisements promoting customer success stories were placed and/or distributed in the following publications:

- Washington Health Care Association
- Bellingham Regional Chamber of Commerce & Industry Annual Membership Directory
- Pacific Baseball Stadium ads
- Bellingham Business Journal

- Tri-Cities Journal of Business
- Washington Hospitality Association
- Energy Solutions for Commercial Buildings

Case Studies

Case studies are perceived as relatable, relevant and of high interest for learning how other customers have benefited from energy-efficiency improvements and the savings they have achieved. In 2019, the TRC team produced the following case studies that were distributed via print and digital channels.

- Sehome High School – check presentation, print case study
- Red Lion Hotel – print case study
- Valley Mall – check presentation, photography, print case study

The stories gained attention from several media outlets including:

- [Mount Vernon Chamber of Commerce KGMI](#)
- Whatcom Talk radio host Kevin Coleman – Sehome story
- [KIMA TV](#)

Email Blasts

Six emails were distributed in 2019 to CNG customers and Trade Allies with CNG service information, updated cash incentives and customer stories. The emails had an average open rate of 27.5% and an average click rate of 4.7%, see Table L.

Table L: CY 2019 C/I Email Blast Viewer Rates

Date/Topic	Open Rate	Click Rate
2/20 – Incentives (Customers)	24.7%	4.6%
2/27 – Incentives (Contractors)	32.7%	9.7%
6/12 – Sehome High School	28.6%	2.6%
6/27 – Red Lion Hanford House	23.9%	2.3%
9/4 – Incentives	30%	6%
10/23 – Valley Mall	25.5%	3.5%

Events

TRC increased visibility for CNG at industry-related and regional events and trade shows. Program collateral was distributed at events, when applicable, and the Business development staff networked with attendees.

- Eastern Washington Ag Conference – 1/23/19
- Pacific Power Training – 3/12/19 – 3/13/19
- Tri-Cities Regional Chamber of Commerce event 3/27/19
- Spotlight on Skagit on 4/10/19

- Efficiency Exchange – 5/12/19 – 5/15/19
- Energy Leadership Summit 11/19/19

Advertisements

Washington Health Care Association

SPONSOR SPOT

Reducing energy costs in your business can add savings to your bottom line.



In the Community to Serve®

Cascade Natural Gas (CNG) Commercial and Industrial Energy Efficiency program provides rebates for the installation of high-performance upgrades to optimize both your budget and your energy use. Standard incentives are available from CNG for eligible commercial customers who install qualifying laundry, kitchen, water heating, or facility heating equipment and/or retrofit insulation projects.

Considering a more comprehensive project that does not have a prescriptive incentive? CNG also provides custom rebates for cost-effective commercial upgrades to rate qualified facilities. Visit cngc.com or call 1.866.450.0005.

Bellingham Regional Chamber of Commerce & Industry Annual Membership Directory

Energy Efficiency is Good Business



More than 35 businesses in **Whatcom County** have made smart, natural gas energy efficient choices in 2018 and received nearly **\$200,000 in rebates from Cascade Natural Gas**—plus energy savings!

Find out all the ways your business can save energy and money.

Call
866.450.0005
 or visit
cngc.com/energy-efficiency



Pacific Baseball Stadium

CASCADE NATURAL GAS CORPORATION
A Subsidiary of NGL Resources Group, Inc.
In the Community to Serve

Go Team Energy Efficiency!

SMART BUSINESSES COVER THEIR BASES

Rebates Available
Call 866-626-4479
or visit
cngc.com/energy-efficiency

Energy Solutions for Commercial Buildings story

An energy-saving culture

Demand-control ventilation systems help restaurant meet environmental goals.

By Tonya McMurray

For Shan's Restaurants, energy efficiency is an integral part of its recipe for success. The chain of family dining restaurants is committed to being a good corporate citizen in the communities it serves, said Joderne Scott, director, financial support services.

"We wanted to make sure we were doing our communities justice by reducing our carbon footprint without disrupting the guest's dining experience," she said. In 2008, Shan's implemented an energy-management plan to look at how to reduce energy use across its 95 restaurants throughout the western United States. Since then, Shan's has initiated multiple energy-saving efforts, including LED lighting, more efficient motors for walk-in coolers and freezers, and water-reduction projects.

Increasing kitchen efficiency
Shan's latest project was the installation of demand-control ventilation systems for kitchens in 76 of its restaurants. Each of Shan's restaurants operates 24 hours a day. An energy audit showed that the kitchen's exhaust systems were running nonstop regardless of actual ventilation demands, Scott said.

Shan's partnered with Cascade Natural Gas Corp., Energy Trust of Oregon Inc. and CapWaste Systems Inc. to retrofit its kitchens with demand-control ventilation systems that would modulate the exchange of fresh air with actual ventilation needs.

With Cascade Natural Gas' Commercial and Industrial Incentive Program, Shan's was able to identify rebates from the states of Oregon and Washington to offset project costs. In the state of Washington, those rebates added up to about \$150,000 to help offset the installation costs, said Kary Burn, energy efficiency supervisor, Cascade Natural Gas.

"CapWaste consider a priority list based on available rebates and local energy costs, so Shan's could start with restaurants that would deliver the most significant financial impact. Shan's phased in the project over three years, but the savings were immediate.

"We saw an instantaneous reduction in electrical usage," Scott said. "Within the first month, our use dropped 17 percent on average, and then we also saw a decrease in gas in winter months. The utility expense is the highest operating expense behind food and labor, so all of that money goes back to the bottom line."

The project has had a significant impact on the restaurant's energy efficiency, Burn said.

"The custom project optimizes exhaust and ventilation airflow in the kitchens and has a deemed savings of more than 1000 therms annually," she said. (A therm is about the energy equivalent of burning 100 cubic feet of natural gas.)

The systems have also resulted in better temperature control, she said. Because of the continuous operation of systems, it can be difficult to moderate temperature in the kitchen and, like many restaurants, Shan's found that its kitchen was often either too hot or too cold. With better modulation of air exchange, the kitchen thermostats operate more efficiently.

All of Shan's energy-efficiency efforts contribute to its overarching goal of better environmental stewardship. As part of the U.S. Department of Energy's Better Building Alliance, Shan's committed to reducing its energy use 20 percent by 2025. The company has already achieved an 18 percent reduction, Scott said.

"We've accepted the challenge to reduce our electrical and gas use," she said. "It's just part of our culture now."

FOR MORE INFORMATION
CapWaste Systems Inc.
www.capwaste.com

Sehome High School earns an A+ in energy savings



Sehome High School will now spend less on energy costs thanks to Cascade Natural Gas who provided the school with **\$41,098** in rebates for high-efficiency gas equipment.

"Reduced operating costs that help our general fund allow us to put more money where it belongs: instruction."

— Curtis Lawyer, capital projects manager, Bellingham School District



Act now to start saving energy and money

Call **866.450.0005** or visit www.cngc.com/energy-efficiency

Red Lion adds energy savings to its list of amenities



"There's a lot of information on the CNGC website for different programs and incentives being offered and most people will be pleasantly surprised to see what's available."

— Gurbir Sandhu, managing member, Ignite Hotels

Cascade Natural Gas provided Red Lion Hanford House with **\$25,200** in rebates for high-efficiency gas equipment.



Call **866.450.0005** or visit www.cngc.com/energy-efficiency.

Collect Commercial Gas Rebates from Cascade Natural Gas



Improve your bottom line, save energy and earn cash rebates when you upgrade to energy-efficient commercial products and equipment.

Save energy and money today!

Call **866.450.0005** or visit cngc.com/energy-efficiency



Washington Hospitality Association



IT PAYS TO BE ENERGY EFFICIENT

[View Commercial Gas Rebates](#)



Print Collateral

Incentive Pocket Guide and technology cards

CONTACT INFORMATION

Call 1.866.450.0005 or visit
www.cngc.com/energy-efficiency
for program requirements.

In the Community to Serve®

WEATHERIZATION

Windows - \$5.00/sq ft (retrofit only)
Pre-Existing must be single pane; Post must be ENERGY STAR® Northern Zone, U-Factor ≤ 0.27

Attic Insulation - (retrofit only)
Ex: 1000 sq ft x \$2/sq ft = \$2000
Tier 1: Min R-30 - \$2.00/sq ft
Tier 2: Min R-45 - \$2.50/sq ft

Roof Insulation - (retrofit only)
Tier 1: Min R-21 - \$2.00/sq ft
Tier 2: Min R-30 - \$2.50/sq ft

Wall Insulation - (retrofit only)
Tier 1: Min R-11 - \$1.25/sq ft
Tier 2: Min R-19 - \$1.50/sq ft

Floor Insulation - (retrofit only)
Min R-30 - \$0.75/sq ft

Hot Fluid Pipe Insulation - (retrofit only)
≥ 140°F, <200F, 1.5" insulation - \$15.00 per linear foot.
≥ 200F, 2.5" insulation - \$25.00 per linear foot

WATER

Energy Savings Kits - FREE
A: Kitchen Pre Rinse Spray Valve
B: Low Flow Showerheads & Bath Aerators

Domestic Hot Water Tankless Water Heater
87 UEF/Thermal Efficiency - \$120/gpm
93 UEF/Thermal Efficiency - \$150/gpm
Ex: 0.93 UEF x 6 GPM x \$150/ kBtu/h = \$900

DHW Recirculation Controls - \$200
Continuous Operation DHW Pump.
Retrofit Only. Pre-approval required

Motion Control Faucet - \$105
Maximum flow rate of 1.8 gpm
WaterSense® Certified and Below Deck Mixing Valve

Domestic Hot Water Tanks - \$2,500/kBtu/h
Condensing tank, Min 91% Thermal Eff
Ex: 199 kBtu/h x \$2,501/kBtu/h = \$497,50

Ozone Injection Laundry - \$2,500
Venturi injection or bubble diffusion
Min 125 lb. total washer/extractor capacity. Pre-approval required

CASCADE NATURAL GAS WASHINGTON COMMERCIAL AND INDUSTRIAL INCENTIVES
Rebates effective on installs on or after February 19, 2019

HEATING

Cascade Natural Gas Commercial and Industrial program provides rebates for the installation of high-performance upgrades to optimize operating budgets and energy use. Incentives are available for eligible commercial customers installing qualifying equipment for laundry, kitchen, water heating, facility heating and retrofit insulation projects.

KITCHEN EQUIPMENT/APPLIANCES

Warm Air Furnaces - \$5.00/kBtu/hr
High Efficiency Condensing Furnace—Min 91% AFUE
Ex: 120 kBtu/h x \$5/ kBtu/h = \$600

HVAC Unit Heater - \$5.00/kBtu/hr
High Efficiency Condensing Min—91% AFUE
Ex: 180 kBtu/h x \$5/ kBtu/h = \$900

Radiant Heating - \$15.00/kBtu/hr
Direct fired radiant heating
Ex: 180 kBtu/h x \$15/ kBtu/h = \$2,700

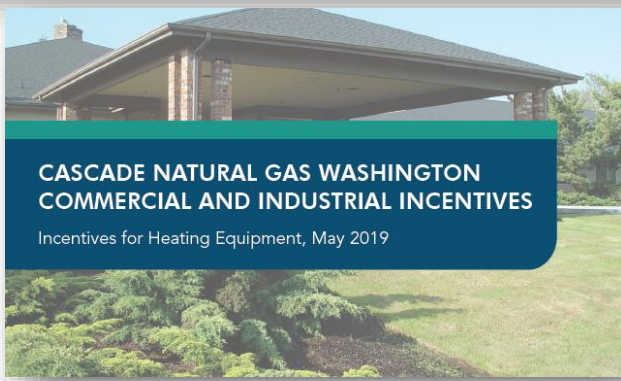
Boiler Vent Damper - \$1,000
Min 1,000 kBtu input

Boiler Steam Trap - \$125
Min 300 kBtu/hr steam pressure at 7psig or > Retrofit Only

Demand Control Ventilation - \$20/nominal ton
5 tons ≤ Unit Cooling Capacity ≤ 20 tons. Pre-Approval Required

High-Efficiency Condensing Boiler - \$6,000/kBtu/hr
Min 90% Thermal Eff and 300 kBtu input
Ex: 1600 kBtu/h x \$6/ kBtu/h = \$9,600

Bundle and save in addition to your standard incentive!
Two Insulation measures, min. 1000 sqft +\$500
Two Kitchen Equipment +\$300, Three Kitchen Equipment +\$500



WATER INCENTIVES

Energy Savings Kits - FREE
A: Kitchen Pre Rinse Spray Valve
B: Low Flow Showerheads & Bath Aerators

Domestic Hot Water Tankless Water Heater
87 UEF/Thermal Efficiency - \$120/gpm
93 UEF/Thermal Efficiency - \$150/gpm
Ex: 0.93 UEF x 6 GPM x \$150/ kBtu/h = \$900

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Continuous Operation DHW Pump.
Retrofit Only.
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Maximum flow rate of 1.8 gpm
WaterSense® Certified and Below Deck Mixing Valve

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Condensing tank, Min 91% Thermal Eff
Ex: 199 kBtu/h x \$2.50/ kBtu/h = \$497.50

Ozone Injection Laundry - \$2,500
Venturi injection or bubble diffusion -
Min 125 lb. total washer/extractor capacity.
Pre-approval required.

WEATHERIZATION INCENTIVES

Windows - \$5.00/sq ft - (retrofit only)
Pre-Existing must be single pane; Post must be ENERGY STAR® Northern Zone, U-Factor ≤ 0.27

Attic Insulation - (retrofit only)
Ex: 1000 sq ft x \$2/ sq ft = \$2000
Tier 1: Min R-30 - \$2.00/sq ft
Tier 2: Min R-45 - \$2.50/sq ft

Roof Insulation - (retrofit only)
Tier 1: Min R-21 - \$2.00/sq ft
Tier 2: Min R-30 - \$2.50/sq ft

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Tier 1: Min R-11 - \$1.25/sq ft
Tier 2: Min R-19 - \$1.50/sq ft

Floor Insulation - (retrofit only)
Min R-30 - \$0.75/sq ft

Hot Fluid Pipe Insulation - (retrofit only)
> 140°F, <200F, 1.5" insulation - \$15.00 per linear foot, ≥ 200F, 2.5" insulation - \$25.00 per linear foot

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High Efficiency Condensing Furnace—Min 91% AFUE
Ex: 120 kBtu/h x \$5/ kBtu/h = \$600

HVAC Unit Heater - \$5.00/kBtu/hr
High Efficiency Condensing Min—91% AFUE
Ex: 180 kBtu/h x \$5/ kBtu/h = \$900

Radiant Heating - \$15.00/kBtu/hr
Direct fired radiant heating
Ex: 180 kBtu/h x \$15/ kBtu/h = \$2,700

Boiler Vent Damper - \$1,000
Min 1,000 kBtu input

Boiler Steam Trap - \$125
Min 300 kBtu in; steam pressure at 7psig or > Retrofit Only

Demand Control Ventilation - \$20/nominal ton
5 tons ≤ Unit Cooling Capacity ≤ 20 tons. Pre-Approval Required.

High-Efficiency Condensing Boiler - \$6,000/kBtu/hr
Min 90% Thermal Eff & 300 kBtu input
Ex: 1600 kBtu/h x \$6/ kBtu/h = \$9,600

KITCHEN/APPLIANCE INCENTIVES

Connectionless 6 Pan Gas Steamer - \$1,200
ENERGY STAR® or CEE/FSTC Qualified
≥38% Cooking Eff / ≤2,083 Btu/hr/pan Idle Rate

Gas Griddle - \$500
ENERGY STAR® ≥38% Cooking Eff/ ≤2650 Btu/hr sq ft Idle Rate

Multi-Tank Conveyor Low Temp Dishwasher - \$2,500
Gas Main w/electric Booster ENERGY STAR® ≤2.0 kw Idle Rate; ≤ 0.50 gallons/rack

Connectionless 3 Pan Gas Steamer - \$850
ENERGY STAR® or CEE/FSTC Qualified
≥38% Cooking Eff / ≤2,083 Btu/hr/pan Idle Rate

Gas Convection Oven - \$800
ENERGY STAR® ≥42% Cooking Eff/ ≤13,000 Btu/hr Idle Rate


Gas Conveyor Oven - \$450
≥42% tested baking efficiency

Double Rack Oven - \$2,500
FSTC Qualified ≥50% Cooking Eff/ ≤3,500 Btu/hr/Idle Rate D/Rack

ENERGY STAR® Gas Fryer - \$75



Door Type Dishwasher Low Temp Gas - \$800
ENERGY STAR®
≤6 kw Idle Rate/ ≤1.18 gallon/rack

Social Media

 **Cascade Natural Gas Corporation** Just now · 🌐

We recently presented a BIG rebate check to the **Bellingham Public Schools** District for the installation of energy efficient equipment in the new Sehome High School building. Working with us through the remodeling phase allowed the school district to capitalize on energy and cost-saving solutions tied to cash incentives. Way to go, **Sehome High School!**

Pictured left to right: Monica Cowlshaw (CNGC, Manager Energy Efficiency & Community Outreach), Zach Ham (Dykeman), Bradey Day (Lockheed Martin Program Manager on behalf of CNGC Commercial/Industrial Energy Efficiency Program), Michelle Kuss-Cybula (Sehome Principal), Curtis Lawyer (Capital Projects, Bellingham School District)



Case Studies

Valley Mall

CASE STUDY: VALLEY MALL - UNION GAP, WA

Energy savings through the roof!



They say as long as you have a roof over your head you're in good shape. Imagine how well the Valley Mall is doing now that they have a brand new, well-insulated, energy saving roof that they got paid to install! The new roof supports lower energy bills, improved security and increased property value. Hosting more than 75 retailers in the Yakima Valley, Valley Mall has been the local shopping mecca since 1972. They are dedicated to becoming more eco-friendly while providing tenants and customers a comfortable environment year-round.

The 50-year-old building suffered high utility bills and a failing roof and was overdue for an upgrade. Valley Mall and CenterCal Properties worked with local contractors and the Cascade Natural Gas Corporation (CNGC) Commercial and Industrial Incentive program to select energy-efficient insulation that would serve the needs of the property and qualify for energy-saving rebates.

The solution for Valley Mall involved bringing its roof back to life through 73,800 square feet of Tier 2 Roof Insulation, netting the mall a substantial \$184,500 incentive from the CNGC Energy Efficiency Incentive program and estimated annual energy savings in excess of 26,000 therms. The \$184,500 in rebates from CNGC served the dual purpose of reducing the project's install costs while decreasing operating costs for the mall and its tenants.

"This has been an amazing experience. We are so beyond pleased with not only the rebate, but the reduced costs," CenterCal Marketing Manager Jacob Butler said. "Our project will pay for itself quickly just in savings." Valley Mall plans to reinvest the savings from the upgrade into the building and complete more energy efficiency projects, continuing the virtuous eco-minded approach to facility management. CNGC provides rebates for eligible commercial customers installing qualifying equipment including laundry, kitchen, water heating, facility heating and retrofit insulation projects.

Find out how to save energy and money at your property.

Call 866.450.0005
or visit cngc.com/energy-efficiency



PROJECT ATA-GLANCE

Equipment installed

73,800
square feet of roof insulation

Cash incentive

\$184,500

Energy savings

26,568
therms annually



Red Lion Hanford House

CASE STUDY: RED LION HOTEL - HANFORD HOUSE

Red Lion adds energy savings to its list of amenities



PROJECT ATA-GLANCE

Equipment installed

- 1 tankless water heater
- 2 High-efficiency condensing boilers

Cash incentive

\$25,200

Energy savings

7,200
therms annually

Red Lion is joining many lodging facilities across the region in taking steps to improve the overall performance of their facilities while reducing energy consumption. After learning the hotel could receive cash incentives from Cascade Natural Gas Commercial and Industrial program for high-efficiency gas equipment, it was an easy decision to install energy-efficient boilers and a tankless water heater.

In addition to providing comfortable accommodations for every guest, Red Lion Hanford House is also committed to operating as a responsible corporate citizen. While the \$25,200 in incentives from Cascade Natural Gas helped reduce the project's upfront costs, the new energy-efficient equipment also reduces utility costs and time spent on equipment maintenance. Red Lion Hanford House expects to save on unexpected repair costs with the new equipment, allowing maintenance teams to focus on more significant capital improvements.

CNGC provides incentives for eligible commercial customers installing qualifying equipment for laundry, kitchen, water heating, facility heating and retrofit insulation projects.

"There's a lot of information on the CNGC website for different programs and incentives being offered and most people will be pleasantly surprised to see what's available" said Gurbir Sandhu, managing member, Ignite Hotels.

Find out how to save energy and money at your property.

Call 866.450.0005
or visit cngc.com/energy-efficiency



Email Blasts

Incentives (Customers), February



New incentives are good for business

Cascade Natural Gas Commercial and Industrial Incentive Program provides cash incentives for installing high-efficiency natural gas equipment. Deliver added value to your customers by taking advantage of incentives for the following equipment categories:

- Heating
- Kitchen Equipment and Appliances
- Water
- Weatherization

[View Incentives, eligibility and equipment details](#)

Have another project in mind? We also offer custom incentives for businesses with unique systems or equipment. Find out how you can save energy and money. Call 866.450.0005 or visit www.cngc.com/energy-efficiency.

Restrictions may apply. Call 1-800-450-0005 or visit www.cngc.com/energy-efficiency for more information.

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Sehome High School, June



Sehome High School earns an A+ in energy efficiency

Sehome High School will now spend less on energy costs thanks to Cascade Natural Gas (CNG) energy efficiency rebates. The school earned high marks for installing high-efficiency gas equipment that came with a rebate of \$41,098.

Bellingham School District worked with the CNG team to help them strategically incorporate energy savings and incentives into a planned remodel of Sehome High School. "Reduced operating costs that help our general fund allow us to put more money where it belongs: instruction" said Curtis Lawyer, Capital Project Manager, Bellingham School District

[Read More](#)

Find out how you can save energy and money.
Call 866.450.0005 or visit cngc.com/energy-efficiency.

Restrictions may apply. Call 1-800-450-0005 or visit www.cngc.com/energy-efficiency for more information.

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Red Lion Hanford House, June



Hotel adds energy upgrades to list of amenities

Red Lion Hanford House worked with Cascade Natural Gas Commercial and Industrial program to improve the overall performance of their hotel while reducing energy consumption. Plus, they earned \$25,200 in rebates for the installation of energy-efficient boilers and a tankless hot water heater.

[Find out how they saved energy and money](#)

Call 866.450.0005 or visit cngc.com/energy-efficiency for more information.

Restrictions may apply. Call 1-800-450-0005 or visit www.cngc.com/energy-efficiency for more information.

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Incentives, September



Improve your bottom line with gas rebates

Save energy and earn cash rebates from Cascade Natural Gas when you upgrade to energy-efficient gas equipment. Rebates are available for eligible commercial customers installing qualifying equipment for the following projects:

- Laundry
- Kitchen
- Water heating
- Facility heating
- Retrofit insulation

Custom incentives are also available to commercial and industrial businesses with unique systems or equipment.

[View rebates](#)

Call 866.450.0005 or visit cngc.com/energy-efficiency for more information.

Restrictions may apply. Call 1-800-450-0005 or visit www.cngc.com/energy-efficiency for more information.

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Valley Mall, October



They say as long as you have a roof over your head you're in good shape.

Valley Mall is in even better shape now with a brand new, well-insulated, energy saving roof that they got paid to install! The new roof supports lower energy bills, improved safety and increased property value and came with a \$184,500 rebate from the Cascade Natural Gas Corporation (CNGC) Commercial and Industrial Incentive program.

[Find out how they saved energy and money](#)

Call 866-450-0005 or visit cngc.com/energy-efficiency for more information.

Restrictions may apply. Call 866-450-0005 or visit www.cngc.com/energy-efficiency for more information.

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