

Tenth Revision Sheet No. 9
Canceling
Substitute Ninth Revision Sheet No. 9

WN U-3

CASCADE NATURAL GAS CORPORATION

RULES AND REGULATIONS

RULE 5 - NOTIFICATION OF AND DISCONTINUANCE OF SERVICE

The Company may or shall discontinue service for any of the following reasons and if service is discontinued for any reason listed herein below, a charge of \$24.00 during regular business hours or \$60.00 during non-business hours may be made against the customer for reconnection.

- a. At the request, written or verbal, by the Customer.
- b. Non-payment of gas bill after first giving customer either eight (8) business days written notice after the delinquent date, which is fifteen (15) days following date of bill, or the discontinuance notice may be personally delivered by an employee of the utility, in which case service may not be discontinued prior to 5 p.m. of the first business day following delivery. If the delivered notice is for non-payment of a deposit, disconnection shall not be permitted prior to 5 p.m. of the sixth (6th) day following delivery. The time of discontinuance notice may be extended, at the option of the Company, depending upon the credit record of the individual customers.
- c. For use of gas for any other property or purpose than that described in the application.
- d. For willful waste of gas through improper or imperfect piping, appliances, or otherwise.
- e. For tampering with any part of any service line or meter or any other apparatus of Company. A meter tampering charge for the actual costs of damages, repairs or any additional or unusual costs or services directly related to the interference, plus the amount of unbilled gas determined to have been lost plus the applicable reconnect charges will be applied to the customers account.
- f. In case of vacation of premises by customer.
- g. For refusal of reasonable access to property to employees of the Company for the purpose of inspection of service lines or appliances, or for reading, maintaining or removal of meters.
- h. For use of gas in violation of any city ordinance, or state or federal statute applicable to the area served, or violation of rules and regulations.
- i. For resale of gas to others.
- j. For non-payment of any proper charges, including deposits.
- k. For fraudulent obtaining or use of service.
- l. For use of equipment which adversely affects the utility's service to its other customers.
- m. Under flat rate service, for increasing use of gas without approval of the utility.
- n. For failure of customer to eliminate any hazardous condition found to exist in his facilities (i.e. piping, venting, appliances, etc.)
- o. For payment of a delinquent balance with a check that is dishonored by a bank or financial institution.
- p. For failure to keep any agreed upon payment plan.

If the Company dispatches an employee to discontinue service, a \$10.00 service charge may be assessed by the Company to cover expenses incurred only if service is not disconnected.

Except in case of danger to life or property, no disconnection shall be accomplished on Saturday, Sunday, legal holiday, or on any other day on which service cannot be reestablished on the same or following day.

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BY Michael Parvinen
Michael Parvinen

TITLE Director
Regulatory Affairs

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CASCADE NATURAL GAS CORPORATION

RULES AND REGULATIONS

RULE 6 - BILLING

A. General

Gas consumed, as indicated by meter readings, will be billed to customers as promptly as possible after reading dates, computed on applicable filed tariff rates. Each customer bill will show a bill date, a due date, and the next bill cycle beginning date. Bills are payable as of the bill date. Bills are past due and delinquent if unpaid after the due date on the bill, which is no less than fifteen (15) days after the bill mailing date. A late payment charge shall be levied, in the amount of 1.0%, against any account that is not paid in full as of the next bill cycle beginning date. The bill cycle beginning date for the next month's bill cycle shall be shown on the customer bill. The late payment charge will be computed at a percentage specified in Schedule 200, applied to any unpaid balance brought forward on the subsequent month's bill. All payments received prior to the next bill cycle date will apply to the customer's account prior to calculating the late payment charge. Those payments applied shall satisfy the oldest portion of the billing first, any other billings second, and the current billing last.

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Customers who participate in the budget payment plan will be exempt from the late payment fee as long as they remain on the budget payment plan.

Meters will be read once a month as nearly on the same date each month as Saturdays, Sundays and holidays will permit.

Bills will show dates of reading, at least the last reading, the number of cubic feet, therms, or other units of measurement of gas consumed, the applicable tariff schedule code, the amount of the bill, delinquent date and means by which customer can contact nearest business office of the utility, and any applicable local taxes.

Bills for periods of less than normal billing month will be computed as follows:

- a. The monthly service charge or basic charge, plus
- b. Metered service for the amount metered during the period in which the service was rendered.

If, for any reason whatsoever, the Company's employees cannot gain access to the meter for the purpose of reading the index thereof, an estimated bill, clearly marked as such, will be rendered and the same will be considered a regular billing.

In case of tampering or unauthorized use, probable consumption will be billed as determined by the maximum quantity of gas estimated to have been consumed by the various appliances of customer and a bill will be rendered for a period encompassing six (6) months prior to the detection of such abuse and/or disconnection for cause.

The Company will maintain as constant as practical a standard delivery pressure of gas of seven (7) inches water column or approximately 1/4 psig as measured at the outlet of the company's gas sales meter. Pressure other than this standard may be furnished to a customer upon mutual agreement between the utility and customer provided such pressure can be maintained without adversely affecting the service being provided to other customers in the system.

Any complaints or disputes as to billings are to be handled in accordance with WAC 480-90-173.

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(K) Denotes material moved to Sheet No. 10-B

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CASCADE NATURAL GAS CORPORATION

RULES AND REGULATIONS
(Continued from Previous Page)

Such estimates, or any revision thereof shall apply only to the premises then occupied by the customer. If the customer vacates such premises and moves to a premise that will be served by Cascade, the amount of the budget payment will be re-estimated and the customer will be advised of the change. If the customer will not desire natural gas service from Cascade at the new premise, the budget payment plan shall immediately terminate and any amount payable from the customer will be due and payable under the regular terms of payment for gas service; any amount due the customer by the company shall be refunded.

C. Estimated Billing Capability

The Company may issue an estimated bill during the months June through September to customers served under Rate Schedule Nos. 501, 503 and 504, excluding those accounts with pool water heating load and/or those accounts whose meters are routinely read at the end of each calendar month. Actual meter readings will be made in the month following any month in which the customer's bill is estimated.

The following criteria will be used to estimate a monthly bill:

- If three (3) years of consumption history is available, the estimate will be the average consumption of the same month for the prior three (3) years. Any estimated billings will be discarded in the calculation.
- If only two (2) years of consumption history is available, the estimate will be the average consumption of the same month for the prior two (2) years. Any estimated billings will be discarded in the calculation.
- If only one (1) year of consumption history is available, the estimate will be based on the prior year, same month's consumption. If the prior year, same month's consumption was estimated, the bill will be estimated at zero (0), or estimated manually using square footage of the dwelling and appliances in use information.
- If there is no history available for the account, the estimate will be zero (0), or calculated manually using square footage of the dwelling and appliances in use information.

D. Returned Check Charge

The Company will charge and require payment of an eighteen dollar (\$18.00) returned check fee for any check returned from the bank unpaid.

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Regulatory Affairs

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Second Revision Sheet No. 200
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CASCADE NATURAL GAS CORPORATION

VARIOUS MISCELLANEOUS CHARGES
RATE SCHEDULE 200

APPLICABILITY:

This schedule sets forth the provisions for various charges throughout these rules and regulations. The name and amount of the charges are listed below. The rules or rate schedules to which each charge applies are in parenthesis.

I. Reconnection Charge (Rule 5):

A reconnection charge of 24 dollars (\$24.00) will be required to reestablish service between the hours of 8 a.m. and 5 p.m. on weekdays, and a reconnection charge of \$60.00 will be required to reestablish service after 5 p.m. on weekdays and on Saturdays, Sundays, and holidays, except in the case of medical emergency.

II. Disconnect Visit Charge - (Rule 5):

A disconnect charge of ten dollars (\$10.00) may be charged, whenever Cascade is required to visit a customer's address for the purpose of disconnecting service and service is not disconnected.

III. Late Payment Charge - (Rule 6 - Part A):

Unless otherwise specified in the customer's contract, a late payment charge at the rate of 1.0% per bill cycle will be applied to all unpaid balances in accordance with Rule 6 - Part A.

IV. Returned Check Charge - (Rule 6 - Part D):

A returned check of fee eighteen dollars (\$18.00) may apply for any check returned from the bank unpaid.

V. Residential Excess Flow Valves - (Rule 8):

In Conjunction With The Construction Of A New Service Line: \$ 38.00

Modifying an Existing Service Line:

Time of Construction Crew up to \$220.00 per hour
Cost of Materials required to open and close service connection trench, including asphalt replacement, if any.
Installation of the Excess Flow Valve \$ 38.00

The customer will be responsible for any future maintenance or replacement costs that may be incurred due to the excess flow value. Such cost shall be based upon time and materials, as follows:

Time of Construction Crew up to \$220.00 per hour
Cost of Materials required to open and close service connection trench, including asphalt replacement, if any.
Installation of replacement Excess Flow Valve, if necessary \$ 38.00

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TITLE Director
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