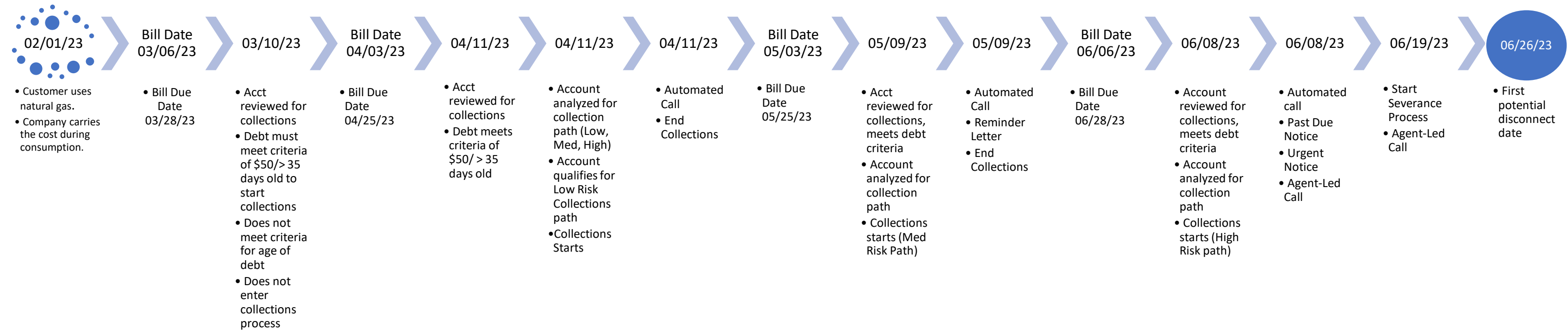


U-210800 CASCADE NATURAL GAS CORPORATION
Credit and Collections Flowchart
September 2023



112 days

- Example assumes bill is current at time of first billing.
- Timeline for example account is based on an actual CNGC customer but can vary depending on Account risk-factors present during the review for collections path process. Accounts do not always start at Low Risk and Travel to Med Risk and then to High
- Example assumes no payment or payment arrangements exist during the timeframe. Several events will cause the system to review an Account for collections that can impact the timeline, for example a broken payment arrangement or a cancelled payment
- Timeline can vary based on weekends, holidays and non-disconnection dates.