



*In the Community to Serve®*

8113 W. GRANDRIDGE BLVD., KENNEWICK, WASHINGTON 99336-7166  
TELEPHONE 509-734-4500 FACSIMILE 509-737-7166  
www.cngc.com

CNG/W11-09-02

September 30, 2011

Mr. Dave Danner  
Secretary and Executive Director  
Washington Utilities & Transportation Commission  
1300 S. Evergreen Park Drive SW  
Olympia, WA 98504-9022

Dear Mr. Danner:

Cascade Natural Gas Corporation ("Cascade") encloses for filing the following tariff sheet containing a requested effective date of November 1, 2011:

**Thirtieth Rev. Sheet No. 595, Canceling Twenty-Ninth Rev. Sheet No. 595**

The purpose of this filing is to pass on changes in the amount of temporary technical adjustments affecting customer rates as a result of deferral account amortizations. The application is designed to balance prior period gas supply and transportation costs incurred by Cascade with those assumed in base rates over the same time period. Temporary Technical Adjustment Schedule No. 595 combines prior period rate adjustments and new rate adjustments designed to amortize current outstanding deferral account balances (including accrued interest).

Attached in support of this filing is Exhibit 1. The exhibit contains information developing the level of the per therm change necessary to amortize the outstanding deferral balances of \$(11,402,527). The proposed rates of the following core firm customers are to be decreased as follows: No. 502 by \$0.05475 per therm, No. 503 by \$0.05503 per therm, No. 504 by \$0.05457 per therm, No. 512 by \$0.05422 per therm and No. 541 by \$0.05457 per therm. For core interruptible customers on Schedule Nos. 570 and 577, the rate decrease is \$0.05258 per therm and \$0.05302 per therm respectively. For noncore customers receiving service on distribution Schedule Nos. 663, the rate decrease is \$0.00043 per therm. The effects of these revisions are shown on pages 4 through 6 of the exhibits.

Cascade has also chosen not to file a Purchase Gas Adjustment Application this year and instead has chosen to leave the rates the same as they were last year. This decision is based on the fact that the overall commodity component went down by \$.02 while at the same time the demand component went up by \$.02, which resulted in a very slight increase of \$326,000 for the year in the PGA rate. Attached is the PGA summary sheet which shows the details of this analysis.

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In accordance with WAC 480-90-198, the Company declares that notice to customers was made in accordance with WAC 480-90-195. Cascade issued bill inserts to customers during September 2011 explaining the PGA process. Cascade will publish on its webpage the anticipated rate reduction. Additionally, the Company will issue bill inserts to all of its customers following final disposition of this filing. A copy of the September 2011 bill insert and a draft of the post-approval notification have been included with this filing. The proposed change will affect all of Cascade's Washington customers. Cascade serves approximately 170,160 residential, 24,334 commercial and 354 industrial customers in the state of Washington.

If you have any questions, please direct them to Pamela J. Archer at (509) 734-4591.

Sincerely,

*Michael Parvinen/pja*

Michael Parvinen  
Manager  
Regulatory Affairs

MP/pja

Attachments

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Cascade Natural Gas Corporation  
 CALCULATION OF PER THERM RATES TO AMORTIZE DEFERRED ACCOUNTS  
 State of Washington

Line No.	Consolidated Account (a)	Account Balance 7/31/2011 (b)	Interest Assignments & Amortization through 10/31/2011 (c)	Revenue Sensitive costs (d)	Interest Accruals Through Am. (e)	Amount (f)	PROPOSED TECH. ADJUSTMENTS		Proposed Period of Am. (j)	Item (k)
							CORE (g)	NONCORE (i)		
1	CORE Gas Cost	\$ (13,836,136)	\$ (667,620)	\$ (688,991)	\$ (191,961)	\$ (15,384,708)				
2					Divide by	232,011,196	\$ (0.06631)	\$ (0.06631)	1 Year	Core Gas Deferrals Core
3	CORE Conservation	\$ 4,269,145	\$ (713,888)	\$ 168,890	\$ 47,017	\$ 3,771,164				
4					Divide by	232,011,196	\$ 0.01625	\$ 0.01625	1 Year	Conservation Program Deferrals Core
5	503/504	\$ (1,052,219)	\$ 69,375	\$ (1,703)	\$ (468)	\$ (38,015)				
6					Divide by	216,087,355	\$ (0.00018)		1 Year	Decoupling Related Deferrals 503 & 504
7	ALL	\$ -	\$ -	\$ -	\$ -	\$ -				
8					Divide by	237,172,706	\$ -	\$ -	1 Year	Consolidation of accounts amortizing for all markets. All
9	RESIDUAL-GAS MGMT-Core	\$ (1,728,778)	\$ 1,304,829	\$ (20,139)	\$ (5,611)	\$ (449,699)				
10					Divide by	232,011,196	\$ (0.00194)	\$ (0.00194)	1 Year	Residual Gas Mgmt Margin-Core Core
11	RESIDUAL-GAS MGMT-Non-Core	\$ (1,539)	\$ (55,584)	\$ (2,714)	\$ (26)	\$ (59,863)				
12					Divide by	367,114,164		\$ (0.00016)	1 Year	Residual Gas Mgmt Margin-Non core R/S 663 Commodity
14	TOTAL	\$ (11,402,527)	\$ (62,888)	\$ (544,657)	\$ (151,050)	\$ (12,161,122)	\$ (0.05218)	\$ (0.05200)		

**CASCADE NATURAL GAS CORPORATION**  
**Allocation of UG-061721 Rate Credits**  
**State of Washington**

TTA Exhibit\_\_(KJB-1)  
 Schedule 1 of 1  
 Page 2 of 6

Description (a)	Rate Schedule (b)	Average Number of Bills/Month (c)	Actual Therms Sold YE 7/31/2011 (d)	Total Margin YE 7/31/2011 (e)	Allocation UG 061721 Rate Credits (f)	Per Therm Temporary Adjustment (g)
<b>CORE MARKET RATE SCHEDULES</b>						
Dry Out	502	433	340,028	113,910	\$ (935)	\$ (0.00275)
Residential	503	170,244	118,464,396	41,181,731	\$ (338,009)	\$ (0.00285)
Commercial	504	24,476	84,718,765	24,674,137	\$ (202,519)	\$ (0.00239)
Compressed Nat. Gas	512	1	40,892	11,038	\$ (91)	\$ (0.00222)
Gas A/C	541	43	105,327	32,976	\$ (271)	\$ (0.00257)
Com-Ind Duel Service	511	84	8,751,381	1,415,657	\$ (11,619)	\$ (0.00133)
Industrial Firm	505	352	9,980,551	1,818,113	\$ (14,923)	\$ (0.00150)
Industrial Interr.	570	10	4,357,804	309,212	\$ (2,538)	\$ (0.00058)
Industrial Interr.	577	3	460,851	57,482	\$ (472)	\$ (0.00102)
<b>TOTAL CORE</b>		<b>195,646</b>	<b>227,219,995</b>	<b>69,614,256</b>	<b>\$ (571,376)</b>	
<b>NONCORE MARKET CUSTOMERS</b>						
General Transportation	663	166	368,864,482	12,259,583	\$ (100,624)	\$ (0.00027)
Distribution	901	9	251,064,493	5,389,208	\$ -	\$ -
<b>TOTAL NONCORE</b>		<b>175</b>	<b>619,928,975</b>	<b>17,648,791</b>	<b>\$ (100,624)</b>	<b>\$ (0.00027)</b>
<b>TOTAL CORE &amp; NONCORE</b>		<b>195,821</b>	<b>847,148,970</b>	<b>87,263,047</b>	<b>(672,000)</b>	

<i>Total distribution noncore therms</i>	619,928,975
<i>Less R/S 901</i>	<u>(251,064,493)</u>
<i>Net noncore therms</i>	<u><u>368,864,482</u></u>

**Cascade Natural Gas Corporation**  
**DERIVATION OF PROPOSED RATE LEVEL WITHIN**  
**RATE ADDITION SCHEDULE NO. 595**  
**State of Washington**

TTA Exhibit\_\_(KJB-1)  
 Schedule 1 of 1  
 Page 3 of 6

Description (a)	Rate Schedule (b)	Reverse Prior Temporary Rate Adj. (c)	Gas Cost Related Temporary Rate Adj. (d)	Proposed UG - 061721 Revenue Credit Temp. Rate Adj. (e)	Incremental R/S 595 Rate Change (f)	Posted R/S 595 Tariff Rate (g)
<b>CORE MARKET RATE SCHEDULES</b>						
Dry Out	502	\$ 0.00376	\$ (0.05200)	\$ (0.00275)	\$ (0.05099)	\$ (0.05475)
Residential	503	\$ 0.00615	\$ (0.05218)	\$ (0.00285)	\$ (0.04888)	\$ (0.05503)
Commercial	504	\$ 0.00553	\$ (0.05218)	\$ (0.00239)	\$ (0.04904)	\$ (0.05457)
Compressed Nat. Gas	512	\$ 0.00256	\$ (0.05200)	\$ (0.00222)	\$ (0.05166)	\$ (0.05422)
Gas A/C	541	\$ 0.00324	\$ (0.05200)	\$ (0.00257)	\$ (0.05133)	\$ (0.05457)
Com-Ind Dual Service	511	\$ 0.00242	\$ (0.05200)	\$ (0.00133)	\$ (0.05091)	\$ (0.05333)
Industrial Firm	505	\$ 0.00222	\$ (0.05200)	\$ (0.00150)	\$ (0.05128)	\$ (0.05350)
Industrial Interr.	570	\$ 0.00107	\$ (0.05200)	\$ (0.00058)	\$ (0.05151)	\$ (0.05258)
Institutional Interr.	577	\$ 0.00151	\$ (0.05200)	\$ (0.00102)	\$ (0.05151)	\$ (0.05302)
<b>NONCORE MARKET CUSTOMERS</b>						
Distribution	663	\$ (0.00169)	\$ (0.00016)	\$ (0.00027)	\$ (0.00212)	\$ (0.00043)
Transportation	685/686	\$ -	\$ -	\$ -	\$ -	\$ -
Special Contract	901	\$ -	\$ -	\$ -	\$ -	\$ -

(c) from 2010 TTA Exhibit\_\_(KJB-1), Schedule 1, pg 1  
 (d) from TTA Exhibit\_\_(KJB-1), Schedule 1, pg 1  
 (e) from TTA Exhibit\_\_(KJB-1), Schedule 1, pg 2

Cascade Natural Gas Corporation  
**WASHINGTON 2011 PURCHASED GAS ADJUSTMENT APPLICATION**  
**BASED UPON THE TWELVE MONTHS ENDED 7/31/2011**  
**State of Washington**

PGA Exhibit\_\_(KJB-1)  
 Schedule 1 of 1  
 Page 4 of 6

Line No.	Description (a)	Rate Schedule (b)	Average # of Bills (c)	Actual Therms Sold (d)	Actual Revenue (e)	Restated Revenue <sup>*a</sup> (f)	Per Therm TTA Change (g)	Amount of Change (h)
<b>CORE MARKET RATE SCHEDULES</b>								
1	Dry Out	502	433	340,028	351,698	352,977	\$ (0.05099)	\$ (17,338)
2	Residential	503	170,244	119,307,841	125,187,629	125,921,371	\$ (0.04888)	\$ (5,831,767)
3	Commercial	504	24,476	85,494,253	84,660,101	85,135,518	\$ (0.04904)	\$ (4,192,638)
4	Industrial Firm	505	352	9,980,551	8,700,799	8,722,958	\$ (0.05128)	\$ (511,803)
5	Large Volume	511	84	8,751,381	7,452,447	7,473,626	\$ (0.05091)	\$ (445,533)
6	Compressed Natural Gas	512	1	40,892	39,586	39,691	\$ (0.05166)	\$ (2,112)
7	Gas A/C	541	43	105,327	106,579	106,920	\$ (0.05133)	\$ (5,406)
8	Industrial Interruptible	570	10	4,357,804	3,242,016	3,276,368	\$ (0.05151)	\$ (224,470)
9	Institutional	577	3	460,851	368,368	372,384	\$ (0.05151)	\$ (23,738)
10	<b>Subtotal Core</b>		<b>195,646</b>	<b>228,838,928</b>	<b>230,109,223</b>	<b>231,401,813</b>		<b>\$ (11,254,807)</b>
<b>NONCORE MARKET RATE SCHEDULES</b>								
12	Pipeline Transportation	685/686	1	2,389	380,494	380,494	\$ -	\$ -
	Distribution	663	165	368,864,482	12,866,315	13,473,047	\$ (0.00212)	\$ (783,023)
13	Special Contracts	901	9	251,064,493	5,389,208	5,389,208	\$ -	\$ -
14	<b>Subtotal Non-core</b>		<b>175</b>	<b>619,931,364</b>	<b>18,636,017</b>	<b>19,242,749</b>		<b>\$ (783,023)</b>
15	<b>CORE &amp; NON-CORE</b>		<b>195,821</b>	<b>848,770,292</b>	<b>248,745,240</b>	<b>250,644,562</b>		<b>\$ (12,037,829)</b>

*\*a Core and R/S 663 revenues are restated at base rates as of 11/01/2010*

**Cascade Natural Gas Corporation**  
**TYPICAL MONTHLY THERM USAGE AND COST BY CLASS**  
**FOR TWELVE MONTHS ENDED 7/31/2011**  
**State of Washington**

TTA Exhibit\_\_\_(KJB-1)  
 Schedule 1 of 1  
 Page 5 of 6

Line No.	Description (a)	Therm Sales (b)	Revenue at 11/01/2010 Rates (c)	Per Therm Rate Change (d)	Amount of Change (e)	Percent Change (g)
1	Residential (503)	119,307,841	125,921,371	\$ (0.04888)	(5,831,767)	-4.63%
2	Commercial (504)	85,494,253	85,135,518	\$ (0.04904)	(4,192,638)	-4.92%
3	Industrial (505)	9,980,551	8,722,958	\$ (0.05128)	(511,803)	-5.87%
4	Industrial Lg Vol (511)	8,751,381	7,473,626	\$ (0.05091)	(445,533)	-5.96%
5	Interruptible (570)	4,357,804	3,276,368	\$ (0.05151)	(224,470)	-6.85%
6	Interruptible Inst. (577)	460,851	372,384	\$ (0.05151)	(23,738)	-6.37%
7	Noncore Dist (663)	368,864,482	13,473,047	\$ (0.00212)	(783,023)	-5.81%
8	Noncore Trans (685, 686) *	2,389	380,494	\$ -	-	-

\* 685 Therm Sales represents true-up between Williams Pipeline and Cascade; remainder of sales are transportation under 901 contract.

**Cascade Natural Gas Corporation**  
**TYPICAL MONTHLY THERM USAGE AND COST BY CLASS**  
**FOR TWELVE MONTHS ENDED 7/31/2011**  
**State of Washington**

TTA Exhibit\_\_\_(KJB-1)  
Schedule 1 of 1  
Page 6 of 6

Line No.	Description (a)	Typical Monthly Therm Use (b)	Avg Bill @ 11/01/2010 Rates (c)	Present Filing Changes (d)	Proposed Typical Bill (e)	Percent Change (g)
1	Residential (503)	58	\$ 61.64	\$ (2.85)	\$ 58.78	-4.63%
2	Commercial (504)	291	\$ 289.86	\$ (14.27)	\$ 275.59	-4.92%
3	Industrial (505)	N/A*	\$ 0.87400	\$ (0.05128)	\$ 0.82272	-5.87%
4	Industrial Lg Vol (511)	N/A*	\$ 0.85399	\$ (0.05091)	\$ 0.80308	-5.96%
5	Interruptible (570)	N/A*	\$ 0.75184	\$ (0.05151)	\$ 0.70033	-6.85%
6	Interruptible Inst. (577)	N/A*	\$ 0.80804	\$ (0.05151)	\$ 0.75653	-6.37%
6	Noncore Dist (663)	N/A*	\$ 0.03653	\$ (0.00212)	\$ 0.03440	-5.81%
7	Noncore Trans (685, 686)	N/A*	\$ 159.27	\$ -	\$ 159.27	0.00%

*\*The large variation among customers in the Industrial, Interruptible, and Noncore customer classes renders average consumption numbers meaningless, therefore only per-therm figures have been listed*



Cascade Natural Gas Corporation  
 WASHINGTON 11/12 PURCHASED GAS COST TRACKING APPLICATION  
 DEVELOPMENT OF EMBEDDED SUPPLY & PIPELINE TRANSPORTATION RATES

	UNITS	8/1/2010 RATE	AMOUNT	CURRENT COST OF GAS	
				COMMODITY	DEMAND
COMP PURCH RESERV FEE	287,905	\$9.61705	\$2,768,799		\$2,768,799
COMP PURCH COMMODITY	219,398,319	\$0.55784	\$122,389,011	\$122,389,011	
GTN T-1	104,745	\$1.33723	\$140,068		\$140,068
GTN COMMODITY	26,054,990	\$0.00017	\$4,514	\$4,514	
TF-1 DEMAND	1,508,950	\$13.86416	\$20,920,320		\$20,920,320
TF-1 DEMAND (KITSAP)	254,000	\$10.39812	\$2,641,122		\$2,641,122
TF-1 DEMAND (WEYEHAEUSER)	50,000	\$13.86416	\$693,208		\$693,208
TF-1 COMMODITY	219,398,319	\$0.00319	\$699,881	\$699,881	
LS-1 DEMAND	543,753	\$1.11763	\$607,714		\$607,714
LS-1 CAPACITY	5,118,103	\$0.14272	\$730,430		\$730,430
LS-1 COMMODITY	5,118,103	\$0.56047	\$2,868,555	\$2,868,555	
LS-1 LIQUEFACTION	5,118,103	\$0.06411	\$328,122	\$328,122	
LS-1 VAPORIZATION	5,118,103	\$0.00418	\$21,414	\$21,414	
TF-2 TRANSPORTATION CAPACITY	13,959	\$13.86416	\$193,527		\$193,527
TF-2 TRANSPORTATION COMMODITY	5,118,103	\$0.00300	\$15,354	\$15,354	
SGS-1 DEMAND	152,151	\$0.56612	\$86,135		\$86,135
SGS-1 CAPACITY	5,501,833	\$0.02044	\$112,457		\$112,457
SGS-1 COMMODITY	5,501,833	\$0.50835	\$2,796,845	\$2,796,845	
TF-2 TRANSPORTATION CAPACITY	15,007	\$13.86416	\$208,055		\$208,055
TF-2 TRANSPORTATION COMMODITY	5,501,833	\$0.00300	\$16,505	\$16,505	
Net Capacity Release Revenues			(\$5,252,267)		(\$5,252,267)
Storage Mitigation			\$0		\$0
DAILY BALANCING NON-CORE CREDIT	660,245,232	(\$0.00020)	(\$132,049)		(\$132,049)
	230,018,255		<u>\$152,857,720</u>	<u>\$129,140,200</u>	<u>\$23,717,520</u>
SALES/TRANSPORT VOLUMES				230,018,255	230,018,255
PROPOSED AVERAGE RATE				\$0.56143	\$0.10311

Cascade Natural Gas Corporation  
 WASHINGTON 11/12 PURCHASED GAS COST TRACKING APPLICATION  
 DEVELOPMENT OF PROPOSED SUPPLY & PIPELINE TRANSPORTATION RATES

	UNITS	CURRENT RATE	AMOUNT	CURRENT COST OF GAS		EMBEDDED DIFFERENCE
				COMMODITY	DEMAND	
COMP PURCH RESERV FEE	285,862	\$11.96612	\$3,420,657		\$3,420,657	\$651,858
COMP PURCH COMMODITY	204,788,912	\$0.54357	\$ 111,317,851	\$111,317,851		(\$11,071,160)
PGT T-1	104,237	\$1.43780	\$149,872		\$149,872	\$9,804
PGT COMMODITY	29,919,773	\$0.00017	\$5,184	\$5,184		\$670
TF-1 DEMAND	1,644,344	\$13.86416	\$22,797,450		\$22,797,450	\$1,877,129
TF-1 DEMAND (KITSAP)	254,000	\$10.39812	\$2,641,122		\$2,641,122	\$0
TF-1 DEMAND (WEYHAUSER)	50,000	\$13.86416	\$693,208		\$693,208	\$0
TF-1 COMMODITY	204,788,912	\$0.00319	\$653,277	\$653,277		(\$46,604)
LS-1 DEMAND	541,116	\$1.11763	\$604,768		\$604,768	(\$2,946)
LS-1 CAPACITY	5,090,007	\$0.14272	\$726,420		\$726,420	(\$4,010)
LS-1 COMMODITY	5,090,007	\$0.47395	\$2,412,409	\$2,412,409		(\$456,146)
LS-1 LIQUEFACTION	5,090,007	\$0.06411	\$326,320	\$326,320		(\$1,801)
LS-1 VAPORIZATION	5,090,007	\$0.00418	\$21,297	\$21,297		(\$118)
TF-2 TRANSPORTATION CAPACITY	13,891	\$13.86416	\$192,589		\$192,589	(\$938)
TF-2 TRANSPORTATION COMMOD	5,090,007	\$0.00300	\$15,270	\$15,270		(\$84)
SGS-1 DEMAND	151,413	\$0.56612	\$85,717		\$85,717	(\$418)
SGS-1 CAPACITY	5,471,630	\$0.02044	\$111,840		\$111,840	(\$617)
SGS-1 COMMODITY	5,471,630	\$0.44039	\$2,409,650	\$2,409,650		(\$387,195)
TF-2 TRANSPORTATION CAPACITY	14,934	\$13.86416	\$207,046		\$207,046	(\$1,009)
TF-2 TRANSPORTATION COMMOD	5,471,630	\$0.00300	\$16,415	\$16,415		(\$91)
Net Capacity Release/Storage Mitigation			(\$5,263,257)		(\$5,263,257)	(\$10,990)
					-	\$0
DAILY BALANCING NON-CORE CRE	619,928,975	(\$0.00020)	(\$123,986)		(\$123,986)	\$8,063
	<u>215,350,549</u>		\$143,421,119	\$117,177,673	\$26,243,446	(\$9,436,603)
SALES/TRANSPORT VOLUMES				215,350,549	215,350,549	
PROPOSED AVERAGE RATE				\$0.54413	\$0.12186	\$0.66599
CURRENT AVERAGE RATE IN RATES				<u>\$0.56143</u>	<u>\$0.10311</u>	<u>\$0.66454</u>
GROSS RATE CHANGE				(\$0.01730)	\$0.01875	\$0.00145
REVENUE ADJUSTMENT FACTOR				<u>1.04535</u>	<u>1.04535</u>	<u>1.04535</u>
TOTAL PROPOSED ADJUSTMENT				<u>(\$0.01808)</u>	<u>\$0.01960</u>	<u>\$0.00152</u>
ANNUAL GAS COST CHANGE DETERMINATION				(8,834,852)		

# Community Matters

## In this Issue

- ▶ Properly Sealed Ducts
- ▶ Tips for Conservation
- ▶ Cascade in the Community



September 2011 ▲ Washington ▲ In the Community to Serve®

## What is a PGA?

In the natural gas industry, PGA means Purchased Gas Adjustment.

Simply stated, a PGA is a method designed to pass the actual costs of gas supplies to customers. Each year, the Company makes the best possible projection of the cost of gas supplies for the coming year. Any differences between the gas costs included in the Company's overall rates and the actual cost of supplies, are calculated and passed back to customers in the next PGA filing.

If actual gas costs are lower than originally projected, customers will see lower rates. If gas costs are higher, rates will go up. Whether the change in rates is an increase or a decrease, a PGA filing does not affect the Company's profits.

Cascade Natural Gas encourages you to use energy wisely and continue your conservation efforts.

## Low Cost / No Cost Energy Saving Tips

**Use your drapes:** Close drapes on hot summer days, but leave them open on winter days to absorb sunlight. Always close drapes at night to keep the heat in.

**Conserve water, save heat:** Turn your water heater down to 120°F to reduce your heating bills and install low-flow showerheads to save water.

**Ensure proper airflow:** Insulate ducts, change furnace filters, and make sure vents and ducts flow freely.

**Don't block heating registers:** Move furniture away from registers to allow heat to circulate.

## Tips for the savvy conservation consumer

As the warm days of summer begin to wind down, many households across our community are considering the benefits of making critical energy efficiency improvements in anticipation of the heating season. The decision to weatherize your home – to add insulation, seal ducts and make other important upgrades – is a wise choice that can lead to long-term savings and benefits for your home and budget. And it is a decision best implemented with the support of a highly trained and competent energy efficiency contractor.



Choosing the right contractor can feel overwhelming, but it's not too daunting if you do some homework in advance. Whenever you are contemplating using a contractor for home improvement jobs, we suggest you keep the following guidelines in mind to ensure you get the greatest return for your investment and to avoid potential scams:

- Always verify the accreditations of your contractors. Consider checking with the Better Business Bureau and verify they have a Washington state contractor's license through the Washington State Department of Labor and Industries.
- Take your time and get multiple bids – we suggest at least three to ensure you are getting the best deal possible.
- Be cautious of offers for "free" or highly discounted measures in conjunction with utility rebate programs – the conservation rebates offered by Cascade Natural Gas Corporation (CNGC) are a means of offsetting the cost of an eligible conservation measure and will never exceed the cost of the project.
- Consider using a CNGC Conservation Trade Ally.

*Continued on page 2*

## Contacting Cascade

**1-888-522-1130**

- ▶ Emergencies – 24 hours a day.
  - ▶ Customer service and billing inquiries – 7 a.m.-7 p.m. Monday-Friday.
- Contact us via email at [customerservice@cngc.com](mailto:customerservice@cngc.com) or visit us at [www.cngc.com](http://www.cngc.com).