

Appendix B – Outreach

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Community Energy Challenge Sustainable Connections Partnership Letter



- *Smart Energy*
- *Simple Steps*
- *Serious Savings*

January 5th, 2016

To: Monica Cowlshaw
Manager, Energy Efficiency & Community Outreach
Cascade Natural Gas Corporation

CC: Kary Burin

From: Jeff Aslan
Energy Program Manager
Sustainable Connections

Ross Quigley
Manager
Community Energy Challenge
Opportunity Council

Monica,

To keep our request for sponsorship for the Community Energy Challenge simple, Sustainable Connections (SC) and the Opportunity Council (OC) are submitting this comprehensive partnership proposal to Cascade Natural Gas (CNGC). We are proposing to support CNGC's natural gas saving goals with several specific targeted efforts that produce measureable results while providing the company with positive exposure as a business and sustainability leader in Whatcom, Skagit and Island Counties. SC, OC and CNGC share the goals of increasing the uptake of energy efficient practices and technologies. Your support is integral to our success.

I just wanted to give you a quick update on SC's energy program sponsorship and the work that we've done to date with the Community Energy Challenge. Here are a couple of things that are coming up soon and a list of the exposure that CNGC has received so far this year. As always, let me know if you have any questions.

Proposed 2016 partnership elements – Total cost: \$6,000

1) Sustainable Connections Energy Program Support - \$3,000

Sustainable Connections' Energy program operates the commercial energy services program helping small businesses in Whatcom, Skagit and Island counties with making energy efficiency improvements. Through this program we help businesses identify and implement a variety of types of energy efficiency projects, many of which are rebate-eligible natural gas efficiency measures. In 2015 we had the following successes:

- We have sent out reports to 63 new businesses that had energy assessments through the CEC in 2015 so far. Each of these businesses receives a customized report detailing all of our recommended measures to save energy along with links to CNGC's rebates and CNGC's logo on it.
- We have advised dozens of clients and contractors on the availability of CNGC's prescriptive rebates and have submitted numerous projects for potential custom rebates. We expect many of these clients to commit to projects in 2016.
- In 2015, we obtained a CNGC rebate for Fountain Laundry to replace its commercial washers, saving 1080 therms, and also for the Table to get a new gas fryer, saving 548 therms.
- We have dozens of business clients who implemented gas savings measures in 2015 for which there is not currently a CNGC rebate. Examples include high efficiency boilers under 300 kBtu input, adding programmable thermostats, fixing stuck open economizers, and air sealing projects. It is difficult to quantify the exact savings achieved without a utility program to account for these measures, but a list of completed measures in 2015 could be generated from our database.
- We display CNGC's logo on our printed marketing materials, social media and during events, reaching many CNGC customers looking for smart ways to upgrade their systems. A detailed list of sponsorship benefits is available here:
<http://sustainableconnections.org/membership/sponsorship-2016/why-partner>

Coming Up:

- We will be hiring additional staff to conduct more energy assessments in 2016
- We have many projects that are at the feasibility stage that we hope to finalize in 2016 including weatherization projects and boiler upgrades that would qualify for CNGC's rebates
- We can distribute CNGC's Energy Savings Kits to commercial customers and track implementation.

2) Opportunity Council Community Energy Challenge Residential Program Support-\$3,000

These funds will be utilized to support the continuing operation of the residential one-stop-shop, which is offering services not only in Whatcom but also Skagit and Island Counties as well.

Cascade Natural Gas's logo will continue to be included on residential outreach materials, and CNGC will continue to be recognized as a partner in OC presentations about the CEC.

OC Staff will provide individualized assistance with accessing CNGC's rebate programs. To date, more than 2,000 residential customers have received assessments through the CEC with many thousands more receiving targeted outreach materials. More than 1,200 households receiving the assessment implemented at least one major recommended measure through the program (greater than 50% of those receiving assessments). Furthermore, our survey results show that about 1/4 of households that received the

assessment made energy efficiency improvements outside of the CEC, but based on our recommendations. Many of these improvements have been heating system replacements involving CNGC rebates.

Between October 2014 and October 2015 the CEC completed 92 projects where CNGC provided the primary heat source. These projects accessed an estimated \$27,000 in rebates from CNGC.

On average, the CEC is able to reduce homeowners estimated energy consumption by ~21%. This is the equivalent of \$470 of savings annually (includes gas and electricity). CNGC's funding for this program is leveraged by both Washington State Community Energy Efficiency Program funding and Northwest Clean Air Agency Greenhouse Gas Mitigation Program funding.

In 2016, the residential program expects to be completing the majority of the work for three new pilot programs: a 2-project multi-family weatherization pilot, a 12-project lower-to-moderate income weatherization pilot, and a 3-project toward net-zero retrofit pilot. All of these, where gas heat is the existing condition, should be great opportunities to feature the CNGC conservation program.

Your support is an important part of our success. Thank you again.

Sincerely,



Jeff Aslan
Energy Program Manager
Sustainable Connections



Ross Quigley
Manager
Community Energy Challenge
Opportunity Council

Sustainable Living Center Custom Sponsorship

Cascade Natural Gas Custom Sponsorship 2017

Sustainable Living Center (SLC) values the partnership of Cascade Natural Gas in promoting SLC efforts and providing technical, in-kind, and financial support to SLC. In return, SLC provides brand promotion, consumer education and awareness, and quality control inspections. SLC provides an extension of CNG conservation efforts for the Walla Walla Valley. This document provides an outline of a custom sponsorship agreement between CNG Conservation efforts and SLC.

1. **Brand Promotion:** In outreach and recognition materials, SLC promotes the CNG brand. Examples include the SLC Website, Community Energy Efficiency Program Resource Guide, SLC Public Workshop Series handouts and promotional materials as applicable.
2. **Consumer Education and Awareness:** Our customers rely on us and our approved contractors to help them make decisions on upgrades for their homes. Part of our responsibility lies in ensuring customers receive education about their options, are aware of rebates that may be available, and provide them with the tools necessary to successfully navigate the rebate process.
3. **Quality Control Inspections:** QC is a necessary component of any weatherization program. In addition to qualifying a residence for upgrades, quality control inspections provide validation for the program recommendations as well as ensure the work is completed to program standards. SLC conducts QC for the CEEP program whereby up to 50% of weatherization measures, including gas equipment upgrades, are inspected for adherence to industry best practices.

To further quantify these components, SLC will provide the following:

- Logo displayed on back page of the 2015-2017 CEEP Informational Handout as a Sponsor/partner.
 - Platinum Sponsor - \$2,500.00
 - Gold Sponsor - \$1,500.00
 - Silver Sponsor - \$750.00
- Logo displayed on 2017 SLC Public Workshop Series advertising and brochures, including lecture handouts (13 workshops remaining in 2017).
- Logo placed on our 2017 Sponsor Banner displayed at outreach events such as Fourth of July in the Park, Ducky Derby, Your Green Life Festival, Diversity Day, and similar community events.
- Logo displayed on a sponsor Thank you/recognition banner at our Builders ReSupply store.
- Company description/logo, and link to partner website from the SLC website
- SLC BPI certified auditors and office staff will provide consumers with information about CNG rebates and offers as well as providing each customer with a copy of the 2015-2017 CEEP Informational Handout which provides all information needed to apply for eligible rebates as well as tips and resources to navigate the CEEP process. Informational Handout will include a



500 Tausick Way, Walla Walla, WA 99362 · Telephone 509.524.5218 · Fax 509.524.5209. Email info@sustainablelivingcenter.com

full page (5.5" x 8") of CNG developed content.

- SLC office staff will assist customers who need additional help in completing rebates or who have additional questions.
- SLC offers CNG customers CNG's Energy Savings Kits at the WEC office and at training and outreach events as applicable.

SLC may also assist with CNG initiatives, building relationships, and other less tangible activities as is appropriate and within its capacity.

Should changes to this agreement become necessary, SLC will work with CNG to ensure that all elements of the sponsorship are satisfied. It is the goal of SLC to provide a quality partnership that will be mutually beneficial to SLC and CNG, as well as providing enhanced services to our mutual customers.

For questions or additional information please contact us at info@sustainablelivingcenter.com or via phone (509)524-5218.

Our Mission: To conserve energy resources for the future by encouraging and facilitating sustainable living practices in our community.

Coloring Book Cover

Contact us to learn more!

To learn more about earning rebates on qualifying high-efficiency natural gas upgrades, visit us online at

www.cngc.com/conservation

or call **866.626.4479**

To learn more about Natural Gas, visit

www.safeathomewithleo.com



Know what's below.
Call before you dig.



**CASCADE
NATURAL GAS**

C O R P O R A T I O N [®]

A Subsidiary of MDU Resources Group, Inc.

In the Community to Serve[®]

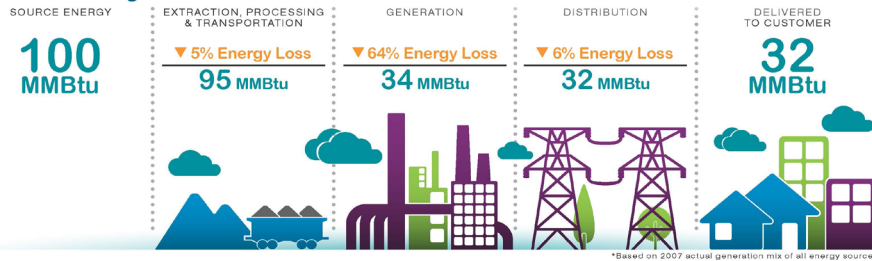
Did you know?

The ancient Chinese were the first to discover underground deposits of natural gas. In 600 BC, Confucius wrote of wells 100 ft deep... The Chinese piped the gas to where it was needed through long, hollow bamboo poles.*

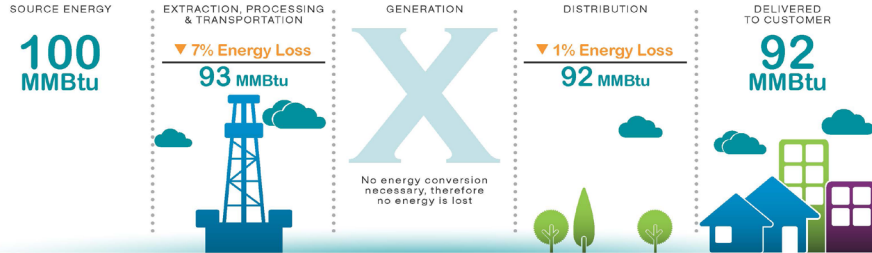
*For more cool facts about natural gas, visit: cngc.e-smartonline.net

Around the first century the King of Persia (Iran) built his kitchen in his palace around a natural gas flame that had been ignited by lightning. This was probably the first real use of natural gas in a home.*

Electricity



Natural Gas



Courtesy of American Gas Association

Use natural gas because less is lost getting to your home!

Hey Parents!

Cascade cares about Energy-Efficiency.

What are some ways you can help the environment?

Earn money back while lowering your energy bills with rebates on qualifying natural gas high-efficiency upgrades!

Here's one way to help - Replace a wood burning fireplace with a natural gas hearth. They are better for air quality both inside and outside your home!

Here's another - Conserve the energy you use!

Have your parents check out our rebates!

High-Efficiency Natural Gas Fireplace
FE 70%/ AFUE 80% - \$150/\$250

High-Efficiency Natural Gas Furnace, 95% AFUE - \$250

Conventional High-Efficiency
Natural Gas Water Heaters, EF 0.67⁺ - \$45

Condensing High-Efficiency Natural Gas
Tankless Hot Water Heater, 0.91⁺ EF - \$150

Energy Star Certified or Built Green Certified Homes, \$600
Doors, Insulation, Air Sealing, and more!

Western Washington University Postcard

Cascade rewards smart energy-efficient choices!

Contact us for information about Residential,
Commercial and Industrial Incentives

*Hi-eff Furnaces, Tankless Water Heaters, Hearths, Insulation/air sealing,
Built Green; Commercial Gas Fryers, Dishwashers and more . . .
Cascade customers are eligible for no-cost hot water Energy Savings Kits*



In the Community to Serve®

WWW.CNGC.COM/CONSERVATION

Cascade Natural Gas is proud to partner with WWU's Institute for Energy Studies



In the Community to Serve®

www.cngc.com/conservation
or call 1-866-626-4479

Energy Experience Handout

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



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.

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

Smell



Sight



Hearing



- 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

- 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

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

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

1. Evacuate the building or leave the area where leak is suspected.
2. 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.
3. Don't do anything that would create a spark around the leak, such as flipping a light switch or using a garage door opener.
4. Cascade Natural Gas will come out and investigate the leak free of charge.
5. 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.



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

1-888-522-1130

WWW.CNGC.COM

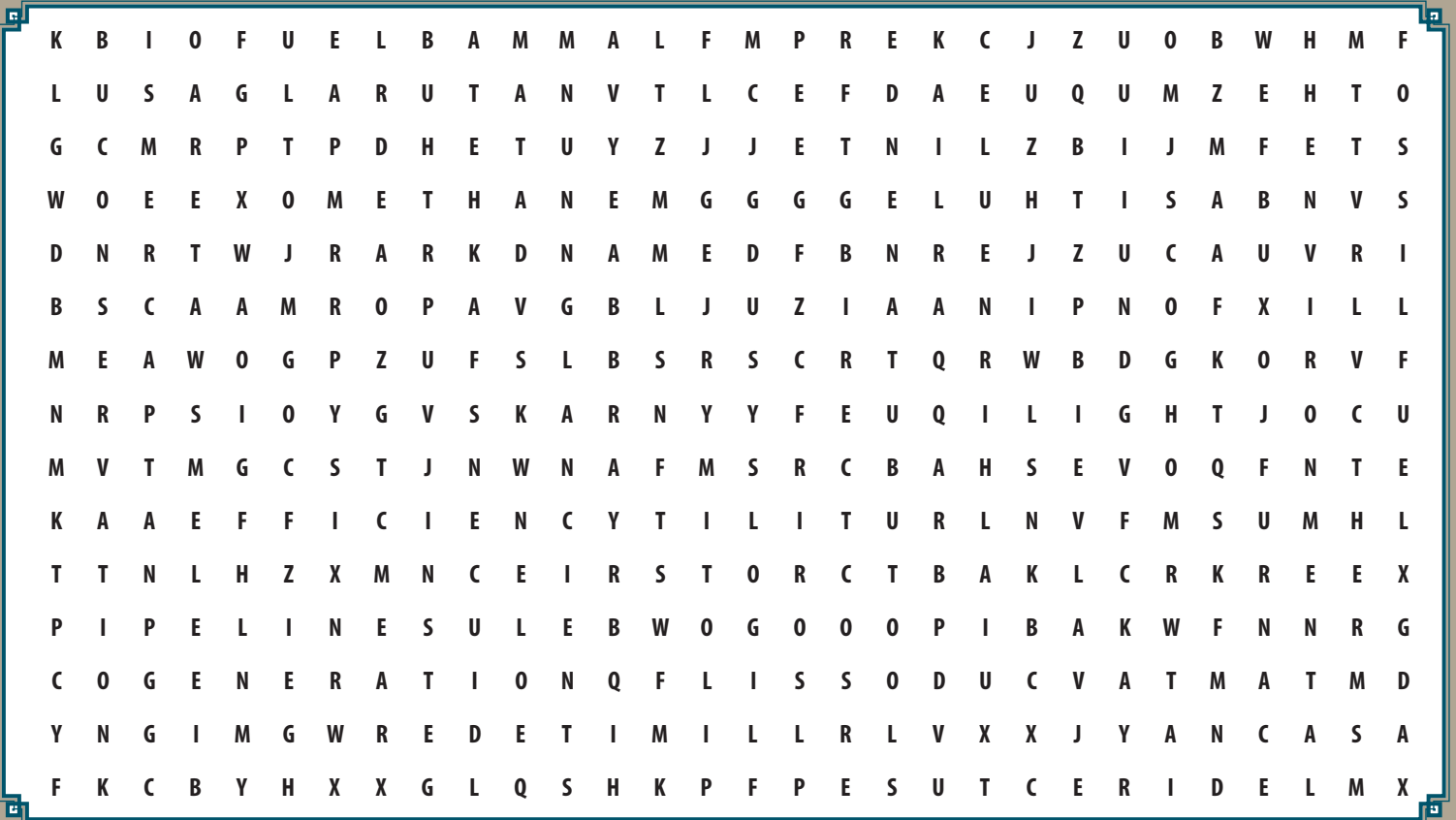
Promote Energy-Efficiency

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



- | | | | | |
|-------------|---------------|--------------|---------------|------------|
| 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 |

Earth Day Tips

EARTH DAY TIPS:

- KAFE CARES ABOUT OUR COMMUNITY! EARTH DAY IS APRIL 22ND! GET INSPIRED TODAY WITH THESE EASY, GREEN, MONEY SAVING TIPS FROM CASCADE NATURAL GAS! **LOWER YOUR THERMOSTAT. THE RULE OF THUMB IS 65 DEGREES DURING THE DAY AND 55 AT NIGHT. A PROPERLY HUMIDIFIED HOME CAN BE AS COMFORTABLE AT 65 AS A DRY ONE AT 72. A SMART THERMOSTAT CAN ALSO REDUCE CONSUMPTION BY AUTOMATICALLY ADJUSTING ACCORDING TO YOUR LIFESTYLE.** FIND MORE TIPS AND WAYS TO SAVE...AT KAFE DOT COM POWERED RESPONSIBLY BY CASCADE NATURAL GAS... MAKING EVERY DAY EARTH DAY!
- KAFE CARES ABOUT OUR COMMUNITY! EARTH DAY IS APRIL 22ND! GET INSPIRED TODAY WITH THESE EASY, GREEN, MONEY SAVING TIPS FROM CASCADE NATURAL GAS! **USE CAULK AND WEATHER STRIPPING. BOTH OFFER INEXPENSIVE AND EFFICIENT WAYS TO LOWER HEATING BILLS BY KEEPING OUT WIND, MOISTURE, DUST, AND NOISE. FOR THE GREATEST ENERGY SAVINGS, CONSIDER UPGRADING INSULATION. CEILING INSULATION CAN SAVE UP TO 30 PERCENT ON ENERGY BILLS. CONTACT A QUALIFIED INSULATION CONTRACTOR FOR COSTS ON INSULATING CEILINGS, WALLS, AND FLOORS.** FIND MORE TIPS AND WAYS TO SAVE...AT KAFE DOT COM POWERED RESPONSIBLY BY CASCADE NATURAL GAS...MAKING EVERY DAY EARTH DAY!
- KAFE CARES ABOUT OUR COMMUNITY! EARTH DAY IS APRIL 22ND! GET INSPIRED TODAY WITH THESE EASY, GREEN, MONEY SAVING TIPS FROM CASCADE NATURAL GAS! **IF YOUR HOME NEVER SEEMS COMFORTABLE NO MATTER HOW HIGH YOU BLAST THE HEAT OR FIREPLACE YOU MAY NEED TO WEATHERIZE. INSULATION IS ONE OF THE EASIEST WAYS TO INCREASE COMFORT, CONSERVE ENERGY AND SAVE MONEY. YOU COULD EVEN RECEIVE A REBATE FOR A QUALIFYING UPGRADE FROM YOUR UTILITY.** FIND MORE TIPS AND WAYS TO SAVE...AT KAFE DOT COM POWERED RESPONSIBLY BY CASCADE NATURAL GAS...MAKING EVERY DAY EARTH DAY!
- KAFE CARES ABOUT OUR COMMUNITY! EARTH DAY IS APRIL 22ND! GET INSPIRED TODAY WITH THESE EASY, GREEN, MONEY SAVING TIPS FROM CASCADE NATURAL GAS! **CONSERVE WATER, WHILE SAVING MONEY AND ENERGY! TURN DOWN YOUR WATER HEATER TO 120 DEGREES TO REDUCE YOUR HEATING BILLS, INSTALL LOW-FLOW SHOWERHEADS AND REPLACE FAUCET WASHERS. TAKE QUICK SHOWERS INSTEAD OF BATHS AND CONTACT YOUR UTILITY TO SEE IF THEY HAVE FREE ENERGY SAVER KITS AVAILABLE.** FIND MORE TIPS AND WAYS TO SAVE...AT KAFE DOT COM POWERED RESPONSIBLY BY CASCADE NATURAL GAS...MAKING EVERY DAY EARTH DAY!
- KAFE CARES ABOUT OUR COMMUNITY! EARTH DAY IS APRIL 22ND! GET INSPIRED TODAY WITH THESE EASY, GREEN, MONEY SAVING TIPS FROM CASCADE NATURAL GAS! **TIRED OF PAYING TO HEAT WATER THAT SITS DAY IN AND DAY OUT IN YOUR STANDARD EFFICIENCY TANKED WATER HEATER? CONSIDER UPGRADING TO A HIGH-EFFICIENCY TANKLESS NATURAL GAS WATER HEATER AND ONLY HEAT THE WATER YOU NEED, WHEN YOU NEED IT. YOU COULD EVEN RECEIVE A REBATE FOR A QUALIFYING UPGRADE FROM YOUR UTILITY.** FIND MORE TIPS

AND WAYS TO SAVE...AT KAFE DOT COM POWERED RESPONSIBLY BY CASCADE NATURAL GAS...MAKING EVERY DAY EARTH DAY!

- KAFE CARES ABOUT OUR COMMUNITY! EARTH DAY IS APRIL 22ND! GET INSPIRED TODAY WITH THESE EASY, GREEN, MONEY SAVING TIPS FROM CASCADE NATURAL GAS! BEFORE RENOVATING YOUR HOME CHECK ON AVAILABLE REBATES THROUGH YOUR LOCAL UTILITIES **FOR ANY OF THE HOME IMPROVEMENTS YOU'RE LOOKING TO MAKE – INCLUDING INSULATION, DOORS, HEATING SYSTEMS, WATER HEATERS AND GAS FIREPLACES. BY MAKING INFORMED DECISIONS TO INSTALL HIGHER-EFFICIENCY UPGRADES EARLY IN THE PROCESS YOU'LL BE ABLE TO FACTOR IN THE FULL VALUE OF THE HOME UPGRADES AS WELL AS RECEIVE A FASTER RETURN ON YOUR INVESTMENT THROUGH REDUCED ENERGY BILLS.** FIND MORE TIPS AND WAYS TO SAVE...AT KAFE DOT COM POWERED RESPONSIBLY BY CASCADE NATURAL GAS...MAKING EVERY DAY EARTH DAY!
- KAFE CARES ABOUT OUR COMMUNITY! EARTH DAY IS APRIL 22ND! GET INSPIRED TODAY WITH THESE EASY, GREEN, MONEY SAVING TIPS FROM CASCADE NATURAL GAS! **ENERGY EFFICIENCY DOESN'T NEED TO STOP AT YOUR HOME'S FRONT DOOR – LOOK TO YOUR BUSINESS AND JOB FOR GREEN SAVINGS OPPORTUNITIES. FROM TURNING OFF COMPUTERS WHILE NOT IN USE, TO MOTION CONTROLLED FAUCETS AND BUILDING HEATING CONTROL SYSTEMS THERE ARE TONS OF OPPORTUNITIES TO REDUCE CONSUMPTION IN THE WORKPLACE.** FIND MORE TIPS AND WAYS TO SAVE...AT KAFE DOT COM POWERED RESPONSIBLY BY CASCADE NATURAL GAS...MAKING EVERY DAY EARTH DAY!

Baseball Campaign Coupon (Walla Walla)

ENJOY A TREAT!

OFFER EXPIRES 8/31/17
LIMIT: (1) PER GUEST



Present this coupon at the Sluggers and Hot Corner Concession Stands to receive a FREE Regular Popcorn, Ice Cream Sandwich, Tim's Chips, or Bimbo Brand Product.

ENJOY A TREAT!

OFFER EXPIRES 8/31/17
LIMIT: (1) PER GUEST



Present this coupon at the Sluggers and Hot Corner Concession Stands to receive a FREE Regular Popcorn, Ice Cream Sandwich, Tim's Chips, or Bimbo Brand Product.

Cascade Natural Gas proudly supports the Walla Walla community, and its commitment to sustainability.

Washington Cascade Customers: Cascade offers cash rebates when you purchase high-efficiency natural gas equipment and insulation. Choosing natural gas to efficiently heat and cook in your home or business is the most effective way to use energy efficiently.

COMFORT
Natural gas provides affordable, reliable comfort and quick recovery water heating, as well as...

EFFICIENCY
Cascade customers can qualify for rebates when they choose to install insulation or high-efficiency natural gas equipment, and don't forget...

SAFETY
Call 811 two business days before you dig, to have underground utility lines marked. It's free of charge and helps keep everyone safe.

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CALL TODAY
FOR MORE INFORMATION
1.866.626.4479
www.cngc.com

811

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

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811

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

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

In the Community to Serve®

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

In the Community to Serve®

Baseball Campaign Field Poster



**CASCADE
NATURAL GAS**
CORPORATION®

A Subsidiary of MDU Resources Group, Inc.

In the Community to Serve®

**WE LOVE A GOOD TRIPLE PLAY...
DON'T YOU?**

COMFORT

Natural Gas provides consistent, comfortable and reliable heating for your home and business - Especially when paired with natural gas water heating and cooking.

EFFICIENCY

Upgrade to qualifying high-efficiency natural gas appliances to leverage your energy investment - Don't forget to check with your local utility for available rebates.

SAFETY

Call 811 two business days before you dig, to have underground utility lines marked. It's free of charge and helps keep everyone safe.

**WWW.CNGC.COM
(888) 522-1130**



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

Baseball Campaign Contract Inventory



CONTRACT INVENTORY

- ❖ 3'x4' Stadium Concourse sign
- ❖ 31 in-between innings on-field promotion, with 811 call-ahead live-read and prize packs provided by CNGC
- ❖ 31 30-second video-board ads
- ❖ 31 30-second English radio ads (one per game)
- ❖ Three CNGC tabling nights at Pippins home games



CASCADE NATURAL GAS CORPORATION
In the Community to Serve

WE LOVE A GOOD TRIPLE PLAY... DON'T YOU?

COMFORT Natural Gas provides consistent, comfortable and reliable heating for your home and business - Especially when paired with natural gas water heating and cooking.

EFFICIENCY Upgrade to qualifying high-efficiency natural gas appliances to leverage your energy investment - Don't forget to check with your local utility for available rebates.

SAFETY Call 811 two business days before you dig, to have underground utility lines marked. It's free of charge and helps keep everyone safe.

WWW.CNGC.COM
(888) 522-1130

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

The Pippins thank you for your continued support of family-friendly baseball in Yakima!



District Outreach Theater Program Insert

*Safe, Reliable & highly-efficient
Natural Gas!*

Contact us for Rebates

...and don't forget to Call 811 before you dig!



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

888.522.1130



In the Community to Serve®

www.cngc.com

District Outreach Theater Web Banner

Check out our new...



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

A-List lineup of rebates!

www.cngc.com



**CASCADE
NATURAL GAS**
CORPORATION[®]
A Subsidiary of MDU Resources Group, Inc.

In the Community to Serve[®]

February Bill Insert

BUSINESS REBATES*

INSULATION (retrofit only)

Attic - \$0.50 for R-30, \$0.65 for R-45

Roof - \$0.60 for R-21, \$0.80 for R-30

Wall - \$0.50 for R-11, \$0.56 for R-19

**High-Efficiency Condensing
Warm Air Furnaces 91%+ AFUE or
HVAC Unit Heater 92%+ AFUE**
\$3.00/kBtu/hr

HVAC Unit Heater 86%+AFUE
\$1.50/kBtu/hr

Don't forget about our free energy
savings kits for businesses!
Go online for details.

WWW.CNGC.COM/CONSERVATION



*A Perfect
Pair*

**CASCADE
NATURAL GAS**
CORPORATION®
A Subsidiary of MDU Resources Group, Inc.

In the Community to Serve®

RESIDENTIAL REBATES*

High-Efficiency Natural Gas
Furnace, **AFUE 95+** - \$250

Insulation (min/max R values apply)
Floor/Ceiling/Attic - \$0.30 per sqft
Wall - \$0.35 per sqft

High-Efficiency Combination
Domestic Hot Water & Hydronic
Space Heating System with pre-
approved Tankless Water Heater - \$825

Don't forget about our
free energy savings kits!
Apply online.

A SWEETHEART DEAL FOR YOUR LOVING HOME

Almost time to update your gas appliances? Match money saving insulation with a high-efficiency natural gas furnace to get the most out of your investment.

Or choose the combined comforts of a high-efficiency natural gas radiant floor heating system with tankless hot water heater and enjoy warm floors and endless hot showers.

Enjoy the efficiency of gas even more by earning a rebate for choosing high-efficiency upgrades! Contact Cascade Natural Gas to learn about available residential and business incentives for conserving energy.



Find a Trade Ally near you:
www.cngc.com/conservation
or call 1-866-626-4479.



**Additional restrictions apply, please contact us for details.*

March Bill Insert

WWW.CNGC.COM/CONSERVATION



Wake up to Savings!

This is a great time to save time and energy with a rebate on eligible high-efficiency natural gas upgrades!



In the Community to Serve®

RESIDENTIAL REBATES*

Conventional High-Efficiency
Natural Gas Water Heater

Must be 0.67, or higher, EF

\$45

High-Efficiency Exterior
Entry (not sliding) Door

Must be $U \leq 0.21$

\$50

SPRING INTO SAVINGS

Reset your clock and take a fresh look at your home's energy costs. Cascade offers rebates for high-efficiency natural gas upgrades to make your heating dollars last longer.



To find a Trade Ally near you visit :

www.cngc.com/conservation

or call 1-866-626-4479.

Remember it's a good idea to always get three bids.

** Additional restrictions apply, please contact us for details.*

July Bill Insert



WWW.CNGC.COM/CONSERVATION

Take a Permanent Vacation . . . from High Energy Bills

Enjoy the comforts and savings of a “staycation” even more when you install energy-efficient natural gas upgrades. Cascade’s rebates add summer savings to life’s simple pleasures!



A Subsidiary of MDU Resources Group, Inc.

In the Community to Serve®

CHECK OUR WEBSITE AT
WWW.CNGC.COM/CONSERVATION
FOR CURRENT REBATE AMOUNTS*

- .67+ EF Conventional Hi-Efficiency Natural Gas Water Heater
- 90%+ AFUE Natural Gas Combo Water Heater and Hydronic Space Heating with pre-approved Tankless Water Heater
- .91+ FE Condensing Tankless Natural Gas Water Heater

WATCH YOUR BILLS MELT AWAY!

Cascade will help you soak up the savings for home improvements with incentives for energy-efficient natural gas water heating upgrades.

Why not start basking in the glow now? Contact us today for more information.



To find a Trade Ally near you visit :

www.cngc.com/conservation

or call 1-866-626-4479.

Remember it's a good idea to always get three bids.

**Additional restrictions apply, please contact us for details.*

August Bill Insert



WWW.CNGC.COM/CONSERVATION

Tired of the Energy Rollercoaster?

As of June 30, 2017, Cascade insulation incentives for Floors, Attics and Walls have more than doubled, with an additional bonus available when you insulate multiple spaces!

Visit our website to explore our full portfolio of increased rebates and qualification requirements today!



In the Community to Serve®

RESIDENTIAL REBATES*

installed after June 30, 2017

Insulation rebates starting at
\$.75 sqft.

95%+ AFUE Furnace
\$400

90%+ Combo
Space & Water Heater
\$2500

*Don't forget about our no-cost Home Energy Savings Kits!
Water-saving shower heads and faucet aerators available.*

Cascade's Energy Efficiency incentives are your ticket to lower space and water heating bills!

1,552 Cascade customers participated in the Residential Incentive Program for 2016. This year we're offering an even greater incentive to encourage you to save, while making your home more comfortable!



To find a Trade Ally near you visit :
www.cngc.com/conservation
or call 1-866-626-4479.

*Remember it's a good idea to always get three bids.
* Additional restrictions apply, please contact us for details.*

October Bill Insert



[WWW.CNGC.COM/CONSERVATION](http://www.cngc.com/conservation)

Music to our ears.

Our new rebates will have you singing in no time!

We've upped the reward for you and your family this fall on a plethora of energy efficiency upgrades, including insulation, furnaces, boilers, bundles and more.

Find energy saving ideas and rebate information on our website.



In the Community to Serve®

RESIDENTIAL REBATES*

ENERGY STAR® or Built Green
New Home Certification - **\$2,000**

High-Efficiency (HE) Natural Gas
Furnace 95%+ AFUE- **\$400**

HE Natural Gas Combo System:
Domestic Hot Water with Hydronic
Space Heating using a pre-approved
Tankless Water Heater - **\$2,500**

Don't forget about our
free energy savings kits -
apply online today!

GET COZY @HOME THIS FALL WITH HIGH-EFFICIENCY NATURAL GAS

Take advantage of our increased rebates to stay comfortable in your home this fall as we transition into the colder months of the year.

Check out a snapshot of our offerings (at left), and go online to see more rebates for fireplaces and doors, and insulation galore! Whether you're in the market for a new or existing home, or looking for rebates for your business, Cascade is here to help.



Find one of our Trade Allies near you, and remember we always recommend getting three bids:

www.cngc.com/conservation

or call 1-866-626-4479.

**Additional restrictions apply, please contact us for details.*



Música para nuestros oídos.

¡Nuestros nuevos descuentos le harán cantar con alegría!

Hemos aumentado el reembolso para usted y su familia este otoño en una plétora de mejoras de eficiencia energética, incluyendo aislamiento, hornos, calderas, paquetes y más.

Encuentre ideas de ahorro de energía e información de rebajas en nuestro sitio web.



In the Community to Serve®

WWW.CNGC.COM/CONSERVATION

REEMBOLSOS RESIDENCIALES*

ENERGY STAR® o Built Green
Certificación Casas Nuevas - **\$2,000**

Horno de gas natural
95%+ AFUE- **\$400**

Sistema de Combinación: Agua caliente
doméstica con la calefacción hidráulica
del espacio - utilizando un calentador
agua sin tanque - **\$2,500**

Recuerde nuestros estuches
de ahorro de energía gratis
- aplique en línea hoy!

ACOSTARSE EN CASA ESTE OTOÑO CON GAS NATURAL DE ALTA EFICIENCIA

Aproveche nuestros reembolsos incrementados para mantenerse cómodo en su hogar este otoño cuando pasemos a los meses más fríos del año.

Echa un vistazo a nuestras ofertas (a la izquierda), e ir en línea para ver más reembolsos para chimeneas y puertas, y el aislamiento! Si usted busca comprar una casa nueva o existente, o busca rebajas para su negocio, Cascade está aquí para ayudar.



Encuentre uno de nuestros socios o contratistas cerca de usted, y recuerde que siempre recomendamos obtener tres ofertas:

www.cngc.com/conservation

o llame al 1-866-626-4479.

*Se aplican restricciones adicionales, póngase en contacto con nosotros para obtener más detalles.

Home Owners Resource Guide



In the Community to Serve®

PLAN FOR YOUR ENERGY NEEDS...

Savvy home owners know space and water heating choices impact a home's comfort and energy bills throughout the year.

Plan ahead and install qualifying high-efficiency natural gas equipment to reduce energy use and costs. You could even receive rebates for that smart investment from your utility provider - Cascade Natural Gas Corporation.

To Do List...

- Review energy-efficient choices for natural gas furnaces, water heaters, improved insulation and more
- Check out CNGC's website for current offerings: www.cngc.com/conservation or call 1-866-626-4479 for more info
- Install qualifying upgrades through a Trade Ally Contractor
- Apply for a rebate & start saving!

**Skagit Island County Builder Association
(SICBA) Directory Ad**



PLAN FOR YOUR ENERGY NEEDS...

Savvy home owners know space and water heating choices impact a home's future comfort and energy bills.

Plan to install qualifying high-efficiency natural gas equipment to reduce energy use and costs while receiving rebates from Cascade Natural Gas for your investment.

To Do List...

- Review energy-efficient choices for natural gas on furnaces, water heaters, insulation and more*
- Check the website @ www.cngc.com/conservation or call 1-866-626-4479 for more information*
- Install upgrades through a Trade Ally Contractor*
- Apply for a rebate & start saving!*



In the Community to Serve®

Home Tour Lawn Sign

Proudly going **green**
with clean, reliable
Natural Gas.



CASCADE
NATURAL GAS

C O R P O R A T I O N

®

A Subsidiary of MDU Resources Group, Inc.

In the Community to Serve®

Rebates available for high-efficiency natural gas
upgrades at www.cngc.com/conservation.

Home Tour Interior Signs

This home sports a:

\$250

*Rebate eligible Condensing
High-Efficiency Natural Gas
Tankless Water Heater*



In the Community to Serve®

For rebates, call 1.866.626.4479, or
visit www.cngc.com/conservation.

This home sports a:

\$400

*Rebate worthy
high-efficiency
natural gas
furnace*



In the Community to Serve®

For rebates, call 866.626.4479, or
visit www.cngc.com/conservation.

Central Washington HBA Web Ad



Generous Rebates Await

www.cngc.com/conservation



In the Community to Serve®

We now offer larger rebates for new high-efficiency natural gas homes!

Earn \$2000 for an ENERGY STAR® or Built Green® Certified home today!

*Learn
More*

Check out more rebates and eligibility guidelines online.

Central Washington HBA Web Banner

Rebates Available



In the Community to Serve®

SICBA Home Tour Front Cover



2017 SICBA

HOME TOUR & MORE

Tour Spectacular Homes in Skagit and Island Counties

Where Dreams Become Reality



SEPTEMBER 8TH • 9TH • 10TH

Fri: 2pm-7pm // Sat: 10am-6pm // Sun: 10am-3pm

Cover Home:
BYK Construction, 2016 Overall Home Tour Award Winner

www.SICBAHomeTour.com

SICBA Home Tour Sponsored Home

Sponsored by:



08

FEATURED HOME
ISLAND COUNTY



Pip-Ner Residence



CASCADe
CUSTOM HOMES & DESIGN

Cascade Custom Homes & Design, Inc.

360-675-0491 | jon@cascadecustomhomes.com

www.cascadecustomhomes.com

✓ 3,630 Sq. Ft.

✓ 3 Beds

✓ 3.5 Baths



1175 POLNELL SHORE DRIVE
OAK HARBOR, WA 98277

This home uses timeless proportions and scale, meticulous detail and a simple palette to reflect a northwest design into the island neighborhood. The client's goals in the home design were to capture the water views and to create a one-level living home while providing the necessary additional rooms for visiting family needs. This was accomplished when Stig Carlson Architects was selected to design this remarkable home. Embracing the details of the natural products used, and highlighting these details with abundant light and an open flowing design, this home is absolutely stunning. The tree-house feel in setting naturally brings the warmth of the environment inside.

Directions: Take I-5 at Exit #230. Go west towards Anacortes on State Hwy 20. Turn left at Sharp's Corner toward Oak Harbor. Go over Deception Pass into Oak Harbor (Stay on State Hwy 20), Y left at NE Regatta Drive. Turn left onto Crescent Harbor Road, turn right on Reservation Road. Stay straight. This becomes Polnell Road. Turn right onto Rockcross Lane, right onto Polnell Shore Drive. Tour home is at the bottom of the hill at the dead end.



**PROCEEDS FROM
THIS HOME BENEFIT THE
COUPEVILLE BOOSTER CLUB**

SICBA Home Tour Article

PLAN AHEAD NOW TO AVOID PAYING MORE LATER!

A little time and forethought spent toward preplanning for your energy needs could result in some significant savings in your future.

When planning a new home, or renovating an old home, it's common for the most exciting parts to generally be those which you can see and appreciate every day. Having said that, you may be surprised to find that a little extra effort put toward planning for your space and water heating needs (as boring as that may sound at face value) early in the process can pay you back *for years to come*, not just in increased comfort, but in utility bill savings down the road as well as increased property value. Surprisingly, they can benefit you immediately too if you install qualifying high-efficiency options and apply for rebates from your local utility.

Take the Cascade Natural Gas Conservation Incentive Programs as an example.

A home owner can install a standard efficiency furnace for a lower up-front cost, but if one looks at the lifetime of the equipment and its associated savings on future utility bills, combined with the potential for a rebate on that equipment, it should be a no brainer to go for the higher efficiency version if one can. Yes, the upfront costs are generally more to accommodate the improved technology, but it's well worth the effort.

Having said that, it doesn't mean you have to get the absolute most expensive equipment installed, but you should research a bit ahead of time with

the utilities to see what rebates are available, connect with potential contractors, and get multiple bids to shop around and find recommendations that work for your specific home. Primarily, the home owner needs to decide what's most important for the family's future comfort needs. Is that radiant heat, ambiance from a clean burning fireplace, cooking fuel, or perhaps a tankless water heating system?

You might be surprised what type of assistance is available to help offset some of the initial cost to install higher-efficiency options.

Recently, Cascade Natural Gas updated their Conservation Incentives to make it an even easier decision to go with higher efficiency options. For instance, if you're renovating a home, insulation rebate offerings have increased from \$.30 per square foot to \$1.00 per square foot for some types of insulation. Of course, restrictions apply and the homes must meet minimum program requirements for eligibility, but it doesn't hurt to check out the current offerings and see what fits your needs.

Need more *incentive* to look into available rebates? How about a rebate for a combination tankless space and water heating system for \$2,500 (previously \$825), and Built Green® or ENERGY STAR® Certified Homes can earn a rebate for \$2,000.

www.cngc.com/conservation

Trade Ally Newsletter Spring 2017

Trade Ally Newsletter

Residential - Spring 2017



In the Community to Serve®



Your Link to Cascade

By Monica Cowlshaw

Many of you have been partners of the Cascade Trade Ally network for years and have experienced our program process ebbs and flows. You've acted as an integral liaison between CNGC and our customers to encourage high-efficiency upgrades and promote responsible natural gas use.

As a contractor in the HVAC, plumbing and weatherization industry you're familiar with partnering with a wide range of utilities to help promote rebate programs. We greatly appreciate the collaboration and know it's sometimes difficult to remain up to date on individual program requirements. Your assistance to help the customer come to an informed decision on future energy use has been integral to the success of our programs, especially as you aid customers in applying for rebates and helping them to submit all required paperwork with key data included on the invoices.

We have been working for the past year to improve our internal processes, keeping in mind the customer experience as well as the health of our trade ally network relationships. Part of this effort has centered on providing a direct point of contact from you to Cascade staff, thus making it easier to reach a member of our team.

It's our pleasure to introduce you (or reintroduce if you've already had the pleasure) to our Trade Ally Coordinator, and in-house residential building expert Sheila McElhinney who serves as the Sr. Conservation Analyst at Cascade. Please reach out to Sheila with questions on program updates, weatherization program requirements, bonus rebate inquiries, preapprovals or any other general inquiries.



Sheila McElhinney,
Trade Ally Coordinator

A Helpful Reminder -

By Kary Burin

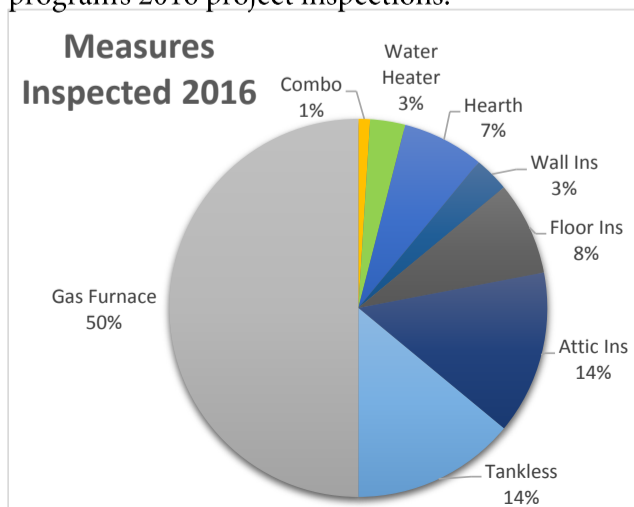
Cascade Natural Gas Conservation Incentive program requires an active Trade Ally install residential insulation to qualify for energy efficiency rebates. The industry is changing rapidly with new products continually being introduced into the marketplace. While we want to encourage new technology, Cascade must also look out for the best interest of our customers. Third party testing for compliance, safety and performance is essential for Cascade to be assured of a technology's efficacy.

As a reminder, current traditional insulation methodologies and air sealing are the only insulation products we incentivize. Our Trade Allies are trusted technical advisors to our customers for their energy efficiency solutions and we value your compliance with our program and your partnership.



By the Numbers

Here, we'll be providing insights to our programs' performance metrics. For this issue, we're delivering figures on our residential conservation incentive program's 2016 project inspections.



In 2016, 52 Trade Allies provided \$17,700 in Cascade Bonus Coupons!



These additional dollars add to customers' rebates, making the current and future natural gas energy efficiency installations even more affordable.

In 2016, our internal Quality Assurance inspected

57 different projects

in 16 different cities

by 46 different contractors

\$16,545.90 total rebates



Bill Prillaman, Sr. Sales Representative,
Lockheed Martin Energy

Tips on working smarter, not harder

By Bill Prillaman

Contractors who service larger geographic areas encounter multiple gas and electric utilities, each having their own programs and different guidelines. Many contractors want to offer these rebate and incentive programs to shorten ROIs and bridge the financial gap between standard and high efficiency. We want to help you to save time with these programs and sell your services.

The Cascade Natural Gas staff is here to provide information and do what is necessary to encourage the use of high efficiency equipment and systems.

Here are a few ways we can help support your efforts to sell high efficiency.

- Schedule a CNG representative to attend your sales meeting to provide support
 - When reviewing a project with a customer, give a CNG representative a call so we can give program information and help determine qualifying equipment and rebates
 - Send us bid documents to review and we will identify equipment that will qualify and estimate the rebates for them
 - We can provide a document listing the equipment that will qualify and the estimated value of the incentives for your project
 - We can suggest alternate high efficiency equipment that would be cost competitive when the rebate is applied
 - We are happy to assist you or your customers with filling out and locating paperwork
- In addition, we'll connect you with other utility incentive programs applicable for the same project.

Good Candidates for Demand Control Ventilation

By Bill Prillaman

- Highly variable occupancy. DCV offers the greatest potential for energy savings in buildings with wide or unpredictable swings in occupancy, such as auditoriums, restaurants, bars, cafeterias, theaters, retail stores, classrooms, and conference rooms.

- Moderate to extreme heating or cooling climates. Given that DCV can reduce the amount of outdoor air brought in, buildings in climates where a lot of energy is required to heat or cool the outdoor air stand to gain the most. Facilities with large refrigeration loads, such as supermarkets, will also benefit from the reduced humidity load that the display cases would otherwise have to remove.

- Conventional HVAC systems. Buildings that have packaged air conditioning systems offer opportunities for greater energy savings than do facilities using certain other cooling systems, such as evaporative cooling.

- Long operating hours. Buildings that are only open for a few hours per day are unlikely to be good candidates for DCV. Those facilities might be better off using timers to shut off ventilation fans during unoccupied hours.



Shout-Outs

11 School Districts saved **68,406** therms, earning **\$155,254** in Cascade Rebates!

Heads Up!

Bonus coupons for 2017 have been mailed so keep an eye out for them to arrive if they haven't already, as well as for future updates to our energy-efficiency rebate programs in the next couple of months ;)

Questions? Call **866-626-4479** or
WWW.CNGC.COM/CONSERVATION

Trade Ally Bonus Coupon

2017 Cascade Natural Gas Customer Rebate Bonus*

If rebate is submitted** before 9/1/17

\$100
OR
\$50

If rebate is submitted** after 9/1/17

Coupon valid only in conjunction with an eligible rebate application, and cannot be used in payment towards a gas bill. A rebate check will be mailed to the customer with verification of active gas account and approved rebate application.



In the Community to Serve

**TO REDEEM COUPON WITH AN ONLINE APPLICATION
SCAN AND UPLOAD ALONG WITH YOUR INVOICE**

The Cascade Natural Gas Corp. Conservation Incentive Program is proud to team up with contractors in our Trade Ally network to offer you a "rebate bonus" for installing rebate-qualified measures.

TRADE ALLY COMPANY

TRADE ALLY REPRESENTATIVE SIGNATURE

CUSTOMER SIGNATURE

*Limit 1 coupon per customer, per measure

*Only valid for measures installed in 2017

*Coupon must be attached to invoice on qualifying install

*Coupon must be signed by both Trade Ally and customer

*Coupon does not signify endorsement or warranty of work performed

*Must be a Cascade customer on a qualifying rate schedule

*Coupon is non-transferable and is for distribution solely by designated Trade Ally - Note all coupons are individually numbered

*Funds will be issued following approval of rebate application attached to coupon

**Submission date is the date application is stamped by post office or entered on line

WWW.CNGC.COM/CONSERVATION OR CALL 866-626-4479



Congratulations

...ON THE STEPS YOU ARE TAKING TOWARD ENERGY-EFFICIENCY IN YOUR HOME!

EXPLORE THE CASCADE CONSERVATION CORNER WEBSITE AT

WWW.CNGC.COM/CONSERVATION

FOR INFORMATION ON AVAILABLE RESIDENTIAL AND COMMERCIAL REBATES INCLUDING:

FURNACES, WATER HEATERS, INSULATION, FIREPLACES

AND

FREE ENERGY SAVINGS KITS

Washington Future of Energy Conference



A Subsidiary of MDU Resources Group, Inc.

In the Community to Serve®

A black and white photograph of a person's hands using tongs to handle a frying pan on a gas stove. A large, bright flame is rising from the burner under the pan. In the background, another pot is visible on the stove.

HIGHER
INCENTIVES
AVAILABLE
NOW

Introducing more generous incentives when you install high-efficiency natural gas equipment and insulation!

Call 866.450.0005
or visit www.cngc.com/conservation

Commercial Tri Cities Airport Case Study

Energy Conservation Success Story



Tri-Cities Airport flying to new energy-efficient heights

The CNGC Commercial and Industrial Conservation Incentive Program has helped Tri-Cities Airport take their building to the next level by blending efficiency, functionality, and style into their state-of-the-art airport.

With a significant increase in traveler traffic at the Tri-Cities Airport, the terminal underwent its third renovation and expansion, nearly doubling the facility size. This time, the Port of Pasco who manages the Tri-Cities Airport, wanted to improve the building performance in addition to airport aesthetics.

Local trade allies worked with Mead & Hunt Architects to install systems that were energy-efficient while still aligning with their vision for the state-of-the-art facility. The new heating system installed utilizes four Lochinvar condensing natural gas boilers that significantly exceed the minimum efficiency required by code, increasing the efficiency of the

natural gas by 12 percent. CNGC was able to offset installation costs with a \$32,000 cash incentive. "Looking at the figures, the payback on these things are going to be very, very fast," said Port of Pasco Commission President Ron Reimann.

To take the upgrades one step further, the 30-year old insulation on the existing terminal is being replaced with rigid foam insulation surpassing minimum building codes by 25 percent. Reducing outside air influences are critical for controlling temperature and humidity levels in the airport, which maximizes comfort and minimizes operating costs. An additional cash incentive of \$32,080 will be provided by CNGC to the Port of Pasco when the insulation installation is completed.

Once complete, the airport will have a new concourse with more gates and flights, an expanded dining area, smoother security checkpoints, upgraded car rental area, and additional seating with views that capture the beauty and heritage of the Tri-Cities area. Plus, the Port of Pasco will have received over \$70,000 in cash incentives just for upgrading to energy-efficient natural gas boilers and insulation.

Savings	Energy issues	Solution	Benefits
<ul style="list-style-type: none">• \$32,000 cash rebate for boilers• \$32,080 cash rebate for insulation	<ul style="list-style-type: none">• Outdated equipment• High utility bills	<ul style="list-style-type: none">• Natural gas boilers• Rigid foam insulation	<ul style="list-style-type: none">• Lower energy bills• Comfortable environment

To learn more about the Commercial and Industrial Conservation Incentive Program, contact us at 1.866.450.0005 or visit us online at www.cngconserve.com



In the Community to Serve®

Commercial Stanwood YMCA Case Study

Energy Conservation Success Story

Stanwood-Camano YMCA makes a splash with energy-efficient boilers

Opening its doors last fall, the Stanwood-Camano YMCA, constructed by Gly Construction Inc., is a 47,000 sq. ft. facility that houses programs for youth development, healthy living and social responsibility in Snohomish County. The three new pools are a large attraction for the facility consisting of; a six-lane lap pool, a children's pool with a lazy river and a hot tub. Knowing that swimming pools are heavy energy consumers, the Y worked with Cascade's Commercial and Industrial (C&I) team to install energy-efficient boilers.

The two new boilers were installed, by PSF Mechanical Inc., to heat all domestic and pool water, saving an estimated \$1,300-\$1,900 a year over standard boilers. These boilers earned the YMCA a \$10,000 cash incentive from Cascade while significantly exceeding minimum code requirements. The facility also earned another \$1,575 in rebates from Cascade by installing fifteen energy-efficient sensor faucets, saving the YMCA 13,800 gallons of water per year.

The YMCA is expecting to serve more than 20,000 people in the community, and thus energy-efficiency was an integral concern when developing the facility.

Tom Browne, Property Management Director, says "We have always regarded ourselves as a leader in supporting community awareness with methods in energy-efficiency from retrofits to LED lighting, solar power systems, future electrical car charging stations, water conservation measures and high-efficient boilers all across our county that has proven to have a benefit to our ROI. It's a win-win." The boilers alone will reduce this facility's carbon footprint by 9 – 12 tons of carbon per year.



To learn more about the Commercial and Industrial Conservation Incentive Program, contact us at 1.866.450.0005 or visit us at www.cngc.com/conservation.

Business Case	Savings*	Incentives	Benefits
<ul style="list-style-type: none"> • Needed a boiler system that would serve all needs • Wanted high return on investment • Efficiency is important to business 	<ul style="list-style-type: none"> • 3,160 estimated therms for boilers • 2,040 estimated therms for sensor faucets • \$4,200 estimated annual energy cost savings 	<ul style="list-style-type: none"> • \$10,000 cash rebate for boilers • \$1,575 cash rebate for sensor faucets 	<ul style="list-style-type: none"> • Lower energy bills • Environmental impact

*Deemed savings



In the Community to Serve®

Commercial Silverdale Oxford Suites Case Study

Energy Conservation Success Story

Oxford Suites Silverdale lowers operational costs by reducing water usage

Oxford Suites Silverdale has joined many lodging facilities across the region in taking steps to improve the overall performance of their facilities while simultaneously reducing energy consumption. “We’re always looking to lower costs and reduce our carbon footprint. It’s great when we can do both at the same time,” says Steven Gear, general manager of Oxford Suites Silverdale.

After an existing hot water heater broke down at Oxford Suites Silverdale, a Cascade Natural Gas Commercial and Industrial (CNGC) representative reached out to the hotel with several solutions to not only fix their hot water heater problem, but to reduce overall energy and water costs as well. Instead of replacing the model, the hotel acted on CNGC’s advice by installing an energy-efficient tanked domestic hot water heater. This new equipment came with a \$500 incentive from CNGC and will save the hotel 158 therms of gas every year.

In addition to the cash incentive for their new high-efficiency hot water heater, CNGC offered the hotel free energy-saving water devices including faucet aerators and showerheads. While initially hesitant to engage in equipment upgrades that could reduce comfort, Oxford Suites decided to test the energy-efficient showerheads in a few guest rooms. After receiving highly positive feedback from hotel guests, the hotel upgraded 105 guestroom showers with energy-efficient showerheads. Although the new showerheads use 3/4 gallon less per minute than the existing showerheads, hotel staff continues to receive compliments from guests on the quality of the showers.



Energy Saving Kits

Eligible businesses can receive free water-saving devices. Energy-efficient aerators and showerheads use less water compared to standard fixtures without impacting water pressure.

Visit www.cngc.com/conservation to apply for your energy saving kit.

Energy Savings Kit A

- One water and energy-saving kitchen PreRinse Spray Valve
- Two bath aerators

Energy Savings Kit B

- Two water-saving low flow showerheads
- Teflon tape

To learn more about the CNGC Incentive Program, contact us at **1.866.450.0005** or visit us online at **www.cngc.com/conservation**.



A Subsidiary of MDU Resources Group, Inc.

In the Community to Serve®

Commercial Direct Mailer to Past Participants



Cascade Natural Gas has distributed over \$444,000 in cash incentives to commercial and industrial businesses across Washington.

Dear Customer,

Thank you for your past participation in the Cascade Natural Gas Commercial and Industrial Incentive Program (CNGC). We have exciting new incentives available for high-efficiency upgrades that will help you save more energy and money and get an even faster ROI.

Cash incentives are available for a variety of upgrades including **HVAC, water heating, insulation and commercial food service equipment** to name a few. We've attached the full list of updated incentives for your review and welcome any questions you might have on the list or on potential custom projects.

Upgrade to energy efficient equipment with paybacks in as little as two to five years

No matter what type of business you have, reducing energy use and increasing energy efficiency is a proven strategy for cutting and controlling costs. Investing in efficient gas fired equipment pays dividends in lower utility costs now and into the future. CNGC offers incentives for measures that reduce the consumption of natural gas on both existing new buildings and new construction.

The bottom line — managing your gas usage will lead to **lower overhead costs and increased profitability**. Let us help you find energy solutions at your business today.

Contact us at **1.866.450.0005**, email conserve@cngc.com or visit us at www.cngc.com/conservation.



In the Community to Serve®

Incentives are available only to qualified commercial and industrial CNGC customers who heat their building with natural gas on qualifying commercial rate schedules (including 504, 505, 511, 570 and 577.) All other program requirements must be met to receive incentives.

Commercial Direct Mailer, Generic



In the Community to Serve®

HIGHER INCENTIVES AVAILABLE NOW

Introducing more generous incentives when you install high-efficiency natural gas equipment and insulation.



Cascade Natural Gas has distributed over \$444,000 in cash incentives to commercial and industrial businesses across Washington.

Upgrading to high-efficiency gas equipment can help you save more energy and money, plus get an even faster return on investment with **payback in as little as two to five years.**

INCENTIVES AVAILABLE FOR HVAC, WATER HEATING, INSULATION, FOOD SERVICE EQUIPMENT AND MORE

No matter what type of business you have, reducing energy use and increasing energy efficiency is a proven strategy for cutting and controlling costs. Investing in efficient gas fired equipment pays dividends in lower utility costs now and into the future. Cascade Natural Gas Commercial and Industrial Program offers incentives for measures that reduce the consumption of natural gas on both existing buildings and new construction.

Let us find energy solutions at your business today. Contact us at **1.866.450.0005**, email conserve@cngc.com or visit us at www.cngc.com/conservation.


Incentives are available only to qualified commercial and industrial CNGC customers who heat their building with natural gas on qualifying commercial rate schedules (including 504, 505, 511, 570 and 577.) All other program requirements must be met to receive incentives.

Commercial Foodservice Contractor Flyer

Bigger and Better Foodservice Incentives

Vendors and Distributors,

Cascade Natural Gas Commercial and Industrial Program (CNGC) has increased incentives available for high-efficiency gas equipment.

 BUNDLE AND SAVE!	
Buy two kitchen measures and receive an additional \$150 incentive. Buy three kitchen measures and receive \$300!	
GAS CONVECTION OVEN - \$500 ENERGY STAR® ≥42% Cooking Eff/ ≤13,000 Btu/hr Idle Rate	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	DOUBLE RACK OVEN - \$2,000 FSTC Qualified ≥50% Cooking Eff/ ≤3,500 Btu/hr/Idle Rate D Rack
GAS CONVEYOR OVEN - \$600 Greater than 42% tested baking efficiency	ENERGY STAR® GAS FRYER - \$600
CONNECTIONLESS 3 PAN GAS STEAMER - \$850 ENERGY STAR® or CEE/FSTC Qualified ≥38% Cooking Eff / ≤2,083 Btu/hr/pan Idle Rate	DOOR TYPE DISHWASHER LOW TEMP GAS - \$800 ENERGY STAR® ≤.6 kw Idle Rate/ ≤1.18 gallon/rack
MULTI-TANK CONVEYOR LOW TEMP DISHWASHER - \$2,000 Gas Main w/Electric Booster ENERGY STAR® ≤2.0 kw Idle Rate; ≤ 0.50 gallons/rack	
<i>Incentives are available only to qualified commercial and industrial CNGC customers who heat their building with natural gas on qualifying commercial rate schedules (including 504, 505, 511, 570 and 577.) All other program requirements must be met to receive incentives.</i>	

BONUS! SPIF promotion for Contractors

- CNG offers a sales performance incentive fund (SPIF) on the sale and installation of qualifying foodservice equipment

Participation is easy

- Call 1.866.450.0005 to sign up
- Sell qualifying equipment
- Submit application and W9
- Receive a \$35 gift card!

To learn more about the CNGC incentive program, contact us at **1.866.450.0005** or visit us online at **www.cngc.com/conservation**.




In the Community to Serve®

Commercial Foodservice Customer Flyer

Bigger and Better Foodservice Incentives

Busy commercial kitchens consume a large amount of energy. Stop pouring money down the drain by installing high-efficiency foodservice equipment. Equipment upgrades at your business can have a significant impact on profitability and energy use.

Cascade Natural Gas Corporation's (CNGC) Commercial and Industrial Program has increased incentives for high-efficiency gas equipment to help you save more money and earn an even faster return on your investment. Plus, when you bundle two or more kitchen equipment measures, you'll get even more cash back for your investment.

 BUNDLE AND SAVE!		Buy two kitchen measures and receive an additional \$150 incentive.	Buy three kitchen measures and receive \$300!
GAS CONVECTION OVEN - \$500 ENERGY STAR® ≥42% Cooking Eff/ ≤13,000 Btu/hr Idle Rate	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	DOUBLE RACK OVEN - \$2,000 FSTC Qualified ≥50% Cooking Eff/ ≤3,500 Btu/hr/Idle Rate D Rack		
GAS CONVEYOR OVEN - \$600 Greater than 42% tested baking efficiency	ENERGY STAR® GAS FRYER - \$600		
CONNECTIONLESS 3 PAN GAS STEAMER - \$850 ENERGY STAR® or CEE/FSTC Qualified ≥38% Cooking Eff / ≤2,083 Btu/hr/pan Idle Rate	DOOR TYPE DISHWASHER LOW TEMP GAS - \$800 ENERGY STAR® ≤.6 kw Idle Rate/ ≤1.18 gallon/rack		
MULTI-TANK CONVEYOR LOW TEMP DISHWASHER - \$2,000 Gas Main w/Electric Booster ENERGY STAR® ≤2.0 kw Idle Rate; ≤ 0.50 gallons/rack			
<p><i>Incentives are available only to qualified commercial and industrial CNGC customers who heat their building with natural gas on qualifying commercial rate schedules (including 504, 505, 511, 570 and 577.) All other program requirements must be met to receive incentives.</i></p>			

To learn more about the CNGC incentive program, contact us at **1.866.450.0005** or visit us online at **www.cngc.com/conservation**.



In the Community to Serve®

Commercial Program Standee



In the Community to Serve®

HIGHER INCENTIVES AVAILABLE NOW

HVAC



insulation



food
service

water
heating

Cash incentives available
for the installation of
high-efficiency commercial
and industrial natural gas
equipment

Call 866.450.0005 or visit
www.cngc.com/conservation