

TO OUR WASHINGTON CUSTOMERS:

If you use natural gas to heat your home and you are unable to pay your gas bill, you can take steps to prevent discontinuance of gas service. In order to qualify, you must:

1. Advise Cascade that you cannot pay the bill.
2. Get a statement from the appropriate social service agency in your area (call Cascade's local office for directions) verifying that your income meets guidelines that make you eligible for state low-income energy assistance. The statement must also provide Cascade with a dollar figure that is seven percent of your household income.
3. Apply for home heating assistance and certify that any assistance you receive will be used to pay gas bills.
4. Apply for low-income weatherization assistance, if available.
5. Enter into and comply with a payment plan agreement to pay your past-due and future gas bills. The plan must be designed so that all your bills for gas are paid by next October 15. While you will not be required to pay more than 7% of your monthly income through March 15, you may pay more if you wish. If your service has been disconnected, you must pay the \$16.00 reconnection charge before service is reconnected.
6. Agree to pay the money you owe, even if you move.

If you need further information or assistance, please contact your local Cascade office.

CASCADE NATURAL GAS CORPORATION