

Financial assistance is available from Cascade Natural Gas to help with your utility bill. Our partners at Community Action process your application quickly and easily so you can get back on track.

These funds are available to anyone who qualifies, including those who have been negatively impacted by the COVID-19 pandemic. Learn how you can benefit from WEAF.

Call us at 888-522-1130 to speak with a Customer Service representative if you need to make payment arrangements for your bill. The phone number for your local Community Action agency can be found on the back of this insert or at www.cngc.com. *Los hispanohablantes están disponibles para servirle en Cascade Natural Gas y en cada agencia de Community Action.*



In the Community to Serve®

Community Action Agencies

For an appointment or more information, please call or visit online:

Blue Mountain Action Council

Walla Walla: 509-529-4980 | bmacww.org

Chelan-Douglas Community Action Council

Wenatchee: 509-662-6156 | www.cdcaac.org

Coastal Community Action Program

Aberdeen (Grays Harbor County):
800-828-4883 or 360-533-5100 | www.coastalcap.org

Community Action Connections

Pasco (Benton/Franklin Counties): 509-545-4042
Prosser: 509-786-3379 | www.bfcac.org

Community Action Council of Lewis, Mason, & Thurston Counties

Shelton (Mason County): 360-426-9726
or 800-878-5235 | www.caclmt.org

Community Action of Skagit County

Mount Vernon (Skagit County):
360-428-1011 | www.communityactionskagit.org

Kitsap Community Resources

Bremerton (Kitsap County): 360-479-1507 | www.kcr.org

Lower Columbia Community Action Council

Longview (Cowlitz/Wahkiakum Counties):
360-425-3430 or 800-383-2101 | www.lowercolumbiacap.org

NW Community Action Center

South Yakima County: 509-865-7630 | www.nwactopp.org

OIC of Washington

Yakima (Upper Yakima County):
509-452-7145 | www.yoic.org

The Opportunity Council

Bellingham (Whatcom County): 360-255-2192
Oak Harbor (Island County): 360-679-6577 | www.oppco.org

Snohomish County Human Service Department

Everett (Snohomish County): 425-388-7200
snohomishcountywa.gov/191/Human-Services

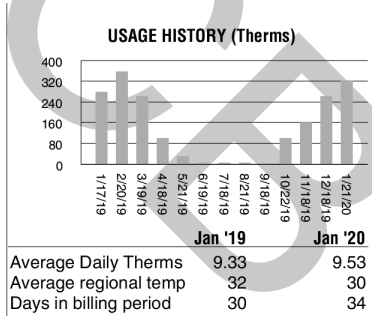
CNGC Energy Assistance Outreach October through April

- Bill Inserts
- Bill Onserts
- Social Media
 - Paid
 - Organic
- Google Ads
- Display
- Streaming Audio
- Emails
- Company Website
- Promotional Items
- Customer Service Representatives
- Field Technicians
- Letters

Any unpaid delinquent balance not received by Feb 19, 2020, the bill cycle beginning date for the next month's bill, is subject to a late payment charge of 1% per bill cycle.

Gas Charges

BILLING PERIOD 12/19/19 - 1/21/20
DAYS 34
METER NUMBER
METER READ DATE



CURRENT READING	PREVIOUS READING	DIFFERENCE (CCF)	ENERGY FACTOR	PRESSURE FACTOR	THERMS USED
7184	- 6888	= 296	x 1.106892	x 0.988472	= 324

- Basic Service Charge \$5.00 per month
- Delivery Charge 324 Therms x \$0.27205
- Average Cost of Gas 324 Therms x \$0.43833
- Temp. Gas Cost Amortization 324 Therms x \$0.1353
- Energy Assistance Fund 324 Therms x \$0.00333
- Pipeline Replacement 324 Therms x \$0.0156
- Decoupling Mechanism 324 Therms x \$0.0139

MESSAGE CENTER:

Non-emergencies: Mon-Fri, 7 a.m. - 7 p.m.

Email: customerservice@cngc.com
 Mail: Cascade Natural Gas Corporation,
 Attn: Customer Service, PO Box 7608, Boise, ID
 83707-1608. Please include your account number.

CALL BEFORE YOU DIG 811

16	17	18	19	20	21	22
23	24	25	26	27	28	29

Payment Due ▲
 Your payment will be
 automatically deducted from
 your bank account on or after
 this date.

Note: Charges for current services are due and payable upon receipt of bill and are past due as noted. **This bill does not extend the due date of past bills.**

Conservation 324 Therms x \$0.0263
 Protected EDIT 324 Therms x \$-0.00806
 Unprotected EDIT 324 Therms x \$-0.003005
 City Tax 6%

Total Gas Charges*

*The cu

We have bill assistance options that can meet your needs.

WEAF

Washington Energy Assistance Fund

Scan the QR code with your smart device, or visit www.cngc.com/assistance to get started.

Asistencia financiera disponible en español.

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🔗 Cascade Natural Gas can Help. Relief from financial stress is available to those who qualify through the Washington Energy Assistance Fund. Start by calling 888-522-1130. Agentes en español disponibles. Or, apply through your local Community Action Agency listed here: <https://buff.ly/3fwpNQJ>.

WEAF
Washington Energy Assistance Fund

Making ends easier to meet
FOR INCOME-ELIGIBLE CUSTOMERS

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

In the Community to Serve®

The advertisement features a photograph of a woman with long brown hair smiling and hugging a young child. The background is dark with a large white outline of the state of Washington containing a dollar sign. The WEAF logo is prominently displayed in the upper right, and the Cascade Natural Gas logo is in the lower right.

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Performance

\$277.24 spent over 20 days.

Link clicks

496

Reach

31,483

Cost per Link Click

\$0.56

Activity

Post engagement



Link clicks



Post shares



Post reactions



Post saves



Post comments



^ See Less

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● Ad group 1



Now. more help is available.

Individuals and families can receive the help they need.

Cascade Natural Gas

Ad	Impressions	Clicks
● Enabled	292,959	11

● Ad group 1



Energy Bill Assistance



Ad	Impressions	Clicks	CTR
● Enabled	299,585	121	0.04%

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In the Community to Serve

Financial relief is a click away.

WEAF
Washington Energy Assistance Fund

Click here to qualify now.



In the Community to Serve

WEAF
Washington Energy Assistance Fund

Financial relief is a click away.

Click here to qualify now.



In the Community to Serve

WEAF
Washington Energy Assistance Fund

El alivio financiero está a un clic de distancia.

Haga clic aquí para calificar ahora.



CNGC Energy Assistance Outreach

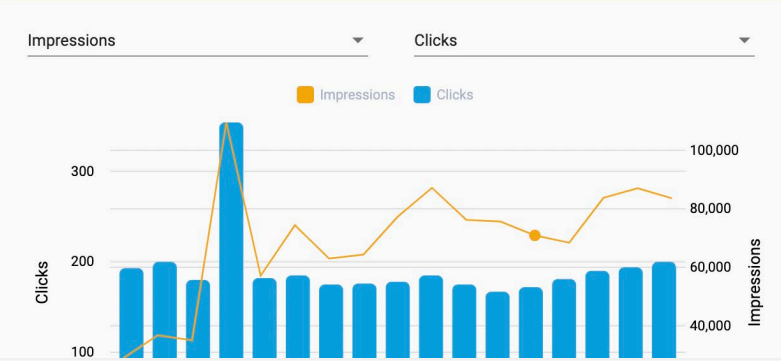
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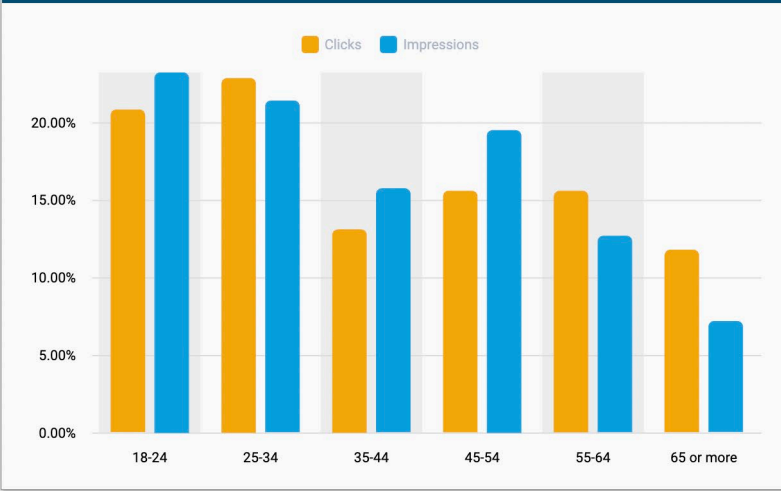
Summary

Spend	Impressions	Clicks	
\$4,103.65	1,179,188	3,287	
CTR	CPM	CPC	GM Conversions (CPCConv)
0.28%	\$3.48	\$1.25	0 (\$∞)

Performance



Age



Parental Status

Not Parent	Parent
Clicks 88.05%	Clicks 11.95%
Impressions 85.79%	Impressions 14.21%

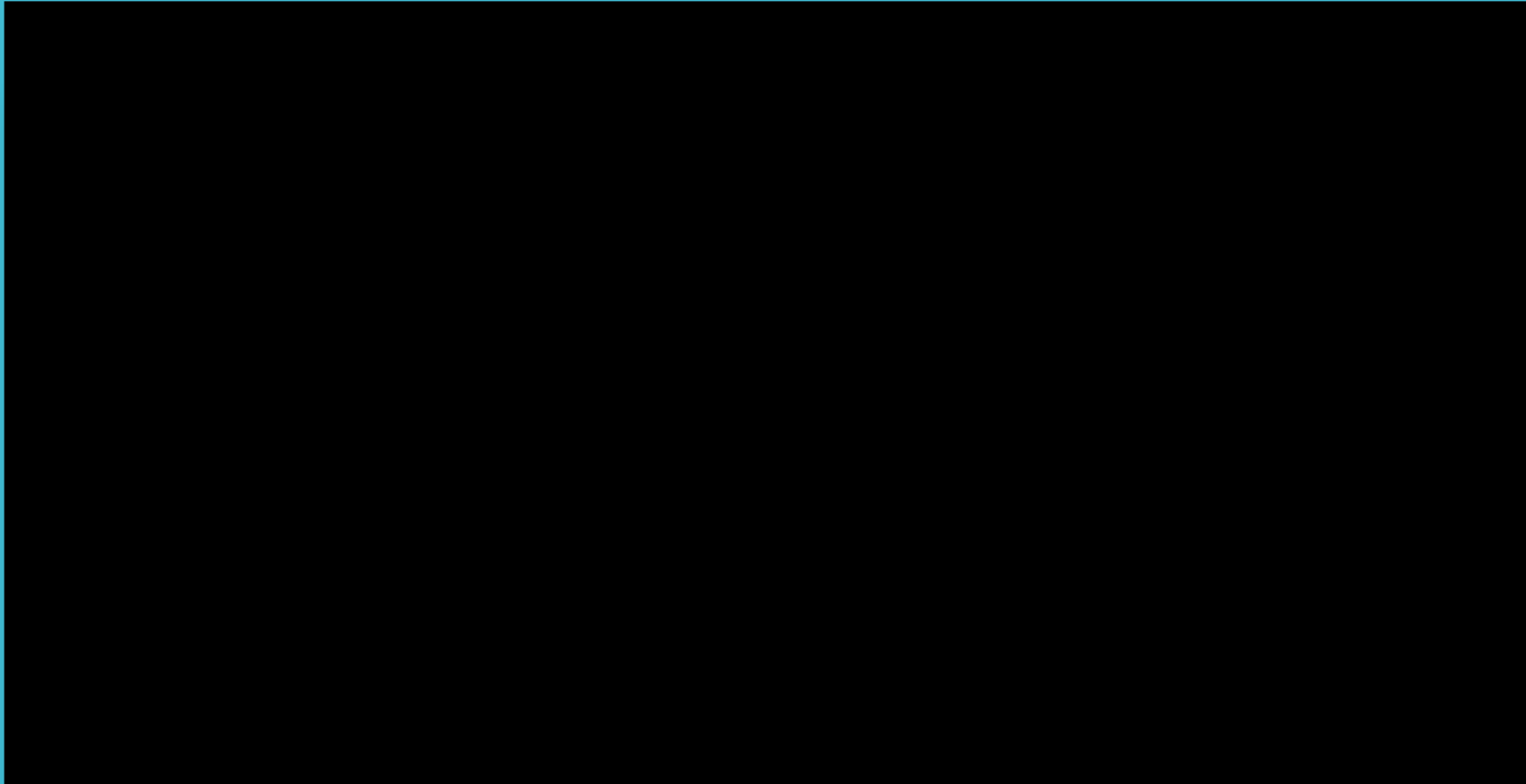
Gender

Female	Male
Clicks 43.24%	Clicks 56.76%
Impressions 41.63%	Impressions 58.37%

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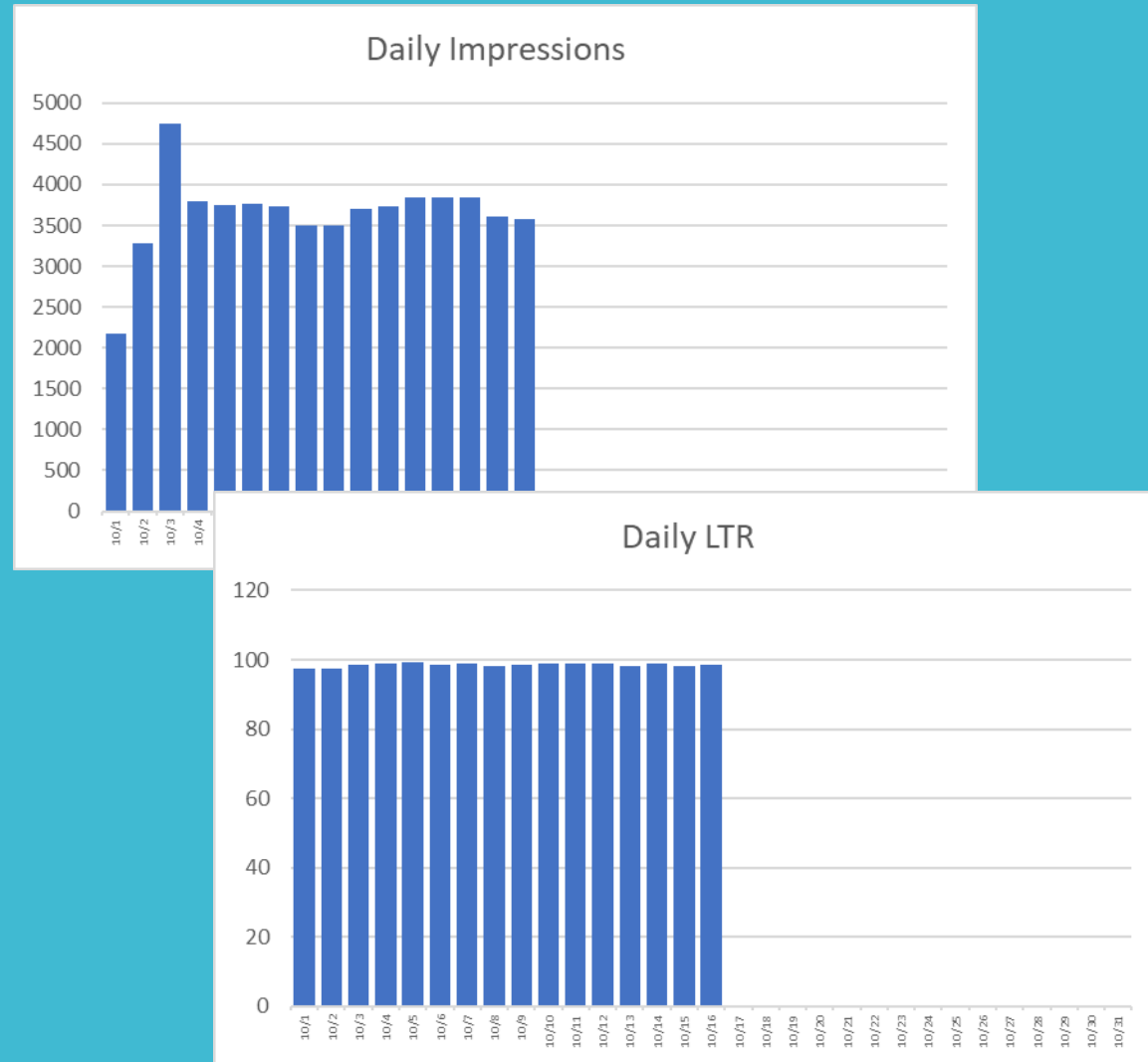


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- Through October 17th, 58,400+ impressions
- Planned net CPM was \$25 and the campaign is averaging \$30.03. October 16th was at \$32.54 and several other of the last seven days north of \$33 due to political advertising.
- Average listen thru rate coming in at an outstanding 98.5%



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RELIEVE
THE
BURDEN
OF
ENERGY
COSTS.

WEAF
Washington Energy
Assistance Fund

Help with your Cascade Natural Gas bill is a call away.

Cascade Natural Gas believes a warm home, hot water, and natural gas energy should be available to everyone. That's why Cascade has established the Washington Energy Assistance Fund (WEAF).

Qualifying for assistance is easy through any of our partner Community Action Agencies. Qualified applicants may receive up to \$500 toward their Cascade bill each year and may qualify for other assistance options.

Get complete bill assistance information by clicking the button below.

I NEED HELP WITH MY BILL

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ENERGY ASSISTANCE FOR LOW-INCOME HOUSEHOLDS

LIHEAP

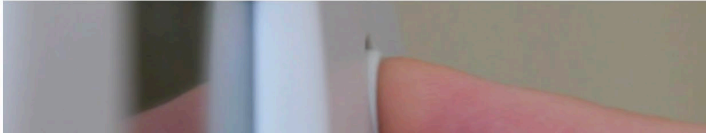
The Low-Income Home Energy Assistance Program (LIHEAP) helps low-income households pay part of their energy bills. You can find out if you're eligible for this program and apply for help at one of the state agencies below. *Please note, these guidelines are updated periodically, so be sure to check back regularly.*

Income guidelines for LIHEAP

- Washington
- Oregon

Our LIHEAP brochure will also provide income guidelines, essential energy assistance facts and contact information in your area:

- Washington Energy Assistance - LIHEAP
- Oregon Energy Assistance - LIHEAP



888-522-1130 Información de emergencia Contáctenos Empleos Iniciar sesión

CASCADE NATURAL GAS In the Community to Serve

De Primer Nivel Seguridad Y Educación Tarifas Y Servicios Eficiencia Energética ¿Qué Hay De Nuevo?

ASISTENCIA ENERGÉTICA PARA HOGARES DE BAJOS INGRESOS

LIHEAP

Programa de asistencia energética para hogares de bajos ingresos (LIHEAP) ayuda a los hogares de bajos ingresos a pagar parte de sus facturas de energía. Puede averiguar si es elegible para este programa y solicitar ayuda en una de las agencias estatales a continuación. *Tenga en cuenta que estas pautas se actualizan periódicamente, así que asegúrese de consultarlas periódicamente.*

Pautas de ingresos para LIHEAP

- Washington
- Oregón

Nuestro folleto LIHEAP también proporcionará pautas de ingresos, datos esenciales de asistencia energética e información de contacto en su área:

- Asistencia energética de Washington - LIHEAP
- Asistencia de energía de Oregon - LIHEAP

Asistencia de climatización

Cascade Natural Gas se complace en asociarse con los programas de asistencia de climatización en Washington y Oregon. Estas agencias de acción comunitaria y de bajos ingresos ofrecen mejoras gratuitas en la climatización del hogar y la eficiencia energética para las viviendas residenciales calificadas por ingresos que se calientan con gas natural. Comuníquese con su Agencia de Asistencia Energética para obtener información adicional o para solicitar asistencia de climatización.

Spanish Chinese (Simplified) English French Hmong Indonesian Japanese

Política de privacidad y cookies



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All Emergencies - 24-Hour Response (Including Outages)
Todas Emergencias - 24 Horas 888-522-1130

Cascade Natural Gas offers many payment options that include phone, online, and in-person. For a complete list of payment options, locations, and details visit www.cngc.com and click "Payment Options."

Cascade Natural Gas Customer Service - Atención al Cliente
7:30 a.m. - 6:30 p.m. Monday-Friday (Lunes a Viernes)
888-522-1130 | www.cngc.com

IMPORTANT INFORMATION

Disconnection of service may be postponed upon receipt of a certificate from a licensed physician or public health official stating you or someone in your household has a serious illness or medical emergency that would be impaired by the loss of service.

Bill assistance is available for those who qualify by contacting Cascade Natural Gas Customer Service. More bill assistance information is at www.cngc.com/assistance or by scanning the QR code.



A complaint may be filed with Cascade or the Commission.

- Public Utility Commission of Oregon: 800-522-2404 or write to PO Box 1088, Salem, OR 97308-1088, www.oregon.gov/puc
- Washington Utilities and Transportation Commission: 888-333-9882 or write to PO Box 47250, Olympia, WA 98504-7250, www.utc.wa.gov
- Cascade Natural Gas Corporation: 888-522-1130 or write to PO Box 7608, Boise, ID, 83707-1608, www.cngc.com



www.cngc.com



CNG 335 PartA(10/2022)

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SERVICE FOR [REDACTED]
www.cngc.com

PAGE 1 of 1
ACCOUNT NUMBER [REDACTED]
MUST BE PAID BY
March 17, 2021
NOTICE DATE
March 10, 2021
AMOUNT DUE
\$729.81

▶▶▶ Past Due Notice ◀◀◀

Dear Customer:

- We have not received payment on your Past Due Account. To avoid discontinuance of service, payment must be received, or arrangements for payment made with us prior to 5 p.m. on March 17, 2021.
- Payments may be made at local paystations. Please contact Cascade Natural Gas Corporation at 888-522-1130 or visit www.cngc.com for payment locations. **Please notify us if payment is made at a paystation.**
- To make a debit, credit card, or check-by-phone payment, simply call our customer service number and follow the prompts to be connected with our independent service provider. A convenience fee for each transaction will apply. **Please notify us if payment is made by credit card.**
- If service has been disconnected and payment is received after 12 p.m., service may not be restored until the following business day.
- Payment on past due balances with a returned check may result in discontinuance of service without further notice.
- If you are experiencing a financial hardship, contact us for individualized payment plan options. Cascade Natural Gas offers the following no-strings attached services directly, or is able to get you in contact with local Community Action Agencies for additional assistance to help get your account current:
 - Payment Plans (each designed to fit your budget)
 - Hardship Grants
 - Washington Energy Assistance Fund (WEAF)
 - Winter Help
 - Low Income Home Energy Assistance Program (LIHEAP)

If payment has been made, please disregard this notice. Thank you.

Questions?

1-888-522-1130

If you have questions concerning your bill, payment locations, or payment arrangements, please contact Cascade Natural Gas Corporation between 7:30 a.m. to 6:30 p.m., Monday through Friday. Billing information is not available after hours.

Payments are not accepted at the local office.

After hours emergency, call:

1-888-522-1130

Si necesita ayuda de traducción, llame Cascade Natural Gas Corporation

Payment Must Be Received by 5pm ▼						
March						
S	M	T	W	T	F	S
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

DUE BY
March 17, 2021

AMOUNT DUE
\$729.81

Please enter amount enclosed

\$

Write account number on check and make payable to CNG Corp.

PO Box 5600
Bismarck, ND 58506-5600

47960753901100000000000000000000

SERVICE FOR
[REDACTED]
BLAINE, WA 98230-9585

ACCOUNT NUMBER
[REDACTED]
NOTICE DATE
[REDACTED]
DUE DATE
Past Due
BALANCE
[REDACTED]

▲ URGENT NOTICE ▲

[REDACTED]
Seattle, WA 98117

We have not received payment for the past due amount on your account.

Our desire is that your Cascade Natural Gas account remain in good standing. To do so, the outstanding balance needs immediate attention. Your outstanding balance is [REDACTED]

If you are unable to pay your bill in full at this time, contact Customer Service at 888-522-1130 between 7:30 a.m. and 6:30 p.m., Monday through Friday to discuss payment arrangements or other options to continue service.

If you are experiencing a financial hardship, contact us for individualized payment arrangement options. Cascade Natural Gas offers the following no-strings attached services directly, or can get you in contact with local Community Action Agencies for additional assistance to help get your account current:

- Payment Plans (each designed to fit your budget)
- Hardship Grants
- Washington Energy Assistance Fund (WEAF)
- Winter Help
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Thank you for your cooperation in this matter. Our goal is to minimize hardships and for you to continue your service uninterrupted.

Cascade Natural Gas Customer Service
888-522-1130

Monday - Friday, 7:30 a.m. - 6:30 p.m.
www.cngc.com



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