

**BEFORE THE WASHINGTON  
UTILITIES AND TRANSPORTATION COMMISSION**

**WUTC v. Cascade Natural Gas Corp.  
Docket UG-170929  
Public Counsel  
UG-170929**

**Request No. 120**

Date prepared: February 6, 2018

Preparer: Jennifer Gross

Contact: Michael Parvinen

Telephone: 509-734-4593

**PC-120**

Re: Pilot Light Service Charge.

- a. How long has the Company offered this service?
- b. Does the Company advertise this service?
- c. If subpart (b) is answered in the affirmative, please describe with specificity how the Company advertises this service.
- d. If subpart (b) is answered in the negative, please explain with specificity why the Company does not advertise this service.

**Response:**

- a. A pilot light service charge has been in effect since January 19, 2007, the effective date of UG-060256 rate changes. The Company has offered to relight pilot lights for a much longer time but cannot pin down an actual start date.
- b. Doorhangers inform customers that pilot lights will be relit by the Company at no cost to the customer when service has been turned off by the Company; but, no, the Company does not advertise that it offers a fee-based, pilot light relighting service for all other instances when a relight might be necessary.
- c. The Company answered in the negative.
- d. The Company does not advertise this service because the Company is not seeking to increase the number of customers who request pilot light service.

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**WUTC v. Cascade Natural Gas Corp.  
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**Request No. 122**

Date prepared: February 6, 2018

Preparer: Jennifer Gross

Contact: Michael Parvinen

Telephone: 509-734-4593

**PC-122 Re: Pilot Light Service.**

Please explain with particularity why the Company continues to offer the Pilot Light Service.

**Response:**

The Company continues offering the service today because customers are accustomed to the Company providing this service.