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September 13, 2019

CNG/O19-09-01

Oregon Public Utility Commission
Attn: Filing Center
201 High Street SE, Suite 100
Salem, OR 97301-3612

Re: Rule 6, Billing

Cascade Natural Gas Corporation (Cascade or the Company) herewith submits the following revision to its Tariff P.U.C. OR. No. 10, stated to become effective with service on and after November 1, 2019:

First Revision of Sheet No. 6.1

The purpose of this filing is to increase the number of days a customer has when a bill is due and payable once it is rendered from fifteen days to twenty-two days. This revision is being done to standardize billing practices across the Company's Utilities Group and will provide better customer service to all of Cascade's customers.

If you have any questions regarding this filing, please contact me at (509) 734-4593.

Sincerely,

Michael Parvinen
Director, Regulatory Affairs

Attachments

**RULE 6
BILLING**

GENERAL

Gas consumed, as indicated by meter readings, will be billed to customers as promptly as possible after reading dates, at approximately thirty day intervals, computed per applicable filed tariff rates. Bills will be due and payable twenty-two days after they are rendered.

(C)

When an under- or overbilling occurs, Cascade shall provide written notice to the customer detailing the circumstances, period of time, and amount of adjustment. The exception to these provisions is if issuing a correction is uneconomical in the sole view of the Company.

1. Underbillings: For underbillings, the Company may issue a bill correction if the error occurred within the prior twelve month period ending on the date on which the customer or former customer was last billed. The Company will not issue billing corrections for underbillings in excess of two years (twenty-four months). However, if an underbilling is a result of fraud, tampering, diversion, theft, misinformation, false information or other unlawful conduct on the part of the customer or former customer, the Company may collect full payment for any amount owed without limitation.

Where a Customer is required to repay an underbilling, the Customer shall be entitled to enter into a time payment agreement without regard to whether the customer already participates in such an agreement. If the customer and Cascade cannot agree upon payment terms, the Commission shall establish terms and conditions to govern the repayment obligation. Cascade shall provide written notice advising the customer of the opportunity to enter into a time payment agreement and of the Commission's appeal and complaint process.

2. Overbillings: For overbillings, the Company will issue a credit for amounts previously overbilled within the prior twelve month period ending on the date on which the customer or former customer was last overbilled. The Company will not issue credits for amounts overbilled for more than three years (thirty-six months) before the date the energy utility discovered the overbilling.

No billing adjustment shall be required if a gas meter registers less than two percent error under conditions of normal operation.

Bills will show dates of readings, readings at beginning of period and end of period, the number of cubic feet, therms, or other units of measurement of gas consumed, the tariff schedule code applicable, the delinquent date of bill, and the amount of the bill. Any estimated reading shall be clearly noted on the bill.

Cascade should make reasonable efforts to prepare opening and closing bills from actual meter readings.

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BILLING**

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