

# Cascade Pipeline

A Cascade Natural Gas Corporation Employee Publication  
www.cngc.com

Volume 5 Issue 3 • March 22, 2004

## Thought for the Week

"And the trouble is, if you don't risk anything, you risk even more."

—Erica Jong

## On the Grow

For the week ended 3/2/04

Profitable customers added last week	189
Profitable customers added FYTD	5,625

## Taking Stock

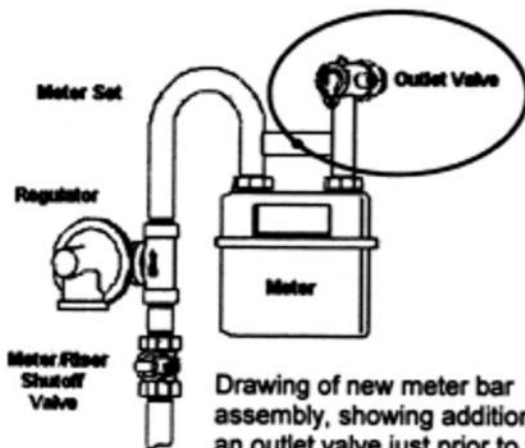
	Change since 10/2/98	Change since 10/1/03	Change over past week	Closing Price 3/12/04
CNG	76.71%	9.50%	-1.69%	\$22.12
**Peer Group	44.37%	9.92%	-0.78%	—

This table reflects equal dollars invested in Cascade and peer group stock. Peer group dollars were divided equally and all dividends are reinvested.  
\*This date marks the initial development of Cascade's Vision Statement.  
\*\*Currently our peer group includes the following natural gas local distribution companies: Northwest Natural Gas, Atmos Energy Group, Chesapeake Utilities, Laclede Gas Company, New Jersey Resources Group, AGL Resources Inc., Southern Union Company, Semco Energy Inc., and South Jersey Industries Inc.



National Threat Condition remains Elevated (Yellow).

Read Statement by Secretary of Homeland Security Tom Ridge [HERE](#).



Drawing of new meter bar assembly, showing addition of an outlet valve just prior to the customer owned piping.

## 2004 Cascade Objective

### Improve operational processes

- o Control operating expense to achieve quarterly and annual earnings goal
- o Improve operations and achieve an appropriate level of internal and external customer satisfaction
- o Improve employee access to systems and information.
- o Identify and implement best practices

## Changes are Coming To Cascade's Meter Set Assembly

Cascade is improving our Operational Processes through the introduction of a new meter set assembly, with a proposed implementation date of June 2004.

### Current Process

The current meter set process requires coordination among the customer/dealer, and Cascade Representatives, which sometimes involve several appointments or trips before a meter set is completed. The new process will reduce the amount of visits required by Cascade to a new customer's building in order to set the meter.

The current process involves several steps before a meter set can be completed. After the service line has been installed, the customers building must have the piping connected to Cascade's line. After the necessary permits are obtained, Cascade then sets the meter and tests delivery pressure. Cascade will also assist the new customer/dealer with the appliance installation and inspection to ensure that it meets guidelines.

### New Process

Under the new process the participating dealer will be required to go through training for Meter Set Assembly Turn On and sign an Agreement with Cascade, stating that the dealer commits to ensuring a safe installation that meets state guidelines.

The new meter set assembly will have an outlet valve located at the point where Cascade's service line meets the natural gas piping of the building. The outlet valve permits Cascade to check the regulator delivery and lock up pressure, and allows the dealer to unlock the valve at their convenience. The dealer would then be responsible for appliance set up.

When Cascade receives a request for a meter set assembly, a Work Order will be generated for a meter to be set. Once installed, Cascade will leave the outlet valve closed and locked and the meter is then considered turned on. The dealer will then take it from there.

Once the new meter set process is in place, Cascade will no longer require documentation of pressure testing or permits before a meter is set. The new process will be simpler, faster, and will reduce our liability by requiring the dealer to be solely responsible for safe installation and set up of appliances. If you have any questions, please contact me at 206-381-6729 or [cmathews@cngc.com](mailto:cmathews@cngc.com)

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