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

8113 W. GRANDRIDGE BLVD., KENNEWICK, WASHINGTON 99336-7166
TELEPHONE 509-734-4500 FACSIMILE 509-737-9803
www.cngc.com

September 29, 2026

Oregon Public Utility Commission
Attn: Filing Center
201 High Street S.E., Suite 100
Salem, OR 97301-3398

Re: **UM 1899, Cascade Natural Gas Corporation's System Safety Plan**

Cascade Natural Gas Corporation (Cascade or Company) submits its annual System Safety Plan in compliance with Commission Order No. 17-084, entered March 6, 2017. The Order requires natural gas companies to submit an annual "Safety Project Plan" (Plan) report to the Commission by September 30th of each year. The Order lays out the requirements of the Plan, which is to be provided to the Commission as an informational report only. The Company's attached report satisfies these requirements, demonstrates Cascade's priority commitment to natural gas safety, and meets the objective of being informational and easy to understand for the public, our customers, and other regulatory stakeholders.

Please contact me at (509) 734-4599 if you have any questions.

Sincerely,

/s/ Ryan Privratsky

Ryan Privratsky
Director, System Integrity
Cascade Natural Gas Corporation
8113 W Grandridge Blvd
Kennewick, WA 99336-7166
ryan.privratsky@mdu.com



2027 ANNUAL OREGON SAFETY PROJECT PLAN

OPUC Commission Order No. 17-084

September 2026

Table of Contents

1. Overview of Cascade Natural Gas Corporation 2
2. Safety Project Plan Overview 3
3. Cascade's Commitment to and Prioritization of Safety Planning 3
4. Technical Reports Filed Annually with the Commission's Safety Staff 5
5. Cascade's 2027 Safety Initiatives 6
6. 2026 Completed Capital Projects 18
7. 2027 Capital Budget 19
8. 2027 O&M Expenditures 19
9. Cost Benefit Analyses 19
10. Regulatory and Legislative Update 20
11. Significant Changes to Cascade's Safety Programs 20

APPENDIX A – Damage Prevention & Public Awareness Information

1. Overview of Cascade Natural Gas Corporation

Until the early 1950s, Pacific Northwest communities outside the larger metropolitan areas were passed over for natural gas service. In 1953, Pacific Northwest businessmen Lester Pettit, Spencer Clark, and Stewart Matthews formed Cascade Natural Gas Corporation (Cascade) to serve these communities with clean, affordable natural gas.

In those early days, the founders faced many financial, engineering, and operational challenges as they strived to expand service and enhance their operations. Cascade grew steadily to become one of the fastest growing natural gas utilities in the nation.

Today, Cascade is a regulated utility offering natural gas service in the states of Oregon and Washington. Cascade has more than 314,500 total customers in ninety-five communities – sixty-seven of which are in Washington and twenty-eight in Oregon. Cascade's service areas are concentrated in western and central Washington, and central and eastern Oregon. Cascade owns and operates approximately 24.38 miles of transmission pipeline, 1,800 miles of distribution pipeline, and 84,273 services in Oregon. Interstate pipelines transmit Cascade's natural gas from production areas in the Rocky Mountains and western Canada. Customers in Oregon are served from Cascade's Southern region which includes Bend and surrounding communities, Ontario, Baker City, and the Pendleton/Hermiston areas.



Communities Served in Oregon

Athena	Gilchrist	Milton-Freewater	Prineville
Baker City	Hermiston	Mission	Redmond
Bend	Huntington	Nyssa	Stanfield
Boardman	Irrigon	Ontario	Sunriver
Chemult	La Pine	Pendleton	Umatilla
Crescent	Madras	Pilot Rock	Vale
Echo	Metolius	Powell Butte	Weston

Cascade's headquarters is located in Kennewick, Washington.

2. Safety Project Plan Overview

This Safety Project Plan (Plan) conforms to the requirements established in Order No. 17-084 (Order), issued in Docket No. UM 1722, the Commission's Investigation into the Recovery of Safety Costs by Natural Gas Utilities. The Order requires local distribution companies (LDCs) to file a system safety plan each year that provides the following:

- An explanation of the Company's commitment to and prioritization of safety planning.
- An explanation of the technical reports provided to the Commission's Safety Staff.
- An explanation of the perceived risks addressed by the Company's safety initiatives.
- A brief narrative of each safety program for the 12-month planning period, including:
  - Supporting analysis underlying the safety initiatives.
  - A discussion of the cost-benefit analysis supporting Company decisions, and
  - A narrative on alternative safety initiatives that the Company considered.
- The expected level of capital and operations and maintenance (O&M) expenditures required to mitigate issues identified through risk analysis or comply with newly implemented federal requirements.
- An update on regulatory and legislative changes, and
- A list of any program changes from the prior reporting year. [1]

This Plan provides the required information, as listed above, for the 12-month timeframe of January 1, 2027, through December 31, 2027 (2027).

3. Cascade's Commitment to and Prioritization of Safety Planning

Cascade is committed to providing its customers with safe and reliable gas service. To accomplish this, Cascade is continuously engaged in initiatives aimed at maintaining the integrity of Cascade's pipeline system. The list below highlights Cascade's significant pipeline safety functions:

- System Integrity Department, which is responsible for Cascade's Distribution Integrity Management Plan (DIMP) and its Transmission Integrity Management Plan (TIMP), which are discussed in more detail in Section 5.2 of this Plan. The System Integrity team is also tasked with assessing risks to Cascade's pipeline system and creating plans to mitigate these risks.
- Corrosion Control Department, which is responsible for monitoring and protecting Cascade's steel pipe infrastructure from corrosion and maintaining Cascade's cathodic protection systems. Effective corrosion control is verified by performing monthly, bi-monthly, and annual inspections. Corrosion Control is responsible for the design of Cascade's cathodic protection and corrosion control systems.
- Safety Management System (SMS) Department, which is responsible for administering and facilitating Cascade's SMS. Cascade's SMS is structured using the principles and ten

[1] Commission Order No. 17-084, Appendix A, pages 4-5, ¶ 20 and ¶ 22

essential elements of API Recommended Practice 1173 and applies the Plan-Do-Check-Adjust (PDCA) continuous improvement framework shown in Figure 3.1. The SMS provides a structured process for identifying and evaluating operational risks and improvement opportunities, prioritizing actions, and monitoring implementation and effectiveness. Cascade evaluates information from multiple internal and external sources to identify risks and improvement opportunities, inform management decisions, assess the effectiveness of operational controls, and support continuous improvement of safety performance. The SMS has reached a mature stage of implementation and is periodically evaluated for conformity, effectiveness, and opportunities for further improvement. The maturity model is based upon an industry collaborative Pipeline SMS Maturity Model. Cascade is fully committed to the SMS program to address risk by proactively and continuously improving pipeline safety.

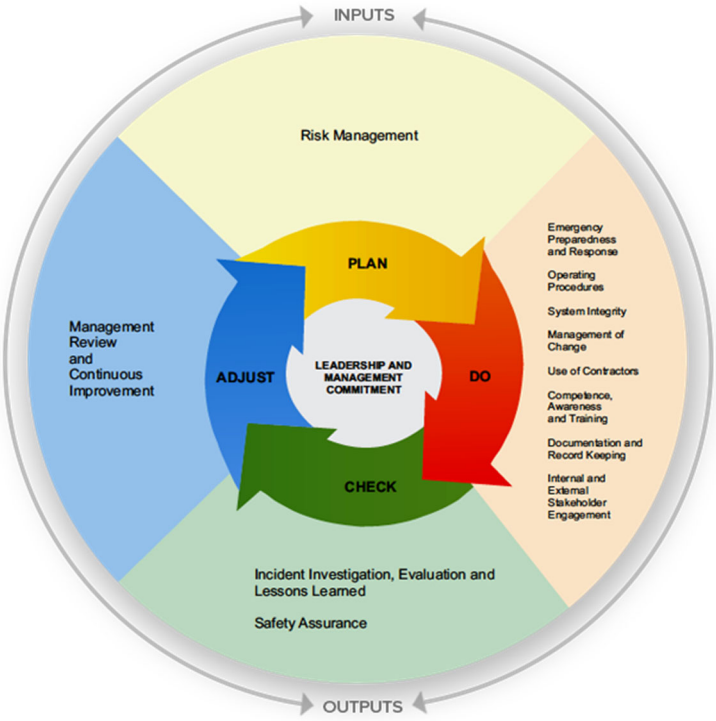


Figure 3.1: Plan-Do-Check-Adjust (PDCA)

- Public Awareness (PA) Department, which administers Cascade's Public Awareness Program, described in Section 5.2.3. The PA Department leads Cascade's efforts to increase public understanding of pipeline safety, emergency response, and damage prevention.
- Damage Prevention (DP) Department, which administers Cascade's Damage Prevention Program, described in Section 5.2.4. The DP Department works with local Field Operations personnel to reduce excavation damage, improve locating practices, and educate the public about the importance of submitting locate requests before excavation.
- Leak Management Department, which develops, implements, and oversees Cascade's Leak Management Program; supports leak management activities; and monitors regulatory developments, industry practices, emerging technology trends, and program effectiveness.

- Operator Qualification (OQ) Department, which administers Cascade's OQ Program in accordance with 49 CFR Part 192, Subpart N; ensures that company employees and contractors have the knowledge, skills, and abilities necessary to perform covered tasks and respond to abnormal operating conditions; monitors regulatory changes; and oversees compliance, incident support, field audits, program updates, and management guidance on OQ-related requirements.
- Policy & Procedure Department, which is responsible for the Management of Change (MOC) process that is used to propose, change, approve, and notify all affected personnel of procedural and technical changes, and to deliver and track training, as needed, to affected personnel.
- Safety and Technical Training Department, which supports employee and public safety by administering technical training and qualification activities. In accordance with 49 CFR Part 192, Subpart N, the department trains individuals who perform covered tasks on pipeline facilities, assigns initial qualifications and periodic reevaluations, and maintains qualification records. Employees may not perform covered tasks without the required training and qualifications.
- Quality Department, which is responsible for performing quality reviews and inspections to verify conformance to established company standards. The Quality Department programs include Quality Systems & Reporting, Records & Reviews, and Inspections.
- Project Management Department, which oversees capital-project budgeting, planning, design, bidding, execution, documentation, and recordkeeping. The department is responsible for delivering projects consistent with approved budgets and schedules and applicable federal and state pipeline-safety requirements.

4. Technical Reports Filed Annually with the Commission's Safety Staff

In 2026, Cascade filed the following technical reports with the Commission's Safety Staff:

- An O&M Manual was filed in February 2026; this includes Cascade's TIMP (OPS 900) and DIMP (OPS 1000). The O&M Manual is filed annually in compliance with 49 CFR §192.605. This manual provides procedures for all O&M tasks that Cascade performs on its facilities. O&M Manual updates are also submitted throughout the year upon request.
- 2025 Annual PHMSA Report - Gas Distribution System
- 2025 Annual PHMSA Report - Natural and Other Gas Transmission and Gathering Systems
- 2025 Department of Transportation Drug and Alcohol Testing MIS Data Collection Form
- 2025 National Pipeline Mapping System (NPMS) Annual Map Updates

In a typical year, Cascade also responds to the Commission's data requests and to findings in Commission audits.

5. Cascade's 2027 Safety Initiatives

To address threats to Cascade's distribution system during the 2027 planning period, Cascade will continue to implement safety initiatives that generally fall into the following three categories:

- Prescriptive Regulatory Initiatives – Actions Cascade takes to comply with specific federal and state minimum safety standards.
- Proactive, Performance-Based Actions – Actions Cascade takes to comply with performance-based federal and state minimum safety standards. These standards require Cascade to perform risk-based analysis and implement plans to address identified risks.
- Additional Prudent, Risk-Reduction Actions – Programs or activities Cascade implements beyond minimum safety requirements to further improve public safety and system reliability.

Each category is described in further detail throughout this Plan.

5.1. Prescriptive Regulatory Actions

The most comprehensive regulations governing Cascade's distribution system are the Pipeline and Hazardous Materials Safety Administration's (PHMSA) Code of Federal Regulations (CFR), Title 49, Parts 190–199. 49 CFR Part 192, specifically Subparts I, L, and M, includes broad prescriptive requirements related to the transportation of natural gas. These regulations require gas pipeline operators to inspect pipelines at regular intervals to confirm that the pipeline system meets the operational requirements established in federal code. Compliance with these regulations provides Cascade with baseline data that supports proactive, performance-based actions. Prescriptive regulations provide straightforward requirements for operating and maintaining a pipeline, and compliance with these requirements does not require risk- or cost-based analysis.

The prescriptive regulatory compliance work Cascade will perform in 2027 includes atmospheric corrosion surveys; cathodic protection monitoring; leak surveys; system patrols; preventative maintenance on valves, regulating stations, and large meters; odorization of natural gas received into Cascade's system; equipment calibration; control room management; and general system maintenance. Because this work is required by regulation, Cascade did not perform cost-benefit analyses to determine whether the work should be completed, and alternatives to this work were not considered.

5.2. Proactive, Performance-Based Actions

Although some provisions of 49 CFR Part 192 prescribe specific actions, others establish performance-based requirements. These provisions require gas pipeline operators to identify existing and potential threats, evaluate, and prioritize associated risks, and implement measures to mitigate the highest-priority risks. In response, Cascade has developed programs focused on integrity management, public awareness, and damage prevention.

5.2.1. Transmission Integrity Management Program (TIMP)

PHMSA rules required Cascade to create and implement a TIMP by December 17, 2004. The purpose of TIMP is to support the safe and reliable operation of transmission pipelines by identifying, prioritizing, assessing, evaluating, repairing, and validating the integrity of transmission pipelines that could affect High Consequence Areas (HCAs) in the event of a leak or failure. Threats identified and evaluated under TIMP include:

- Time-Dependent Threats (threats that grow over time)
  - External Corrosion
  - Internal Corrosion
  - Stress Corrosion Cracking
- Stable Threats (threats that act when influenced by another condition or failure mechanism)
  - Manufacturing Related Defects
  - Welding/Fabrication Related Defects
  - Equipment
- Time-Independent & Human Error Threats (threats are not influenced by time)
  - Third-Party/Mechanical Damage
  - Incorrect Operational Procedure
  - Weather-Related and Outside Force

Transmission integrity management requirements are outlined in 49 CFR Part 192, Subpart O – Gas Transmission Pipeline Integrity Management. Cascade's TIMP Plan (OPS 900) describes company-specific risks and requirements in greater detail and is divided into four major sections:

- Segment Identification
- Risk Assessment
- Baseline and Continuing Assessment Plan
- Supporting Processes

TIMP activities include baseline assessments and reassessments of transmission lines using pressure testing, inline inspection, and other direct assessment methods. These activities also include pipeline replacements, relocations, and modifications completed in compliance with integrity management rules and to mitigate identified threats.

As part of TIMP, Cascade maintains risk analysis that integrates information collected through integrity management activities, operational data, system changes, assessments, failure analysis, system condition data, and subject matter expert input. The analysis is used to evaluate transmission threats and consequences, identify areas of elevated risk and system trends, quantify risk based on factors relevant to transmission system integrity, and support the identification and prioritization of integrity assessments and risk management

actions. Cascade updates and refines TIMP risk analysis as new information becomes available to support continuous improvement of the TIMP Plan.

5.2.1.1. 2027 Planned TIMP Activities

In 2027, Cascade will continue to evaluate existing and new threats to its transmission system and complete required routine program requirements as outlined in the TIMP Plan. No TIMP assessments are planned for 2027. Any significant changes will be outlined in future updates.

5.2.2. Distribution Integrity Management Program (DIMP)

The requirement for Cascade to have a DIMP became effective on February 12, 2010. Operators were given until August 2, 2011, to write and implement a DIMP that demonstrates an understanding of the distribution system's design and material characteristics; describes operating conditions, environmental factors, maintenance history, and operating history; identifies existing and potential threats; evaluates and prioritizes risks; identifies and implements measures to address risks; measures program performance; monitors results; evaluates effectiveness; and periodically assesses and improves the plan. Threats identified and evaluated under DIMP include:

- Corrosion
- Natural Forces
- Excavation Damage
- Outside Force Damage
- Material, Weld, or Joint Failure
- Equipment Failure
- Incorrect Operation
- Other, including missing data and other causes not attributable to the primary threat categories.

Distribution integrity management requirements are outlined in 49 CFR Part 192, Subpart P – Gas Distribution Integrity Management. Cascade's DIMP Plan (OPS 1000) consists of seven essential elements:

- Demonstrate knowledge of the distribution system.
- Identify threats.
- Evaluate and prioritize risk.
- Identify and implement measures to address risks.
- Measure performance, monitor results, and evaluate effectiveness.
- Perform periodic evaluation and improvement.
- Report results.

Cascade's DIMP Plan describes company-specific risks and requirements in greater detail, including measures to address threats and associated risks identified

through the DIMP risk evaluation process. These actions may include enhanced maintenance activities, pipeline replacements, relocations, and modifications completed in accordance with integrity management requirements.

To support these activities, Cascade maintains a GIS-based DIMP Risk Model that incorporates information from integrity management activities, historical leak data, system condition data, normal operating and maintenance activities, targeted inspections and assessments, performance measures, and subject matter expert input. This information is evaluated to identify elevated risk areas and system trends, assign likelihood and consequence factors, and produce risk scores used to compare and prioritize distribution segments and risk management actions.

Risk management actions may reduce the likelihood of an occurrence, reduce the consequences of an occurrence, or both. Appropriate actions depend on the threat being addressed, whether the threat is current or potential, the affected assets or facilities, and the action's effectiveness in managing relevant risk factors. Examples include pipe, facility, component, or equipment replacement; GIS data entry and cleanup; damage prevention; public awareness; leak management; maintenance programs; and the OQ Program.

Cascade obtains new DIMP information through annual analysis, leak reviews, failure analysis, system condition data, normal operating and maintenance activities, targeted inspections and assessments, and subject matter expert input. As new information is obtained, Cascade may revise integrity management activities, modify risk management actions, implement additional or accelerated actions, or identify additional pipeline segments and facilities with elevated risk of failure.

5.2.2.1. Risks to Cascade's Distribution System

Using Cascade's DIMP Risk Model, Cascade has identified the following top four threat categories to its distribution pipeline system:

5.2.2.1.1. Excavation Damage

Excavation damage is Cascade's largest system-wide distribution threat. This risk includes damage to pipeline facilities caused by earthmoving equipment, tools, vehicles, or other excavation-related activity. Because all buried facilities are susceptible to excavation damage, Cascade evaluates the following primary root causes:

- Insufficient excavation practices.
- Failure to comply with Oregon law requiring excavators to contact the Oregon Utility Notification Center (OUNC) and request utility locates before excavation begins.

- Inaccurate or incomplete identification of the excavation area, preventing OUNC representatives from properly locating and marking underground utilities.
- Incorrect utility records, resulting in underground facilities not being properly located before excavation.

Cascade's efforts to reduce excavation damage are described in more detail in Section 5.2.4, Damage Prevention.

5.2.2.1.2. Material, Weld, or Joint Failure

Material, weld, or joint failure is the second largest system-wide threat to Cascade's distribution system. This risk is associated with known or anticipated defects or degradation in pipe, fittings, components, welds, or joints based on material type, installation vintage, manufacturing processes, historical construction practices, or prior leak history. The DIMP Risk Model evaluates indicators such as material or weld failure leak history, material type by generation, construction-practice vintage periods, and mechanical couplings.

Cascade's efforts to reduce risk associated with material, weld, or joint failure are described in more detail in the System Safety & Integrity Program (SSIP) section in Section 5.3.2 of this Plan.

5.2.2.1.3. Other

Other is the third largest system-wide threat category to Cascade's distribution system, primarily driven by missing or incomplete data. This risk is associated with unavailable data points needed to identify and evaluate threats through Cascade's DIMP Risk Model, including installation date, pressure class, nominal diameter, work order ID, asset type, threat weighting, leak cause, and other facility attributes.

Cascade's efforts to reduce risk associated with missing data are described in more detail in the System Safety & Integrity Program (SSIP) section in Section 5.3.2 of this Plan. Cascade also continues to improve GIS data quality by populating missing attribute values and reducing data gaps.

5.2.2.1.4. Corrosion

Corrosion is the fourth largest system-wide threat to Cascade's distribution system. This risk is associated with electrochemical reactions between metallic pipe or

components and substances in the environment. External corrosion may affect metallic pipe and affixed components, while internal corrosion is unlikely because Cascade does not transport corrosive gas in its distribution system. Atmospheric corrosion may occur on aboveground pipe and components. The DIMP Risk Model evaluates indicators such as corrosion leak history, bare steel assets, installation date ranges, aboveground facilities, and cased facilities.

Cascade's efforts to reduce corrosion risk are described in more detail in the System Safety & Integrity Program (SSIP) section in Section 5.3.2 of this Plan.

5.2.2.1.5. Additional Threats

Additional distribution system threats include the following:

- Natural forces: Includes landslides, lightning, earthquakes, flooding, wildfire, and other environmental conditions.
- Equipment failure: Includes failures of control valves, regulators, valves, and other pipeline components.
- Incorrect operation: Includes human error during task performance or operation of pipeline facilities.
- Outside force damage: Includes fires, vandalism, vehicular damage, railroad crossings, and maritime equipment damage.

5.2.2.2. 2027 Planned DIMP Activities

In 2027, Cascade will continue to evaluate existing and emerging threats to its distribution system, complete routine program requirements outlined in the DIMP Plan, continue ongoing risk management actions, and enhance the DIMP Risk Model. Any significant changes will be outlined in future updates.

5.2.3. Public Awareness

In compliance with API RP 1162, Cascade's Public Awareness Program promotes, actively manages, and enhances the public's knowledge of pipeline safety, emergency responsiveness, and damage prevention. Listed below are the objectives of Cascade's Public Awareness campaign:

- Increase the awareness of the identified stakeholder audiences to the presence of pipelines in their community.
- Educate stakeholders that pipelines are a proven safe mode of natural gas transportation.

- Increase stakeholder knowledge of the measures Cascade takes to prevent pipeline accidents.
- Improve stakeholder understanding of the role they can play in helping to prevent pipeline accidents, accidents caused by third party damage, and right-of-way encroachment.
- Increase stakeholder understanding of how to respond to pipeline emergencies.
- Develop programs that can be managed, implemented, and evaluated for continual improvement.

5.2.3.1. 2027 Planned Public Awareness Activities

Cascade's Public Awareness activities are generally consistent from year to year, although participation in community events varies as event schedules change. Planned 2027 Public Awareness activities and expenses in Oregon include the following:

- Sending customers bill inserts, which feature Public Awareness messages. Examples of Cascade's mailers are included in Appendix A.
- Running online banner advertisements that direct users to Cascade's Safety and Education webpages.
- Sending a direct mailer on pipeline safety to a targeted audience – residences/businesses/schools located near transmission pipelines.
- Sending a direct mailer on pipeline safety to professional blasting contractors.
- Providing safety-related advertisements, staffing booths at community events, giving out promotional giveaways, and sponsoring local training workshops.
- Enhancing digital marketing campaigns by leveraging geofencing technology to reach broader and more diverse audiences across multiple stakeholder groups.

5.2.4. Damage Prevention

Cascade's Damage Prevention Program plays a vital role in preventing excavation-related damage to underground facilities. Excavation damage remains the leading cause of damage to Cascade's distribution system. Cascade works with other natural gas operators and trade associations to promote the nationally recognized 811 "Call Before You Dig" campaign. The Company also coordinates with government agencies, utilities, contractors, engineers, customers, and the public through state one-call notification centers, industry associations, damage prevention councils, and other education and awareness initiatives.

The Damage Prevention Program seeks to achieve the following:

- Protect underground facilities in each operating district through participation in a qualified One-Call Notification system.

- Locate and mark Cascade-owned or operated facilities per Company Procedures to prevent damage to buried facilities during excavation.
- Inform potential excavators of the existence and purpose of the Cascade Damage Prevention Program.
- Inspect and examine underground facilities that are exposed while monitoring excavations.
- Report excavation damage in the appropriate reporting tools.
- Notify excavators of their responsibilities after an excavation damage event.
- Attend and actively participate in local utility coordinating councils in each district's service area.

Figures 5.1 through 5.3 show Oregon trends in total damage events, locate requests, and damage events per 1,000 locates from 2017 through 2025.

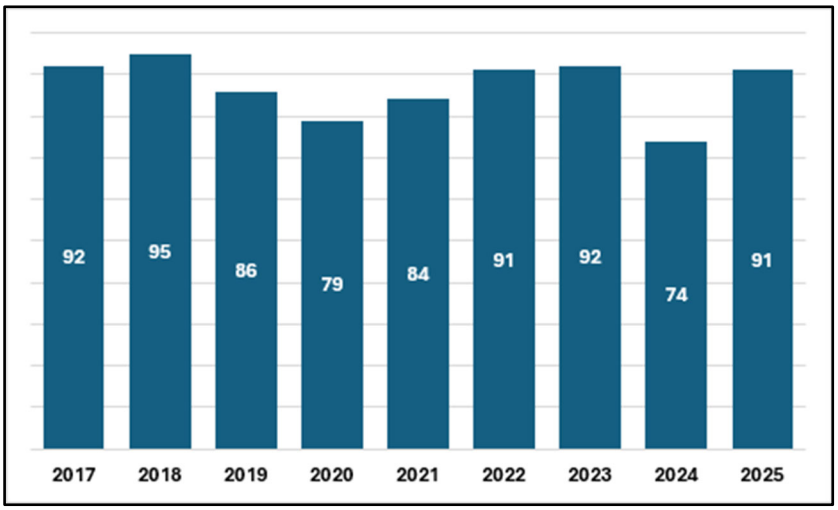


Figure 5.1: Total Damage Events Per Year

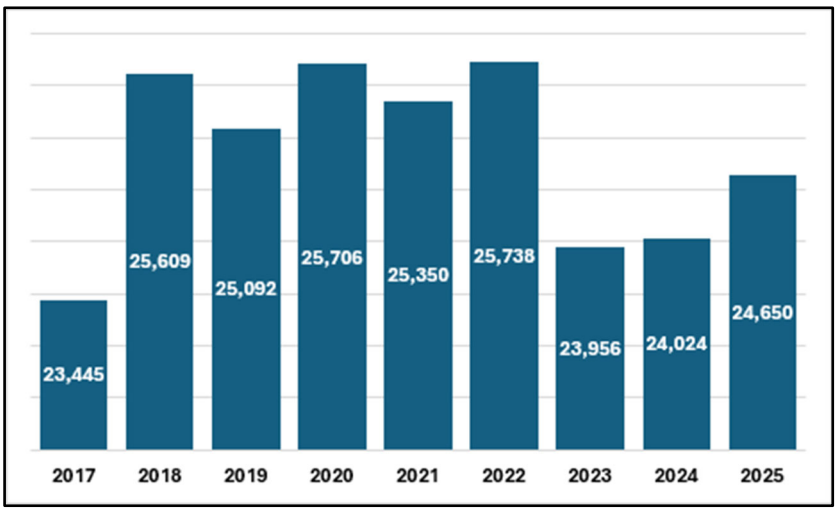


Figure 5.2: Locate Requests

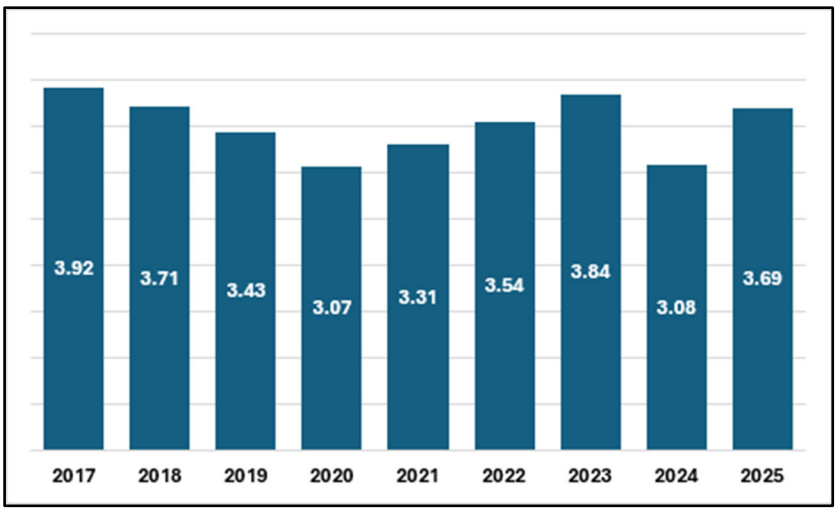


Figure 5.3: Damage Rate Per 1,000 Locates

Figures 5.4 and 5.5 show 2025 damage events by excavation cause and excavator type.

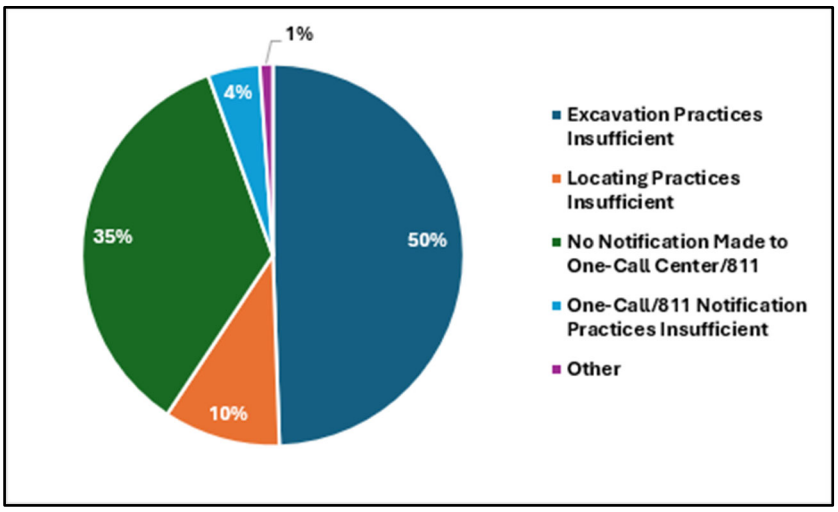


Figure 5.4: Damage by Excavation Cause

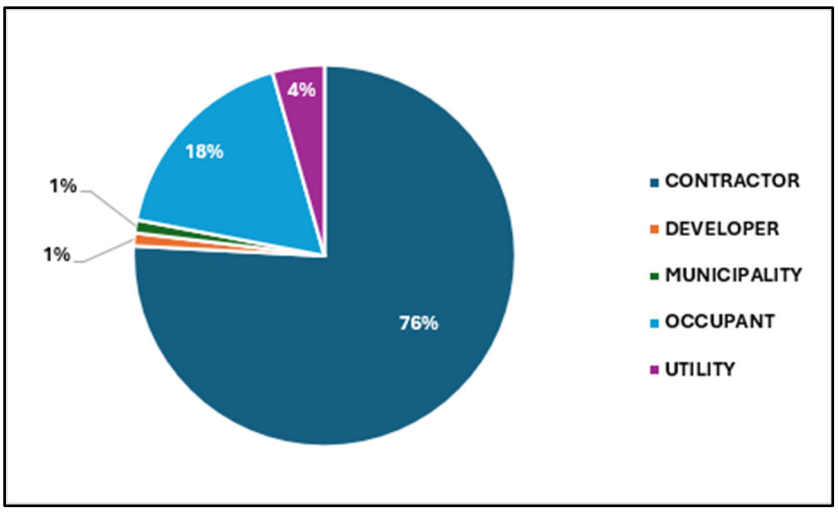


Figure 5.5: Damage by Excavator Type

5.2.4.1. 2027 Planned Damage Prevention Activities

Cascade's Damage Prevention activities are fairly similar from year to year. Cascade's involvement at community events varies each year as event schedules change. Planned 2027 expenses for Damage Prevention in Oregon include the following activities:

- Filing complaints against professional excavators/contractors that are negligent of the Oregon Dig Law.
- Billing professional excavators/contractors that are negligent of the Oregon Dig Law.
- Completing a Line Locate Audit form when insufficient locate practices are identified.
- Using ticket-management software to assign risk scores to incoming locate requests and support targeted communication with excavation contractors to mitigate potential damage.
- Enhancing digital marketing campaigns by coordinating messaging across available channels to improve outreach and reduce damage caused by excavation without a locate request.
- Examples of damage prevention messaging are included in Appendix A.

5.3. Additional Prudent Risk Reduction Actions

Additional risk reduction actions are not required by federal code, but Cascade engages in them because they increase public safety, improve system reliability, and maintain the safe operation of Cascade's distribution system. Below are the additional risk reduction actions that Cascade is currently undertaking:

5.3.1. Safety Management System Risk Reduction and Continuous Improvement

Cascade uses its SMS to identify, evaluate, prioritize, and address operational risks and improvement opportunities, including those that extend beyond specific regulatory requirements or integrity management programs. Information considered through the SMS includes material and component failure analyses, incidents and near misses, Quality Management System findings, employee-submitted observations, and relevant industry events. Potential actions are evaluated based on safety significance, applicability, and the effectiveness of existing controls.

Appropriate responses may include strengthening operational controls, revising procedures or training, conducting additional analysis or assurance activities, or implementing a risk reduction project. Where practicable, Cascade evaluates completed actions to determine whether they achieved the intended results and whether related controls are functioning as expected. Evaluation results inform future risk assessments, operational controls, performance measures, and improvement priorities.

Cascade maintains a two-tier management oversight structure for its SMS. The Operations Steering Committee, composed of leaders representing affected departments, supports implementation and continuous improvement of the SMS, reviews operational risks and control performance, and monitors improvement actions. The Executive Steering Committee provides executive oversight and strategic direction, confirms priorities and accountability, supports allocation of appropriate resources, and reviews overall SMS performance and effectiveness.

5.3.2. System Safety & Integrity Program (SSIP)

Cascade's SSIP is a structured replacement program focused on replacing early vintage steel pipe (EVSP). EVSP includes steel mains, service lines, and associated fittings installed before January 1, 1970. These segments present an increased risk of failure due to age and obsolete materials, parts, or equipment. Cascade uses the DIMP Risk Model and relative risk scores to establish a weighted average risk (WAR) score for each Oregon town. The WAR score is used to identify towns with elevated EVSP related risk.

The primary risks associated with EVSP include external corrosion, material, weld, or joint failure, equipment failure, MAOP documentation, and missing data. External corrosion risk is associated with bare, disbonded, damaged, or poorly performing pipe coatings; poor soil and backfill conditions; and periods of no or inadequate cathodic protection before the early 1970s, which can leave pipe susceptible to elevated corrosion risk. Material, weld, or joint failure risk is typically associated with installation weld quality and leaks associated with pipe, fittings, or materials. Equipment failure risk is typically attributed to leaks at main-to-service connections where O-rings have failed, mechanical couplings and fittings, and other aging equipment installed with the original pipe. EVSP also presents increased risk when pipe attributes or historical records are unknown or

incomplete, including physical infrastructure information, construction information, corrosion control records, maintenance records, leak records, and records needed to establish MAOP.

Ongoing analysis of EVSP continues to show that these assets have a greater likelihood of leaks, corrosion-related conditions, and substandard pipe conditions. These main segments and associated service piping have an elevated risk of failure, as validated by DIMP risk analysis. Cascade's EVSP pipeline segments consist of the following:

- Pre-CNG segments: Distribution systems constructed to distribute manufactured gas or natural gas that were originally installed, owned, operated, and maintained by others before 1955. Cascade acquired many of these systems in the late 1950s and throughout the 1960s.
- FISH segments: Distribution systems installed by Fish Service & Management Corporation in the 1950s through the early 1960s.
- Pre-1970 Cascade-installed segments: Pipeline segments installed before January 1, 1970, by Cascade employees or contractors hired by Cascade.

Cascade tracks EVSP mileage to support replacement planning and risk prioritization.

Table 5.2. Total Miles of EVSP in Oregon

Total Miles of EVSP Distribution Main	355.10 *
Total Miles of EVSP Service Line	104.19 **
Total Miles of EVSP Transmission Main	4.41

* Includes 96.96 miles of Steel/Unknown Distribution Main with a missing or unknown install date in GIS.
** Includes 5.94 miles of Steel/Unknown Service Line with a missing or unknown install date in GIS.

The extent of EVSP varies throughout Cascade's system and depends on each system's history and how Cascade acquired or built out that system.

5.3.3. Shorted Casing Replacement/Abandonment Program (SCRAP)

The Shorted Casing Replacement/Abandonment Program (SCRAP) identifies and addresses shorted casings. A steel carrier pipe installed inside a steel casing must be electrically isolated from the casing. To verify isolation, each casing is tested annually, in accordance with Company procedure, to determine whether it is shorted or electrically isolated. If a casing is determined to be shorted, it must be mitigated, replaced, abandoned, or removed before its status can be resolved as not shorted. Because mitigation methods are short-term remedial actions and metal-to-metal contact may reoccur, replacement or abandonment/removal is the preferred method for minimizing the threat of a shorted casing. Eliminating shorted casings also reduces ongoing O&M maintenance costs associated with monitoring and maintaining these casings.

5.3.4. Advanced Mobile Leak Detection (AMLD)

Advanced Mobile Leak Detection (AMLD) uses vehicle-mounted, high-sensitivity methane and ethane sensors, GPS, meteorological measurements, and geospatial analytics to detect and characterize potential natural gas leaks. Cascade has purchased a Picarro AMLD unit for initial use in emission leak surveys and potential future use in required compliance leak surveys. As the vehicle travels through a survey area, the system collects methane concentration and location data and applies analytical algorithms to distinguish potential natural gas leak indications from other methane sources.

Compared with traditional walking surveys and the Company's existing equipment, AMLD provides greater detection sensitivity and more efficient coverage. Cascade will use the data to prioritize follow-up investigations, support timely evaluation and repair of confirmed leaks, improve documentation and reporting, and inform leak-management and emissions-reduction activities. AMLD supplements, but does not replace, traditional leak surveys.

6. 2026 Completed Capital Projects

Significant capital projects completed or expected to be completed in 2026 include:

PROJECT	DISTRICT	REASON FOR PROJECT, RISKS	ACTUAL / PLANNED IN-SERVICE DATE
SYSTEM SAFETY & INTEGRITY PROGRAM (SSIP) REPLACEMENT – BAKER CITY	EASTERN OREGON	EVSP REPLACEMENT - IDENTIFIED AS ELEVATED RISK THROUGH DIMP ANALYSIS	SEPTEMBER 2026
SHORTED CASING REPLACEMENT / ABANDONMENT PROGRAM (SCRAP)	ALL	REPLACEMENT OR ABANDONMENT OF SHORTED CASINGS TO MITIGATE EXTERNAL CORROSION RISK	VARIES
HIGH PRESSURE SERVICE SET (HPSS) REPLACEMENT	ALL	REPLACEMENT OF HIGH-RISK HPSS FACILITIES DUE TO AGE AND SUSCEPTIBILITY TO OUTSIDE FORCE DAMAGE	VARIES
REGULATOR STATION REPLACEMENT	ALL	REPLACEMENT OF REGULATOR STATIONS WITH SAFETY OR OPERATIONAL DEFICIENCIES, INCLUDING CORROSION AND LEAKS	VARIES
CATHODIC PROTECTION	ALL	INSTALLATION OR REPLACEMENT OF CORROSION CONTROL FACILITIES TO MITIGATE EXTERNAL CORROSION	VARIES
REPLACE 800' OF 6" H.P., ONTARIO	EASTERN OREGON	EVSP REPLACEMENT - REPLACE 6-INCH HIGH-PRESSURE MAIN DUE TO INADEQUATE DEPTH OF COVER	SEPTEMBER 2026
REPLACE 4" H.P., BULLY CREEK, VALE	EASTERN OREGON	REPLACE 4-INCH HIGH-PRESSURE MAIN DUE TO DIFFICULT TO INSPECT BRIDGE CROSSING SUSCEPTIBLE TO OUTSIDE FORCE DAMAGE	SEPTEMBER 2026
REPLACE 6" BEND H.P. PHASE 3	BEND	EVSP REPLACEMENT - MITIGATES RISKS ASSOCIATED WITH EVSP	DECEMBER 2026

7. 2027 Capital Budget

In 2027, Cascade estimates that it will invest approximately $19.65 million in capital projects to address integrity management concerns identified through DIMP, TIMP, abnormal operating conditions (AOCs), and safety-related conditions identified by subject matter experts (SMEs) and local Field Operations personnel. The table below lists all 2027 system safety capital projects with estimated costs exceeding $150,000.

PROJECT	DISTRICT	REASON FOR PROJECT, RISKS	ESTIMATED COST
SYSTEM SAFETY & INTEGRITY PROGRAM (SSIP) REPLACEMENT	EASTERN OREGON	EVSP REPLACEMENT – IDENTIFIED AS ELEVATED RISK THROUGH DIMP ANALYSIS	$7,500,000
SHORTED CASING REPLACEMENT / ABANDONMENT PROGRAM (SCRAP)	ALL	REPLACEMENT OR ABANDONMENT OF SHORTED CASINGS TO MITIGATE EXTERNAL CORROSION RISK	$395,000
REGULATOR STATION REPLACEMENT	ALL	REPLACEMENT OF REGULATOR STATIONS WITH SAFETY OR OPERATIONAL DEFICIENCIES, INCLUDING CORROSION AND LEAKS	$185,000
CATHODIC PROTECTION	ALL	INSTALLATION OR REPLACEMENT OF CORROSION CONTROL FACILITIES TO MITIGATE EXTERNAL CORROSION	$465,000
REPLACE 1,200’ OF 6” D.P. MAIN HWY 11 PENDLETON	PENDLETON	REPLACE 6-INCH DISTRIBUTION-PRESSURE MAIN AT A DIFFICULT-TO-INSPECT BRIDGE CROSSING SUSCEPTIBLE TO OUTSIDE-FORCE DAMAGE	$1,500,000
RELOCATE REGULATOR STATION R-8, MILTON FREEWATER	PENDLETON	RELOCATE REGULATOR STATION SUSCEPTIBLE TO FLOODING AND OUTSIDE FORCE DAMAGE	$1,700,000
REPLACE 6” BEND H.P. PHASE 5	BEND	EVSP REPLACEMENT - MITIGATES RISKS ASSOCIATED WITH EVSP	$6,600,000
REPLACE 4” H.P., MALHEUR RIVER, HWY 20, VALE	EASTERN OREGON	REPLACE 4-INCH DISTRIBUTION-PRESSURE MAIN AT A DIFFICULT-TO-INSPECT BRIDGE CROSSING SUSCEPTIBLE TO OUTSIDE-FORCE DAMAGE	$1,300,000

8. 2027 O&M Expenditures

Cascade’s anticipated 2027 O&M expenditures related to the items described in this Plan are expected to be similar to 2026 expenditures.

9. Cost Benefit Analyses

Cost-benefit and alternatives analyses are applied in the context of regulatory requirements, risk assessments, engineering judgment, and operational needs. Many activities described in this Plan are required by 49 CFR Part 192 or are necessary to implement integrity-management, engineering, and operational controls. Cascade therefore uses TIMP and DIMP risk analyses, system studies, operational data, and subject matter expert input to identify threats, evaluate risk, and prioritize projects and programs. This process supports efficient allocation of resources to measures that reduce or eliminate identified risks.

For prescriptive requirements, the applicable regulation generally determines whether an activity must be completed. For performance-based programs such as DIMP and TIMP, risk assessment serves as a principal basis for comparing and prioritizing risk-management actions. Cascade considers public safety, protection of human life, regulatory compliance, expected risk reduction, constructability, timing, and lifecycle cost. Where more than one compliant method is available, Cascade evaluates alternatives, such as repair, rehabilitation, monitoring, or replacement, and selects the approach that most effectively addresses the identified threat.

10. Regulatory and Legislative Update

PHMSA has active regulatory actions that may affect Cascade's current and future safety programs. Cascade monitors each action and evaluates applicable requirements, implementation schedules, affected programs, resource needs, and necessary procedural changes. Resulting changes are managed through Cascade's Management of Change process. As of September 2026, Cascade is closely tracking the following actions:

- Docket No. PHMSA-2021-0046, Safety of Gas Distribution Pipelines and Other Pipeline Safety Initiatives—a proposed rule reviewed by the Gas Pipeline Advisory Committee in May 2026.
- Docket No. PHMSA-2021-0039, Gas Pipeline Leak Detection and Repair—a final rule that establishes enhanced leak-survey, advanced leak-detection, leak-grading, repair, emissions-mitigation, and reporting requirements.

11. Significant Changes to Cascade's Safety Programs

Cascade continues to monitor PHMSA actions and assess changes needed to comply with newly adopted requirements. Cascade expects some existing safety programs to change in 2027 as new regulatory requirements are implemented. Changes resulting from new regulatory requirements are tracked and managed through Cascade's Management of Change (MOC) process.

APPENDIX A
Public Awareness and Damage Prevention Information

Cascade Natural Gas Corporation
A Subsidiary of MDU Resources Group, Inc.

In the Community to Serve®

www.cngc.com

Questions or Concerns?
Phone: **888-522-1130**
Email: **awareness@cngc.com**

PIPELINE SAFETY INFORMATION

Underground, natural gas pipelines are located on your property and within the communities you live, work and play. For your safety, please review this information and share with other members of your household and/or business.

PIPELINE SAFETY AND RELIABILITY

Cascade is committed to delivering natural gas through a highly engineered pipeline system in a safe, environmentally sound process. Natural gas pipelines are the safest method of energy transportation, according to National Transportation Safety Board statistics. Cascade uses the latest technology, security and industry practices to monitor pipelines, and maintain service and safety. We execute many programs to ensure your safety: 24/7 design and construction monitoring; integrity management; inspection and patrol; public safety outreach; and communication/training with emergency officials.

SUSPECT A GAS LEAK?

DO YOU SEE?

A patch of discolored soil or dead vegetation, dirt being blown into the air, water bubbling or spraying into the air, fire or explosion.

DO YOU HEAR?

A hissing sound or unusual noises.

DO YOU SMELL?

A strange odor similar to rotten eggs or a recently lit match.

Warning: Natural gas cannot always be detected by smell alone. It is important to understand ALL of the indicators of a gas leak.

If you suspect a natural gas leak,

- Leave the area immediately.
- Do not use a cell phone or start a vehicle near any suspected natural gas leak.
- Do not attempt to put out the flames if leaking gas ignites.
- Call 911 and then Cascade Natural Gas at **888-522-1130**.

PIPELINE RIGHT-OF-WAYS

Pipeline right-of-ways or easements are strips of land in which pipelines are installed. Certain land uses are prohibited on a right-of-way or require permission from Cascade Natural Gas.

PIPELINE MARKERS

Pipeline markers are used to show the general route of a pipeline, but are not found near every pipeline.



MARKERS DO SHOW:

- Approximate location
- Product transported
- Operator's name and emergency phone number

DO NOT SHOW:

- Exact location
- Depth
- Number of pipelines

For more information on pipeline locations in your area, please go to **www.npms.phmsa.dot.gov.**

811

Know what's below Call before you dig.

STEPS FOR SAFE DIGGING



- Do NOT assume the depth of the utility facilities (or pipeline) or rely on past locate data when digging.
- If you damage a natural gas line and gas is blowing, leave the area, call 911 and then call Cascade.
- Report ALL damaged Cascade natural gas lines, including damage to the coated wire paralleling the gas line even if there is no blowing gas.
- Minor nicks and wrap damage, or damage to the wire, can be dangerous if left unrepaired.

Cascade Natural Gas Corporation
A Subsidiary of MDU Resources Group, Inc.

In the Community to Serve®

www.cngc.com

Questions or Concerns?
Phone: **888-522-1130**
Email: **awareness@cngc.com**

INFORMACIÓN DE SEGURIDAD DE TUBERÍAS

SU SEGURIDAD NOS IMPORTA

Las tuberías subterráneas de gas natural se encuentran en su propiedad y dentro de las comunidades donde vive, trabaja y juega. Para su seguridad, revise esta información y compártala con otros miembros de su hogar / negocio.

TUBERÍA DE SEGURIDAD Y CONFIABILIDAD

Cascade se compromete a suministrar gas natural a través de un sistema de tuberías altamente diseñado en un proceso seguro y ambientalmente racional. Los gasoductos de gas natural son el método más seguro de transporte de energía, según las estadísticas de la Junta Nacional de Seguridad en el Transporte. Cascade utiliza las últimas prácticas tecnológicas, de seguridad y de la industria para supervisar las tuberías y mantener el servicio y la seguridad. Cascade ejecuta muchos programas para garantizar su seguridad: Monitoreo de diseño y construcción las 24 horas del día, los 7 días de la semana; gestión de la integridad; inspección y patrulla; la divulgación de la seguridad pública; y comunicación/ formación con funcionarios de emergencia.

¿SOSPECHA UNA FUGA DE GAS?

¿Lo ves?

Un parche de tierra decolorada o vegetación muerta, la suciedad sopla en el aire, el agua burbujeando o rociando en el aire, el fuego o la explosion

¿Tu escuchas?

Ruidos inusuales o un silbido.

¿Hueles?

Un olor extraño similar a los huevos podridos o a un encendedor recientemente iluminado..

Advertencia: el gas natural no siempre se puede detectar solo con el olor. Es importante comprender todos los signos de una fuga de gas.

Si sospecha que hay una fuga de gas natural,

- Abandone el área inmediatamente.
- No use un teléfono celular ni encienda un vehículo cerca de una fuga de gas natural sospechosa.
- Si la fuga de gas se enciende, no intente apagar las llamas.
- Llame al 911 y luego a Cascade Natural Gas al **888-522-1130**.

DERECHO-DE-VÍAS DE LA TUBERÍAS

El derecho de vía o servidumbre de las tuberías son franjas de tierra en las que se instalan las tuberías. Ciertos usos de la tierra están prohibidos en un derecho de vía o requieren permiso de Cascade Natural Gas.

MARCADORES DE TUBERÍAS

Los marcadores de tuberías se utilizan para mostrar la ruta general de un oleoducto, pero no se encuentran cerca de cada oleoducto.



LOS MARCADORES MUESTRAN:

- La ubicación aproximada
- El producto transportado
- Nombre del operador y número de teléfono de emergencia.

LOS MARCADORES NO ESPECTÁCULO

- La ubicación exacta
- La profundidad
- El número de tuberías.

Para obtener más información sobre las ubicaciones de tuberías en su área, vaya a **www.npms.phmsa.dot.gov.**

811

Entérese de lo que hay enterrado. Llame al 811 antes de excavar.

GUÍA PARA EXCAVAR SEGURO



- NO asuma la profundidad de la utilidad ni confíe en datos de ubicación anteriores al excavar.
- Si daña una línea de gas natural y sale gas, abandone el área, llame al 911 y luego llame a Cascade.
- Reporte TODAS las líneas de gas natural Cascade dañadas, incluido el daño al cable revestido paralelo a la línea de gas, incluso si no hay gas de soplado.
- Las muescas menores y los daños en las envolturas, o los daños en el cable, pueden ser peligrosos si no se reparan.

WELCOME! CASCADE NATURAL GAS INVITES YOU TO BECOME AN E-SMARTKID. BECOMING E-SMART MEANS LEARNING ABOUT NATURAL GAS SAFETY AND ENERGY SCIENCE. CHECK OUT OUR GAMES, VIDEOS, AND ACTIVITIES, AND YOU'LL BE ON YOUR WAY TO BEING E-SMART SAFE!

Natural Gas Safety-SMART!



GET SMART!

LEARN HOW TO USE NATURAL GAS RESPONSIBLY

Natural Gas Safety World

VIDEOS

CHOOSE FROM TWO DIFFERENT EPISODES!



WATCH NOW >

Energy Glossary

ENERGY, KILOWATT, SOLAR CELLS, PROTON, FISSION, GENERATOR, ENERGY EFFICIENCY, CONDUCTOR, FUEL CELL, ALTERNATING CURRENT

CHECK IT NOW >

Home Safety INSPECTION



WHEN IT COMES TO NATURAL GAS, HOW SAFE IS YOUR HOME? DO THIS INSPECTION AND FIND OUT!

INSPECT YOUR HOME >

FIND THE HIDDEN DANGERS!



GAMES

HELP SOFIA, ALEX, AND TYLER STAY SAFE BY KNOWING WHAT TO DO. FIND THE DANGEROUS NATURAL GAS SITUATIONS IN EACH NEIGHBORHOOD!

PLAY NOW >

e-SMARTkids is 100% kid-friendly and 100% kid-safe.
All links from this site are screened for age-appropriate educational content.
We do not collect personal information about your child. Read our Privacy Statement.

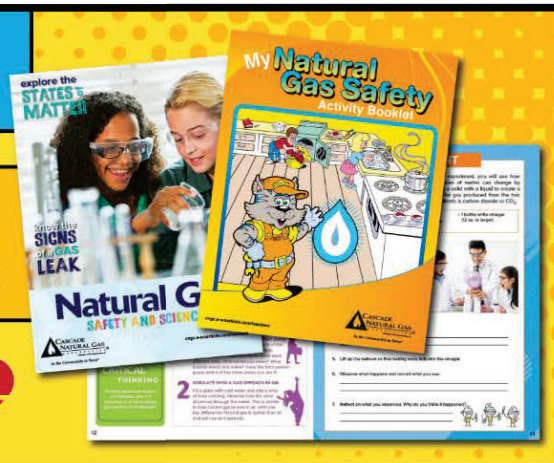
If you have a natural gas emergency, please call our customer service/emergency number at 888-522-1130.

Contact us at awareness@cngc.com for general questions or additional resources.

Copyright © 2026 Culver Company, LLC

FREE Materials

FREE STANDARDS-BASED MATERIALS* EASILY INTEGRATE INTO YOUR REGULAR CURRICULUM



*MATERIALS SUPPORT OREGON & WASHINGTON SCIENCE & HEALTH CONTENT STANDARDS

Natural Gas Safety World

VIDEO RESOURCES

INCLUDES TEACHER'S GUIDE AND STUDY SHEETS!



WATCH NOW >

Energy Glossary

ENERGY
KILOWATT
FUEL CELL
ALTERNATING CURRENT
SOLAR CELLS
GENERATOR
FISSION
PROTON
ENERGY EFFICIENCY
CONDUCTOR

CHECK IT NOW >

FIND THE HIDDEN DANGERS!

GAMES

HELP SOFIA, ALEX, AND TYLER STAY SAFE BY KNOWING WHAT TO DO. FIND THE DANGEROUS ELECTRICAL SITUATIONS IN EACH NEIGHBORHOOD!

PLAY NOW >

Home Safety INSPECTION



WHEN IT COMES TO NATURAL GAS, HOW SAFE IS YOUR HOME? DO THIS INSPECTION AND FIND OUT!

INSPECT YOUR HOME >

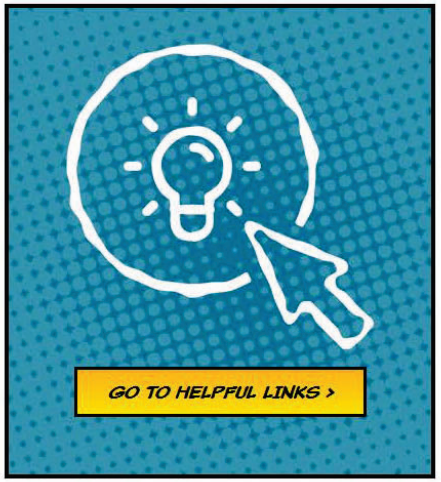
e-SMARTkids is 100% kid-friendly and 100% kid-safe.
All links from this site are screened for age-appropriate educational content.
We do not collect personal information about your child. Read our Privacy Statement.

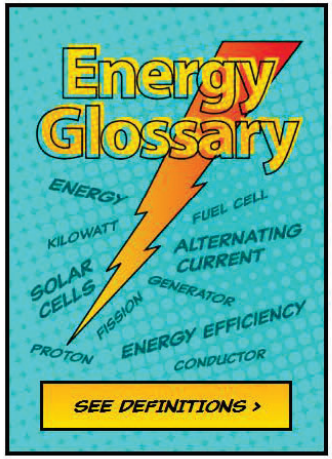
If you have a natural gas emergency, please call our customer service/emergency number at 888-522-1130.

Contact us at awareness@cngc.com for general questions or additional resources.

Copyright © 2026 Culver Company, LLC









e-SMARTkids is 100% kid-friendly and 100% kid-safe.
All links from this site are screened for age-appropriate educational content.
We do not collect personal information about your child. Read our Privacy Statement.

If you have a natural gas emergency, please call our customer service/emergency number at 888-522-1130.

Contact us at awareness@cngc.com for general questions or additional resources.

Copyright © 2026 Culver Company, LLC

STEPS FOR SAFE DIGGING

1. Whiteline Dig Site



2. Call 811 to Locate Utilities



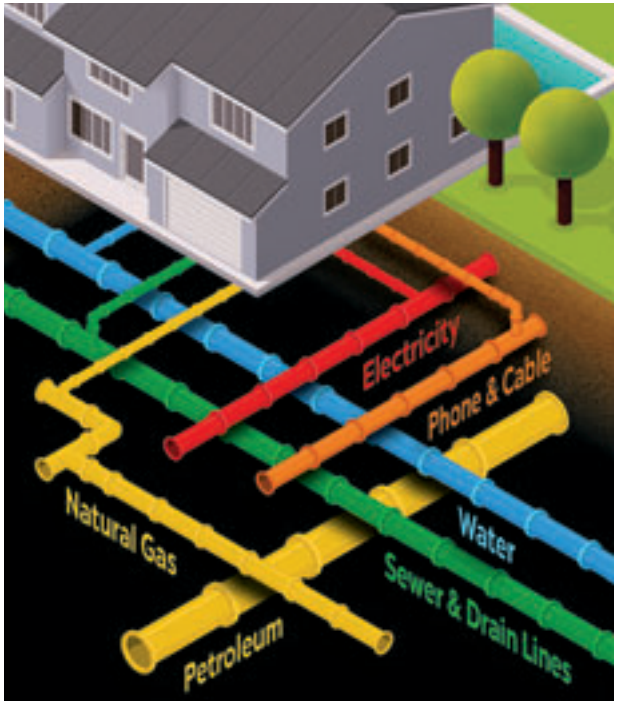
3. Wait for All Utilities to be Marked



4. Dig Safe Using Proven Excavation Methods



For more information on safe digging refer to CGA Best Practices at commongroundalliance.com.



Underground Utilities are Everywhere

Call 811 before you dig.

IT'S FREE. IT'S EASY. IT'S THE LAW.

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

In the Community to Serve®

www.cngc.com | 888-522-1130

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

In the Community to Serve®

DIG SAFE AROUND UTILITIES



Call 811 before you dig.

Protect yourself, coworkers, and the public.

DIGGING SAFELY IS A SHARED RESPONSIBILITY

Cascade Natural Gas offers FREE contractor/excavator training.
Contact us to schedule your FREE training.
awareness@cngc.com

Customer Service/Emergency: 888-522-1130

Get more information and view a schedule of classes at www.cngc.com/free-training.

Cascade is committed to keeping you safe by reducing excavation damage to underground natural gas lines through education and awareness. Always call 811 before you dig to get your utility lines located, and dig safely using proven excavation methods.

Please refer to your state's Dig Law for more information.



FOLLOW THESE SIMPLE STEPS

- Outline/mark your planned dig site in white paint.
- Call 811or visit www.Call811.com two business days before you plan to dig to have underground utility lines marked for free.
- If you are a subcontractor, protect yourself and your company by calling 811 for a locate ticket. The general contractor's ticket does not apply to anyone except them.
- Wait for all utility companies listed on the ticket to mark their utility lines before digging.
- Maintain the locate marks throughout the lifetime of the project.
- There is a tolerance zone on either side of the locate marks. Carefully hand dig within the tolerance zone and determine the exact location of the utility before proceeding.
- Use acceptable backfill (such as sand or rock-free dirt) and proper compaction to avoid damage to utility lines.
- Stop digging immediately if you find unmarked natural gas lines and call 811 to have them marked.
- If there is a release of natural gas, leave the area and call 911. Then, call Cascade and keep others clear of the area.
- Never try to fix a damaged natural gas line or try to restrict the gas flow in any way.
- Call Cascade to report all damaged natural gas lines - even if there is no blowing gas. Minor nicks and wrap damage can be dangerous if left unrepaired.

UTILITY COLOR CODES

All utilities will mark the location and path of their underground facilities using the following colors:

WHITE: Proposed Excavation

FLUORESCENT PINK: Temporary Survey Markings

RED: Electric Power Lines, Cables, Conduit and Lighting Cables

YELLOW: Gas, Oil, Steam, Petroleum or Gaseous Materials

ORANGE: Communication, Alarm or Signal Lines, Cables or Conduit

BLUE: Potable Water

PURPLE: Reclaimed Water, Irrigation and Slurry Lines

GREEN: Sewers and Drain Lines



04/2020

Natural Gas Smells Bad for a Good Reason

Huele mal por una buena razón



In its natural state, natural gas is odorless and colorless.
For easy detection, Cascade Natural Gas adds an odorant called mercaptan into the gas before it is inserted into the pipeline system.
Mercaptan gives off a foul smell, similar to rotten eggs or sulfur.



Scratch this egg with your fingernail and sniff the gas odor.

Rasguñe esta huevo con su uña y huela el olor del gas.



What To Do In Case Of A Natural Gas Leak

A natural gas leak can be dangerous because it increases the risk of fire or explosion. Here are safety rules to follow if you smell the odor of mercaptan.

Aquí están las reglas de seguridad si huele el olor a mercaptán.

DON'T / no hacer

- **Turn on or turn off any lights or electrical switches, or unplug appliances.**
  encienda las luces o los interruptores eléctricos, o desenchufe los electrodomésticos.
- **Smoke or use e-cigarettes, lighters, matches or other open flames.**
  fume o use cigarrillos electrónicos, encendedores, fósforos u otras llamas abiertas.
- **Turn on or off any battery-powered, rechargeable or electrical device, including phones, garage door openers, radios, TVs, computers or any device that could create a spark.**
  encienda o apague cualquier dispositivo con pilas, recargable o eléctrico.
- **Use telephones of any type, including cordless, cell or landline.**
  use teléfonos de cualquier tipo, incluidos teléfonos inalámbricos, celulares o fijos.

DO / hacer

- **Have occupants exit the building immediately.**
  haga que los ocupantes salgan del edificio inmediatamente.
- **If you are outside, leave the area immediately.**
  si está afuera, abandone el área inmediatamente.
- **Go to a safe location and call Cascade Natural Gas at 888-522-1130.**
  vaya a otro lugar y llame a Cascade Natural Gas al 888-522-1130.
- **Keep away until given the "all clear" from a gas company employee or emergency official.**
  manténgase alejado hasta que el empleado de la compañía de gas o el oficial de emergencia le dé el visto bueno.

12/2022

CALL 811 TWO BUSINESS DAYS BEFORE YOU DIG.

The greatest risk to underground natural gas pipelines is damage during digging projects. Calling 811 to have the utility lines on your property marked and carefully hand digging around the marked lines helps you avoid costly damages, dangerous situations and service interruptions.

811
Know what's **below.**
Call before you dig.

01/2026

METER READING AND SAFE OPERATION REQUIRES CLEAR ACCESS AT ALL TIMES

Ice and snow may block the electronic reading of your meter and prevent accurate billing.

- Please keep the area in front of and around your gas meter clear at all times. If you are storing a boat or trailer in front of your meter, try not to completely block off the meter.
- Contact Cascade before building decks, boxes or landscaping near your meter to ensure safe and unobstructed access.

Call Cascade Natural Gas immediately if you believe damage has occurred around your meter, you have no heat or you smell gas.

All Emergencies • 24-Hour Response

888-522-1130

www.cngc.com/safety-education

CASCADE NATURAL GAS CORPORATION®
A Subsidiary of MDU Resources Group, Inc.
In the Community to Serve®

KEEP SNOW AND ICE AWAY FROM METERS FOR YOUR SAFETY



For your safety, regularly inspect and clear ice and snow from your natural gas meter to prevent damage and potential hazards for your household.

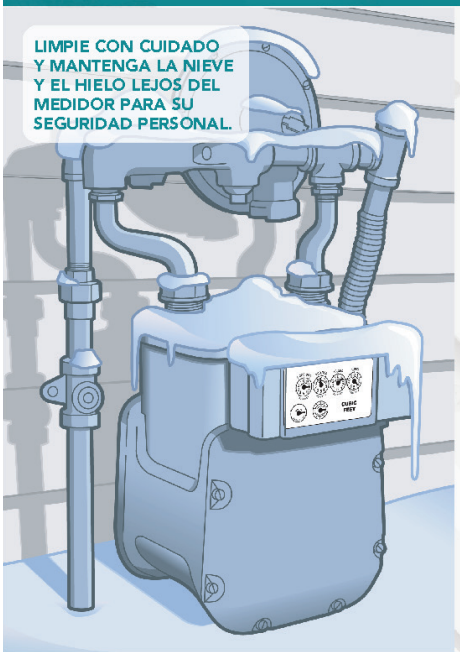
Why is it important to keep your meter clear of snow and ice buildup?

- Snow and ice puts stress on the regulator and meter piping and could cause gas to leak into your home and create an unsafe condition.
- Snow cover may result in abnormal gas pressure, affecting appliance operation and interrupting your service.
- In case of an emergency, response crews need clear access to your meter.

Meters are designed to withstand extreme weather conditions, but remember to protect them from ice and snow buildup during the harsh winter months.

- When removing snow or ice, don't strike meters with snow blowers, blades or shovels.
- Do not kick your meter to break or clear ice.
- Use a broom, snow brush or your hands to lightly remove snow and ice that is able to be removed. For extremely heavy ice buildup, please contact Cascade at **888-522-1130**.
- Remove icicles and snow from overhead eaves and gutters to prevent damage to the meter as they fall. Also, dripping water can splash and freeze on the meter or vent pipes.
- Meter Location Guidelines, including Heavy Snow Area Standards, are available under the Safety & Education section of our website.

MANTENGA LA NIEVE Y EL HIELO LEJOS DE LOS MEDIDORES PARA SU SEGURIDAD



Para la seguridad personal de los clientes, se recomienda inspeccionar periódicamente los medidores de gas natural residenciales y retirar el hielo y la nieve acumulados. Mantener los medidores libres de acumulaciones ayudará a prevenir daños que podrían generar una situación peligrosa para su hogar.

¿Por qué es importante mantener su medidor libre de acumulación de nieve y hielo?

- La nieve y el hielo ejercen presión sobre las tuberías del regulador y del medidor, y podrían provocar fugas de gas en su hogar y crear una condición insegura.
- La capa de nieve puede generar una presión de gas anormal, lo que afecta el funcionamiento del aparato e interrumpe el servicio.
- En caso de emergencia, los equipos de respuesta necesitan acceso libre a su medidor.

Los medidores están diseñados para soportar condiciones climáticas extremas, pero recuerde protegerlos de la acumulación de hielo y nieve durante los duros meses de invierno.

- Al retirar grandes acumulaciones de nieve o hielo, no golpee los medidores con quitanieves, cuchillas o palas.
- No patee el medidor para romper o limpiar el hielo.
- Utilice una escoba, un cepillo para nieve o las manos para retirar suavemente la nieve y el hielo que pueda quitar. En caso de acumulación de hielo extremadamente intensa, comuníquese con Cascade al 888-522-1130.
- Quite los carámbanos y la nieve de los aleros y canaletas para evitar que se dañe el medidor al caer. Además, el agua que gotea puede salpicar y congelarse en el medidor o en las tuberías de ventilación
- Las pautas de ubicación del medidor, incluidas las normas para áreas con fuertes nevadas, están disponibles en la sección Seguridad y educación de nuestro sitio web.

LLAME AL 811 DOS DÍAS HÁBILES ANTES DE EXCAVAR.

El mayor riesgo para las tuberías subterráneas de gas natural es el daño que se produce durante los proyectos de excavación. Llamar al 811 para que marquen las líneas de servicios públicos de su propiedad y excavar con cuidado a mano alrededor de las líneas marcadas le ayudará a evitar daños costosos, situaciones peligrosas e interrupciones del servicio.

811

Entérese de lo que hay **enterrado.**
Llame al 811 antes de excavar.

01/2026

LA LECTURA Y LA SEGURIDAD DEL MEDIDOR REQUIEREN UN ACCESO LIBRE EN TODO MOMENTO

El hielo y la nieve pueden bloquear la lectura electrónica de su medidor. Nuestro deseo es facturar con precisión su consumo de gas natural.

- Mantenga despejada en todo momento la zona que se encuentra frente y alrededor de su medidor de gas. Si guarda un bote o un remolque frente a su medidor, trate de no bloquearlo por completo.
- Comuníquese con Cascade Natural Gas para analizar la construcción de terrazas, cajas o paisajismo planificado alrededor de su medidor para evitar crear una situación peligrosa.

Llame a Cascade Natural Gas de inmediato si cree que se han producido daños alrededor de su medidor, no tiene calefacción o huele gas.

Todas las emergencias • Respuesta las 24 horas **888-522-1130**

www.cngc.com/safety-education

CASCADE NATURAL GAS CORPORACION®
Una Subsidiaria de MDU Resources Group, Inc.
En La Comunidad Para Servir®

EMERGENCY GAS SHUT OFF

If an emergency occurs, but you do not experience flu-like symptoms or smell or hear leaking gas, then you probably do not need to shut off your gas. Doing so may interrupt your service unnecessarily.

However, if you are experiencing flu-like symptoms without a fever, are in doubt or smell or hear leaking gas:

DO NOT:

- Switch anything on or off, such as lights, electrical switches, garage door openers or vehicles
- Use e-cigarettes, smoke, lighters, matches or other open flames
- Use a telephone of any type, including cell phones
- Stay indoors or return for personal items

DO:

- Immediately leave the house or building.
- From a safe location, call Cascade Natural Gas at **888-522-1130** and call **911**.
- If it is safe to do so, shut off the gas meter following the instructions on the other side of this card.
- Once the gas is off, for your safety, leave it off until a Cascade Natural Gas technician can check out the system to ensure it is safe and operable before turning it back on.

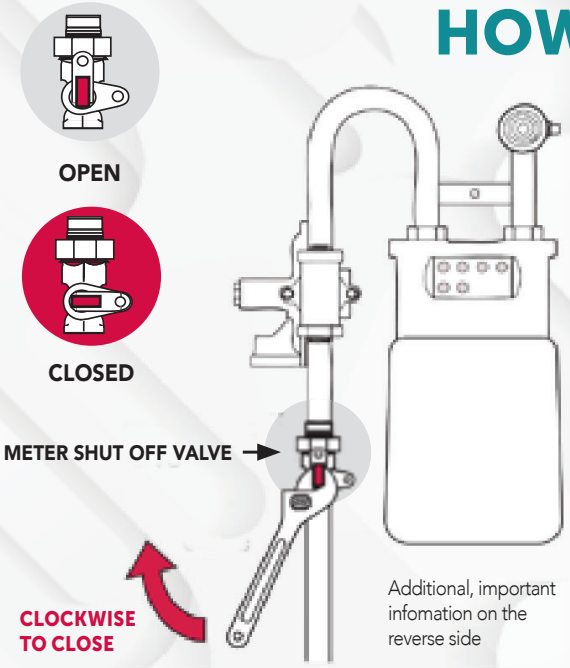
To be fully prepared for an emergency, know where your gas meter is located and how to shut off the natural gas service to your home.

The following are some examples of emergencies:

- Fire in the home or near the meter
- Earthquakes with enough magnitude to displace equipment
- Floods
- Wind damage
- Carbon monoxide poisoning (flu-like symptoms)
- Gas odors

02/2026

HOW TO SHUT OFF A GAS METER



Additional, important infomation on the reverse side

- Locate the meter shut-off valve (pictured) on the gas supply pipe coming out of the ground.
- Use a long-handled wrench to turn the valve clockwise a quarter turn so that the lever is perpendicular to the pipe (see diagram).
- Once the valve is off, **LEAVE IT OFF** until a qualified Cascade Natural Gas technician can check out the system.

FOR ALL EMERGENCIES
CALL 888-522-1130

www.cngc.com

Cascade Natural Gas Corporation®
A Subsidiary of MDU Resources Group, Inc.

In the Community to Serve®

CIERRE DE EMERGENCIA DEL SUMINISTRO DE GAS

Si se produce una emergencia, pero no presenta síntomas similares a los de la gripe ni percibe olor a gas ni escucha fugas de gas, probablemente no necesite cortar el suministro de gas.

Hacerlo podría interrumpir el servicio innecesariamente.

Sin embargo, si presenta síntomas similares a los de la gripe sin fiebre, tiene dudas o percibe olor a gas o escucha fugas de gas:

NO:

- Encender o apagar cualquier dispositivo, como luces, interruptores eléctricos, abridores de puertas de garaje o vehículos.
- Usar cigarrillos electrónicos, fumar, usar encendedores, cerillas u otras llamas abiertas.
- Usar cualquier tipo de teléfono, incluidos los teléfonos móviles.
- Regresar a buscar objetos personales.

HACER:

- Abandone inmediatamente la casa o el edificio.
- Desde un lugar seguro, llame a Cascade Natural Gas al 888-522-1130 y también al 911.
- Si es seguro hacerlo, cierre la válvula del medidor de gas siguiendo las instrucciones que se encuentran al dorso de esta tarjeta.
- Una vez que el gas esté cortado, por su seguridad, manténgalo cerrado hasta que un técnico de Cascade Natural Gas revise el sistema para asegurarse de que sea seguro y funcione correctamente antes de volver a abrir la válvula.

Para estar completamente preparado para una emergencia, sepa dónde se encuentra el medidor de gas y cómo cortar el suministro de gas natural a su casa.

A continuación, se presentan algunos ejemplos de emergencias:

- Incendio en la vivienda o cerca del medidor
- Terremotos de magnitud suficiente para desplazar equipos
- Inundaciones
- Daños causados por el viento
- Intoxicación por monóxido de carbono (síntomas similares a los de la gripe)
- Olores a gas

02/2026

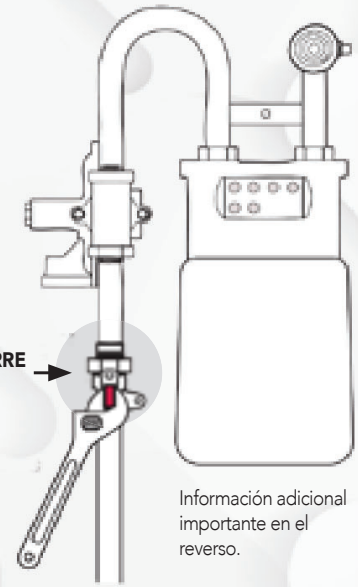
CÓMO CERRAR LA LLAVE DE UN CONTADOR DE GAS



ABIERTO



CERRADO



Información adicional importante en el reverso.

- Localice la válvula de cierre del medidor (que se muestra en la imagen) en la tubería de suministro de gas que sale del suelo.
- Use una llave de mango largo para girar la válvula un cuarto de vuelta en el sentido de las agujas del reloj, de modo que la palanca quede perpendicular a la tubería (vea el diagrama).
- Una vez cerrada la válvula, déjela cerrada hasta que un técnico calificado de Cascade Natural Gas pueda revisar el sistema.

PARA CUALQUIER EMERGENCIA, LLAME AL 888-522-1130

www.cngc.com

CASCADE NATURAL GAS CORPORACION®
Una Subsidiaria de MDU Resources Group, Inc.

En La Comunidad Para Servir®

YOUR GAS PIPING

IMPORTANT CUSTOMER INFORMATION

The house piping from a Cascade Natural Gas meter to an appliance belongs to the customer. Maintenance of the house piping is the customer's responsibility.

- Be sure the house piping is the proper kind of pipe and that it is installed, tested and maintained in accordance with applicable state and local piping codes. The piping should be installed by a qualified person and inspected by local building officials. Avoid burying house piping under buildings or placing structures on top of natural gas lines whenever possible. The installer and building official can provide specific, detailed requirements for installation. Plumbing contractors and heating contractors can assist in inspecting and repairing the house piping. If existing underground piping is not installed to current code standards, it may present a hazard.
- Particular attention should be given to protecting any underground house piping from corrosion. If the piping is not maintained, it may be subject to the potential hazards of corrosion leakage. Piping should be periodically inspected for leaks and corrosion. A repair must be made if any unsafe condition is discovered.

Call 811 two business days before digging to alert utilities to locate and mark THEIR buried lines from the street to your house.

811
Know what's **below.**
Call before you dig.

This is a free service. These locates do not include house piping you may have installed to your property and must be located by a private company. Dig carefully by hand within 24 inches of the marked pipeline.

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

In the Community to Serve®

www.cngc.com

SU TUBERÍA DE GAS

IMPORTANTE INFORMACIÓN DEL CLIENTE

La tubería de la casa de una Cascade Natural Gas medidor a un aparato pertenece al cliente. Mantenimiento de tuberias de la casa es responsabilidad del cliente.

- Asegúrese que el tipo de tuberías que use sean apropiables, instaladas, probadas y mantenidas en conforme con aplicables códigos de tuberías locales y estatales. La instalación de la tubería debe ser el trabajo de un contratista clasificado e inspeccionada por funcionarios locales de construcción. Evite enterrar las tuberías de la casa debajo de edificios o colocar estructuras sobre las líneas de gas natural siempre que sea posible. Un contratista o funcionario de construcción puede proporcionarle detalles y requisitos específicos. Unos contratistas de plomería o calefacción pueden asistirle en inspeccionar o proporcionarle reparaciones de tuberías en su casa. Si la tubería subterránea existente no se instala según los estándares del código actual, puede presentar un peligro.
- Debe prestarse atención en particular, a la protección contra la corrosión a cualquier tubería subterránea. Si la tubería no se mantiene, puede ser sujeto a los potenciales peligros de fuga por la corrosión. Las tuberías deben ser inspeccionadas periódicamente para detectar fugas y o corrosión. Se deben realizar reparaciones si se descubren condiciones inseguras.

Llame al 811 dos días hábiles antes de excavar para alertar a las empresas de servicios públicos para que localicen y marquen SUS líneas enterradas desde la calle hasta su casa.

811®
Know what's **below.**
Call before you dig.

El servicio es gratuito y no incluye localizar líneas subterráneas instaladas por el propietario que deben ser localizadas por un contratista privado. Excave a mano con precaución dentro de 24 pulgadas de las líneas marcada.

CASCADE NATURAL GAS
CORPORACION®
Una Subsidiaria de MDU Resources Group, Inc.

En La Comunidad Para Servir®

www.cngc.com

EXCESS FLOW VALVE WHAT YOU NEED TO KNOW

CASCADE NATURAL GAS CORPORATION (CNGC) CUSTOMER NOTIFICATION

The United States Department of Transportation (DOT) has issued a pipeline safety regulation requiring natural gas utility companies to notify customers about the availability of Excess Flow Valves (EFV) for installation on the natural gas service line to their home or business.

What is an EFV?

An EFV is a safety device designed to automatically stop or restrict the flow of natural gas if an underground pipe is broken or severed.

Such damage is usually the result of some type of excavation. Although an EFV may help limit the effects or damage of such an incident, the best way to protect against such incidents is to ensure that anyone excavating on your property has called 811 to have buried pipelines properly marked before digging. Installation of an EFV will not protect against customer appliance gas leaks, small gas service line punctures or gas meter leaks. An EFV may not protect a pipeline from damage caused by flooding or earthquakes. EFVs are not available for customers in areas with delivery pressure less than 10 pounds per square inch (psi) or other circumstances that hinder the effectiveness of the EFV.

Where is an EFV installed?

The EFV is installed underground on the service line that runs between the gas main located in public right of way or a dedicated utility easement and the natural gas meter. Generally the EFV is installed as close as possible to the gas main. In some instances the location may need to be installed further from the gas main to accommodate interference from other buried structures.

What is the cost of EFV installation?

The installation cost is estimated to be $1000, but the actual installation cost varies depending on the difficulty of the installation. The customer will be responsible for costs associated with installing the EFV. Detailed cost estimates and timeframe for construction will be provided as requested on a case-by-case basis. The EFV will be installed at a time that is mutually agreeable to the company and customer. Since the EFV will be installed on CNGC's pipe, only CNGC or its approved contractors may perform the installation.

If you would like to have an EFV installed in your service line, please contact CNGC at **888-522-1130** or email **customerservice@cngc.com**.

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

In the Community to Serve®

www.cngc.com

VÁLVULA DE EXCESO DE FLUJO LO QUE NECESITAS SABER

Notificación al cliente de Cascade Natural Gas Corporation (CNGC)

El Departamento de Transporte de los Estados Unidos (DOT, por sus siglas en inglés) ha emitido una regulación de seguridad de tuberías que requiere que las empresas de servicios públicos de gas natural notifiquen a los clientes sobre la disponibilidad de válvulas de exceso de flujo (EFV, por sus siglas en inglés) para su instalación en la línea de servicio de gas natural a su hogar o negocio.

¿Qué es un EFV?

Un EFV es un dispositivo de seguridad diseñado para detener o restringir automáticamente el flujo de gas natural si una tubería subterránea se rompe o se corta.

Dichos daños suelen ser el resultado de algún tipo de excavación. Aunque una EFV puede ayudar a limitar los efectos o daños de un incidente de este tipo, la mejor manera de protegerse contra tales incidentes es asegurarse de que cualquier persona que excave en su propiedad haya llamado al 811 para que las tuberías enterradas estén debidamente marcadas antes de excavar. La instalación de un EFV no protegerá contra fugas de gas en los electrodomésticos del cliente, pequeñas perforaciones en la línea de servicio de gas o fugas en el medidor de gas. Es posible que un EFV no proteja una tubería de daños causados por inundaciones o terremotos. Los EFV no están disponibles para los clientes en áreas con una presión de entrega inferior a 10 psi u otras circunstancias que dificulten la eficacia del EFV.

¿Dónde se instala un EFV?

El EFV se instala bajo tierra en la línea de servicio que corre entre la tubería principal de gas ubicada en el derecho de paso público o una servidumbre de servicios públicos dedicada y el medidor de gas natural. Por lo general, el EFV se instala lo más cerca posible de la tubería principal de gas. En algunos casos, es posible que sea necesario instalar la ubicación más lejos de la tubería principal de gas para acomodar la interferencia de otras estructuras enterradas.

¿Cuál es el costo de la instalación de EFV?

El costo de instalación se estima en $ 1000, pero el costo real de instalación varía según la dificultad de la instalación. El cliente será responsable de los costos asociados con la instalación del EFV. Las estimaciones detalladas de los costos y el calendario de construcción se proporcionarán según se solicite caso por caso. El EFV se instalará en un momento que sea mutuamente acordado por la empresa y el cliente. Dado que el EFV se instalará en la tubería de gas natural de CNGC, solo CNGC o sus contratistas aprobados pueden realizar la instalación.

Si desea instalar un EFV en su línea de servicio, póngase en contacto con

CNGC al 888-522-1130 o envíe un correo electrónico customerservice@cngc.com.

www.cngc.com

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

In the Community to Serve®

CROSS BORE SAFETY
CALL BEFORE YOU CLEAR

Occasionally, a gas pipeline may be inadvertently installed so that it intersects with a sewer line. This situation is known as a cross bore. It typically happens when trenchless installation methods are used for gas lines, or when existing sewer lines weren't properly mapped or equipped with technology that makes them easy to locate.

Always call before clearing a sewer line

888-522-1130



Plumbers and homeowners often use a rotating cutter to clear clogs in sewer lines. While this tool is good for clearing obstructions such as tree roots, these devices may also cut through a natural gas pipeline or other underground utilities that intersect the sewer line.

A cross bore can become hazardous if the gas pipeline is cut, because natural gas could enter the sewer system and cause an explosion which could damage nearby structures or threaten human safety or lives.

FOR YOUR SAFETY:

- Call Cascade Natural Gas at **888-522-1130** prior to clearing a sewer line. We will promptly arrive to locate and mark our natural gas pipelines, free of charge.
- Never clear a sewer line until the clog has been identified.
- If you notice bubbles rising in your toilet or in standing water in your yard, or if you smell natural gas in your home, this could be a sign of a gas leak. Get a safe distance away from the possible gas leak. If the signs of a natural gas leak are inside a structure, evacuate the premise and leave the exit door open, then call 911 and Cascade Natural Gas at **888-522-1130**.

For additional cross bore information, visit the Cross Bore Safety Association website:
www.crossboresafety.org
or the Call Before You Clear website:
www.callbeforeyouclear.com.

www.cngc.com

CASCADE NATURAL GAS CORPORATION
A Subsidiary of MDU Resources Group, Inc.
In the Community to Serve®

SEGURIDAD DE PERFORACIÓN TRANSVERSAL
LLAME ANTES DE DESPEJAR

A veces, la tubería de gas que abastece a una vivienda se instala accidentalmente de forma que cruza la tubería de alcantarillado. Esto se denomina perforación cruzada, y puede ocurrir cuando se utiliza tecnología sin zanja para instalar las tuberías de gas o cuando las líneas de alcantarillado no se mapearon ni se instalaron con tecnología localizable.

Siempre llame antes de limpiar una línea de alcantarillado

888-522-1130



Los fontaneros y propietarios de viviendas suelen utilizar un cortador rotatorio para desatascar las tuberías de alcantarillado. Si bien esta herramienta es útil para eliminar obstrucciones como raíces de árboles, también puede cortar tuberías de gas natural u otras tuberías subterráneas de servicios públicos que intersecan accidentalmente en la línea de alcantarillado.

Un corte transversal puede resultar peligroso si se corta la tubería de gas, ya que el gas natural podría entrar en el sistema de alcantarillado y provocar una explosión que podría destruir estructuras cercanas o poner en peligro la vida o la seguridad de las personas.

PARA SU SEGURIDAD:

- Llame a Cascade Natural Gas al **888-522-1130** antes de desatascar una tubería de alcantarillado. Llegaremos de inmediato para localizar y marcar nuestras tuberías de gas natural, sin costo alguno.
- Nunca desatasque una tubería de alcantarillado hasta que se haya identificado la obstrucción.
- Si nota burbujas en el inodoro o en el agua estancada del jardín, o si huele a gas natural en su casa, esto podría ser señal de una fuga de gas. Aléjese de la posible fuga de gas. Si las señales de una fuga de gas natural se encuentran dentro de una estructura, evacue el lugar y deje la puerta de salida abierta. Luego, llame al 911 y a Cascade Natural Gas al **888-522-1130**.

Para obtener más información sobre perforaciones transversales, visite el sitio web de la Asociación de Seguridad de Perforaciones Transversales:
www.crossboresafety.org
o el sitio web de Llame antes de despejar:
www.callbeforeyouclear.com.

www.cngc.com

THIS YARD CONTAINS



TWO RAWHIDE BONES, ONE SPRINKLER SYSTEM AND ONE PET TURTLE THAT DIDN'T MAKE IT.

IT ALSO CONTAINS MULTIPLE PIPELINES.

Pipelines safely move energy resources, fuels and refined products throughout the nation. Before you dig or build anywhere, make sure to have these lines marked by calling 8-1-1. If you smell gas, hear a hiss, see dead plants, a vapor cloud or bubbles in the ground, leave the area immediately and call 9-1-1. For more information about pipeline safety, visit www.PipelineAwareness.org

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

In the Community to Serve®

ESTE TERRENO CONTIENE



DOS HUESOS VIEJOS, UN SISTEMA DE RIEGO POR ROCIADORES Y UNA TORTUGA DE MASCOTA QUE NO SON DE IMPORTANCIA.

PERO TAMBIÉN CONTIENE VARIAS TUBERÍAS.

Las tuberías transportan con seguridad recursos energéticos, combustibles y productos refinados por toda la nación. Antes de cavar o construir en cualquier lugar, llame al 8-1-1 para asegurarse de que estos conductos están marcados. Si usted huele gas, oye un siseo, ve plantas muertas, una nube de vapor o burbujas saliendo de la tierra, abandone inmediatamente el lugar y llame al 9-1-1. Si necesita mayor información acerca de la seguridad de las tuberías, visite www.PipelineAwareness.org.

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

In the Community to Serve®