

Explanation Of Terms

CCF – 100 cubic feet, a measurement of the volume of natural gas used.
METER MULTIPLIER – some meters require that the registration be multiplied by a factor to arrive at the actual usage.
HEAT FACTOR – a factor that measures the energy content of natural gas.
THERM – a unit of heating value equal to 100,000 British thermal units (BTU's).
MONTHLY CHARGE – a fixed charge to recover minimum monthly system operating costs.
EXCISE TAX (NC ONLY) – based on the volume of natural gas used, this tax is in lieu of any sales tax or franchise gross receipts tax.

Explicación de Términos

CCF – 100 pies cúbicos, medida del volumen de gas natural utilizado.
MULTIPLICADOR DEL MEDIDOR – algunos medidores requieren que se multiplique el registro por un factor para llegar al verdadero uso.
FACTOR CALORIFICO – factor que mide el contenido energético del gas natural.
TERMIA – unidad de valor térmico equivalente a 100,000 unidades térmicas británicas (BTU).
CARGA MENSUAL – carga fija para recuperar los costos operativos mínimos mensuales del sistema.
IMPUESTO AL CONSUMO (SOLAMENTE EN CAROLINA DEL NORTE) – se basa en el volumen de gas natural utilizado; este impuesto se grava en lugar de cualquier impuesto a las ventas o del impuesto sobre los ingresos brutos por franquicias.

Customer Service Options

At your convenience, visit our website at www.piedmontng.com 24 hours a day, 7 days a week for all of your customer service needs:

- Answer questions about your bill
- Update your account information
- Start or stop service
- Bank draft enrollment
- Pay by Credit Card
 - Visa
 - MasterCard
 - Discover
- Payment options and locations
- Equal Payment Plan (EPP) enrollment
- Natural Gas rate schedules
- Conservation and energy saving tips
- Search for Natural Gas Dealers and Contractors near you
- Contact us via email



Opciones del Servicio de Atención al Cliente

Cuando lo necesite, visite nuestro sitio web: www.piedmontng.com las veinticuatro horas del día, los siete días de la semana para satisfacer todas sus necesidades vinculadas con el servicio de atención al cliente:

- Responder preguntas sobre su factura
- Actualizar la información de su cuenta
- Comenzar a utilizar el servicio o darlo de baja
- Inscripción de giro bancario
- Pagar con tarjeta de crédito
 - Visa
 - MasterCard
 - Discover
- Opciones y lugares de pago
- Inscripción en el Plan de pago equitativo (EPP)
- Detalle de tarifas del gas natural
- Consejos sobre la conservación y el ahorro de la energía
- Buscar vendedores y contratistas de gas natural de su zona
- Contactarnos por correo electrónico



Important Phone Numbers

Speedpay Payment Service:

To pay your bill using Visa, MasterCard, Discover or a checking account **1.866.316.3356**
SpeedPay Corporation's fee is \$3.50 per transaction.

Automated Account Information Or Customer Service: ...1.800.752.7504

Digging In Your Yard Or Elsewhere?
Locate underground lines before digging **811**

Números Telefónicos Importantes

Servicio de pagos Speedpay:

Para pagar su factura con tarjeta de crédito Visa, MasterCard, Discover o a través de una cuenta corriente **1.866.316.3356**
El importe que retiene SpeedPay Corporation es de \$3.50 por transacción.

Información automática de la cuenta o Servicio de Atención al Cliente:1.800.752.7504

¿Cavar en su jardín o en otro sitio?
Localice las líneas subterráneas antes de cavar **811**

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. You may opt out of this process by calling Customer Service.

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Share the Warmth Round Up – Enrollment Form

Piedmont Natural Gas introduces *Share the Warmth Round Up*, a simple way for Piedmont customers to help local families and individuals in need pay their home energy bills.

Enroll today and we'll round up your monthly bill to the nearest dollar and contribute the difference to an approved *Share the Warmth* agency in your area.



www.piedmontng.com



Join Us!

To enroll in *Share the Warmth Round Up*, please complete and return this enrollment form.

I would like to enroll in Piedmont's *Share the Warmth Round Up* Program.

Customer Name: _____

Mailing Address: _____

City, State, ZIP: _____

X _____

Signature (must match name on account)