

understanding your bill

1 Message Center

Messages from Piedmont Natural Gas

2 Customer Information

Account number, service address, payment due date and rate schedule

3 Natural Gas Usage history

The amount of natural gas used at your premise during each of the last 13 months

4 Account Summary

Your previous and current bill amounts, in addition to payments received, past due balance, EPP (Equal Payment Plan) and other basic charges

5 Warranty/Merchandise Information

If you have financed merchandise with Piedmont, your monthly charge is listed here. Detailed information, including contract number, APR and payoff balance are listed separately on the next page of your bill.

6 EPP Status

Your current EPP account balance (overpayment or underpayment). This line will be blank if you are not enrolled in EPP.

7 Share the Warmth


Shows your contribution to *Share the Warmth* for this billing period

8 Current Reading

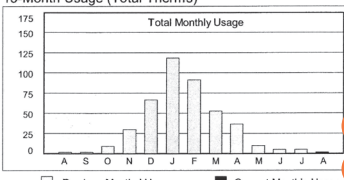
Your meter number, the date your meter was read, service period, previous and current meter readings

9 Remittance Slip

Please return the bottom portion of the statement with your payment. Bank draft customers will see the date your account will be drafted. (Note: customers in Tennessee will see "net" and "gross" amounts)



1 Message Center
With a natural gas water heater you get the hot water you need in half the time and less cost compared with an electric water heater. And, many natural gas water heaters can continue to provide your family with plenty of hot water even during power outages.

3 Gas Usage History
13-Month Usage (Total Therms)


	08/10	08/11
Therms	2	2
Days	30	29
Amount	\$10.76	\$10.48

2 Account Information
Account Number: 900123456xxxx www.piedmontng.com
Service Address:
 123 ELM LANE
 CHARLOTTE, NC 28277
Billing Date: 08/19/11
Payment Due by: 09/13/11
Rate Schedule*: 221 RES SERV STD RATE
*Rate schedule and calculation information is available on our website.

4 Account Summary

Previous Bill Amount	\$66.48
Payment(s) Received through 8/18/11 - Thank you	\$67.00
Past Due Balance	\$0.00
Current Billing and Other Basic Charges	
Gas - Current Month Charges	\$10.17
Local Franchise Fee	\$0.31
Total	\$10.48
Interior Gas Line Coverage	\$4.49
Water Heater Repair/Replacement	\$6.99
EPP Payment Amount	\$55.00
Share the Warmth	\$0.52
Account Balance	\$67.00
Total Amount Due by 09/13/11 \$67.00	

Late fees will be assessed after the due date.


A late payment charge of 1.5% will be added to natural gas balances not paid by the due date. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the due date.

8 Current Reading - based on actual read

Meter Number	Service Period		Meter Reading		Reading Difference	Meter Multiplier	Gas Used (CCF)	Heat Factor	Therms Used
	From	To	Previous	Current					
09xxxx	07/14/11	08/12/11	2597	2599	2 X	1.000 =	2 X	1.0130 =	2
Total Therms Used			2						
Number of Days			29						


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9 Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill.



PO BOX 33068
CHARLOTTE NC 28233-3068

Please check here and fill out reverse to enroll in *Share the Warmth* Round Up.



27090 1 AV 0.337 0688527090 /001033 0102 2 N007CA
JOHN SMITH
123 ELM LANE
CHARLOTTE, NC 28277-1234

Account Number: 900123456xxxx
Payment Due by: 09/13/11
Total Amount Due: \$67.00
Your Account Will Be Drafted On 09/13/11. Do not Pay.

Amount Enclosed \$

Send payment to:

PIEDMONT NATURAL GAS
PO BOX 660920
Dallas, TX 75266-0920

0000ND7CA000308855 081 00 900123456xxxx 000066480000670000000000 7

