



Piedmont
Natural Gas

north carolina customers



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natural gas — the best energy choice

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newcustomerguide

Piedmont Natural Gas provides safe, reliable and affordable natural gas to more than 1 million homes and businesses in North Carolina, South Carolina and Tennessee. We've been in operation for more than 50 years, and we're pleased to be your trusted energy provider.

YOU'VE MADE A GREAT CHOICE WITH NATURAL GAS

Natural gas is one of the cleanest, safest and most efficient of all fossil fuels. It heats cold water faster, cooks food more evenly, emits fewer greenhouse gases and is more energy efficient than electricity. As natural gas prices continue to fall, our customers are cooking their meals, heating their homes and enjoying hot water for incredibly low rates.

HOW IS NATURAL GAS DELIVERED TO YOUR HOME OR BUSINESS?

We own and operate a pipeline delivery system that is heavily regulated by both federal and state agencies. From construction to inspection and maintenance, Piedmont meets and exceeds these regulations to deliver natural gas from our suppliers to your home or business.



getting in touch with Piedmont Natural Gas

You can reach Piedmont Natural Gas 365 days a year, 24 hours a day and seven days a week.

CUSTOMER SERVICE

Call [800.752.7504](tel:800.752.7504) if you'd like to:

- Schedule a service call or appointment
- Start, stop or transfer your service
- Report a natural gas emergency (call 911 if you forget this number)

Hours of Operation

Monday-Friday: 7:30 a.m.-7 p.m. EST

Saturday-Sunday: Closed

Emergencies: Open 24/7

SALES

Call [877.279.3636](tel:877.279.3636) if you'd like to:

- Purchase, install or schedule repair of natural gas appliances
- Convert your equipment or appliances to natural gas
- Protect your home with repair plans
- Find a contractor or builder

Hours of Operation

Monday-Friday: 7:30 a.m.-5 p.m. EST



easy account & payment options

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Managing your Piedmont Natural Gas account has never been easier. We're pleased to offer you an online account management tool that puts every option at your fingertips. Just go to piedmontng.com and click on "Manage Your Account."

Here you can:

- View/pay your bill
- Enroll in e-Bill and pay by text
- Start, stop or transfer your service
- Add or remove an account
- Manage passwords and access to your account
- Analyze your bill with our *BillingInsights* tool
- Learn how to save energy and money
- Explore payment options and more

CONVENIENCE BUNDLE

Call [800.752.7504](tel:800.752.7504) and ask one of our representatives to combine our most popular account options into a worry-free "Convenience Bundle." Your bundle could include:

- Equal Payment Plan (EPP)
- Paperless Billing with e-Bill
- Automatic Bank Draft
- *Share the Warmth* Round Up



easy account & payment options

Convenience Bundle Details

- **Equal Payment Plan (EPP)**
Piedmont's Equal Payment Plan is a **FREE** service that will make your payments consistent throughout the summer and winter months
- **Paperless Billing with e-Bill**
Enroll online for **FREE** to receive your Piedmont Natural Gas bill via email
- **Automatic Bank Draft**
Sign up online for this **FREE** service and have your monthly payments automatically deducted from your checking or savings account each month
- **Share the Warmth Round Up**
Share the Warmth Round Up is a Piedmont Natural Gas program that rounds your bill up to the nearest dollar each month, with the proceeds helping your neighbors in need. The most it can cost you is \$12 PER YEAR

For more information about any of these account options, please visit us at piedmontng.com. If you have questions and would rather talk to a representative, call us at 800.752.7504.

ADDITIONAL PAYMENT OPTIONS

For additional details about all of Piedmont's payment options, go to piedmontng.com and click on "Make a Payment," or call us at [800.752.7504](tel:800.752.7504). (Credit card payment options are available to residential customers only.)

Pay online

- Online Payment Center—pay online with your bank account (checking or savings) or your credit card (Visa, Discover or Mastercard) absolutely free
- CheckFree—pay online with your checking or savings account

Pay by text

Enroll online for **FREE** to pay your Piedmont Natural Gas bill via text message from your mobile phone.

Pay by mail

Mail Payments to:
Piedmont Natural Gas
P.O. Box 1246
Charlotte, NC 28201

Pay in person

Make a payment at any one of our authorized paystations. Visit piedmontng.com for details, including driving directions.

Pay by phone

Pay your Piedmont Natural Gas bill through Western Union SpeedPay for same-day processing. Call [866.316.3356](tel:866.316.3356) toll-free 24 hours a day. Western Union charges \$3.50 for this service.

PROTECTING YOUR IDENTITY

Piedmont Natural Gas is committed to protecting your personal information. When you call us, we will ask you to confirm specific information about your account. This may include your account password or the last four digits of your Social Security number.

If you call to make a payment by check or by credit/debit card, our customer service representatives will ask you for the following information only:



easy account & payment options

For Credit/Debit Card Payments, we'll ask for:

- Name
- Piedmont account number
- Payment amount
- Credit/debit card number
- Expiration date
- Name on card
- ZIP code

For check payments, we'll ask for:

- Name
- Piedmont account number
- Payment amount
- Bank routing number
- Checking account number

THIRD-PARTY NOTIFICATION

Third-Party Notification is a **FREE** service that notifies a designated third party if a Piedmont Natural Gas bill goes unpaid. This service is a great help for people who sometimes simply forget to pay their bill, have become ill or perhaps travel frequently.

Facts about Third-Party Notification:

- The third party is not responsible for payment; they are simply made aware of the unpaid bill
- You can choose to designate a third party to receive any late bill notifications you may receive
- You can become the third-party contact for someone you care about

To enroll in Third-Party Notification, call Customer Service at [800.752.7504](tel:800.752.7504).



simple ways to save money & energy

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newcustomerguide

ENERGY-SAVING TOOLS

Piedmont Natural Gas offers energy-saving tools to help you identify ways to save energy and money. Just go to piedmontng.com to access tools and calculators that will:

- Show you how energy is used in your home
- Compare appliances and energy sources
- Offer tips for saving energy and money

Energy-Saving Tips

- Use a programmable thermostat
- Use energy-efficient appliances and equipment
- Ensure proper home insulation
- Seal leaks and insulate duct work
- Change or clean filters regularly
- Install low-flow faucets and showerheads
- Use approved “wraps” to insulate water heaters and water pipes in unconditioned spaces
- Replace incandescent bulbs with compact fluorescent bulbs
- Turn off lights when leaving the room
- Wash clothes on a cold-water cycle

KEEP YOUR SERVICE ON

Experience the benefits of keeping your natural gas service on year-round, even during the summer months. When the cold weather hits in the fall, you'll enjoy:

- No reconnection fee
- No unexpected cold nights without heat
- No time away from work to have your service reconnected



additional services we can offer you

EQUIPMENT AND APPLIANCES

Call Piedmont Natural Gas for the purchase, installation and repair of your natural gas equipment and appliances. We offer:

Purchase, installation and repair of:

- Natural gas water heaters (tank and tankless)
- Natural gas grills
- Natural gas lights

Installation and repair of:

- Natural gas logs
- Natural gas space heating (ductless)
- Natural gas ranges
- Natural gas generators

SERVICES

Piedmont is pleased to provide you with additional services that include:

- Conversion of propane grills, ranges and dryers to natural gas when manufacturer-supplied conversion kit is available
- Gas piping, both above and below ground beyond the meter

REPAIR PLANS

Piedmont Natural Gas has partnered with “HomeServe” to bring repair plans to residential customers. Benefits include no deductibles, no bills to pay within coverage limits and a 24-hour hotline.

Repair Plans

- Water Heater Repair/Replacement Plan (includes “upgrade” option)
- Interior Gas Line Coverage

(Repair plans are available to residential customers only.)

FINANCING

Financing options may be available to a customer who purchases a new natural gas appliance that is installed by Piedmont or one of our partners. Financing rates and terms are subject to change and are listed at piedmontng.com, or you can call [877.279.3636](tel:877.279.3636) to speak with a representative.

For more information about equipment, appliances, services, warranties and fees, visit piedmontng.com or call us at [877.279.3636](tel:877.279.3636).



HOW TO RECOGNIZE A NATURAL GAS LEAK

- **SMELL**—Natural gas smells like rotten eggs
- **LOOK**—Natural gas leaks often cause bubbling water, blowing dirt or dead plants
- **LISTEN**—Natural gas leaks often cause a hissing sound near a natural gas line or meter

Call Piedmont at **800.752.7504** if you smell natural gas or suspect a leak. Always call 911 for emergencies.

If you suspect an indoor or outdoor leak:

- Leave the area immediately
- **DO NOT** use anything electrical that may create a spark; this includes cellphones
- **DO NOT** operate any light switches
- **DO NOT** light a match
- Call Piedmont at **800.752.7504**, or call **911** (call from a neighbor's house or from another location far from the smell of natural gas)
- **DO NOT** attempt to locate the source of a leak
- **DO NOT** attempt to stop a leak
- **DO NOT** return to the area until Piedmont Natural Gas or the emergency services have declared the area safe

PROTECT YOURSELF AGAINST CARBON MONOXIDE

Carbon monoxide is a colorless, odorless gas that can result as a byproduct of incomplete burning of natural gas or other fossil fuels.

Here are some tips for protecting your home or business from carbon monoxide:

- Make sure you have a carbon monoxide detector
- Make sure all natural gas appliances are installed correctly and checked annually
- Have chimneys cleaned and checked every year for obstructions
- Don't use outdoor appliances or equipment indoors for space heating or cooking

Symptoms of carbon monoxide poisoning:

- Flu-like symptoms
- Headache
- Drowsiness
- Ringing sensation in the ears
- Nausea
- Blurred vision
- Chest pains
- Light-headedness or dizziness

NATURAL GAS THEFT AND YOUR SAFETY

Tampering with or bypassing a natural gas meter is a dangerous and illegal act. When people tamper with meters or install illegal connections to divert natural gas into their home or business, they endanger your safety and your property. If you suspect natural gas theft in your area, report it to Piedmont immediately by calling [800.752.7504](tel:800.752.7504).

HOW TO IDENTIFY A PIEDMONT NATURAL GAS EMPLOYEE

Employees of Piedmont Natural Gas occasionally will need access to your property and home to respond to your requests for service and to provide routine maintenance on your meter and/or appliances. You can easily recognize our employees by their Piedmont Natural Gas uniform, or you can request to see their identification card.

NATURAL GAS METERS

As part of our safety commitment to you, we regularly perform required inspections, install new technology and complete routine maintenance on the natural gas meters located at our customers' homes and businesses. Please keep the meter accessible by avoiding the following:

- Please do not enclose the meter under any structure, such as a porch or deck, where escaping natural gas could be trapped



- Please do not plant landscaping too close to the meter. This could cause the meter to no longer be visible and it could damage underground natural gas lines
- Please do not use the meter to support any item, including garden hoses, as this may cause damage

CALL 811 BEFORE YOU DIG

Be sure to call 811 a few days before you dig, plow, drill, excavate or attempt construction of any kind on your property. Your natural gas lines will be clearly marked, preventing you from damaging them when you dig.



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

Call 811 before the installation of:

- Septic tanks and sewer lines
- Swimming pools
- Wells
- Sprinkler systems and water lines
- Basketball goal posts or mailbox posts
- Fence and deck posts
- Trees and shrubs

For more information about safe digging, visit piedmontng.com and search for "Call 811."



CUSTOMER PIPING

Piedmont maintains high standards for the quality and condition of the pipes and meters that deliver natural gas to your home or business. However most people don't know that homeowners and business owners are responsible for the care and maintenance of "customer piping"—this is piping that extends from the meter into your home or business.

Customer piping located underground should be checked periodically for corrosion and leaks. The most common types of underground customer piping are for pool heaters, outdoor grills and natural gas lights. Piedmont Natural Gas has resources to help you with this maintenance. Check the Repair Plans section of this packet to read about our Interior Gas Line Coverage. You can also visit piedmontng.com or call us at [877.279.3636](tel:877.279.3636) to learn more about protecting or repairing your customer piping.

Note: Locating underground customer piping (from the natural gas meter to the customer's equipment) is the responsibility of the owner of the piping.

customer bill of rights

The North Carolina Utilities Commission has prepared this statement and is making it available to you. The Commission wants customers of natural gas companies to know their rights and whom to contact for help when they have questions or problems. This statement is prepared for residential customers of natural gas companies regulated by the North Carolina Utilities Commission.

BE AN INFORMED CUSTOMER—KNOW YOUR RIGHTS

1. As a general rule, you have the right to establish natural gas service if you satisfactorily establish your credit, you provide the gas company with necessary and reasonable access to your property, and there is already natural gas service in your area. If there are no natural gas mains near your home, you may or may not have the right to have mains extended to serve you. If mains are extended to serve you, you may be required to pay part of the cost of the extension. If you have a question about your right to natural gas service, you should contact the gas company serving your part of the state.
2. You have the right to establish your credit in any one of five ways: (1) You may show that you own land within the county (however, if you are an unsatisfactory credit risk, you can not establish your credit in this way and you must establish your credit in one of the other four ways); (2) you may provide acceptable credit references; (3) you may show that you have been a residential customer of the same gas company within the last 24 months and have established a good payment record over the last 12 months that service was provided; (4) you may provide a satisfactory person to guarantee payment of your bills up to a certain amount if you do not pay them; or (5) you may make a cash deposit with the company. You have the right to have all means of establishing credit explained to you by the gas company's personnel. If you have a problem establishing credit with the company, you have the right to seek help from the Consumer Services Division of the Public Staff and the right to review by the Commission, as explained in the paragraphs 13 and 14 below.
3. If you make a cash deposit with the gas company in order to establish your credit, you have the right to have the deposit returned to you (plus interest at eight percent if the deposit is held more than 90 days) if you later establish credit by other means, if you pay your bills promptly for a year, or if you discontinue service with the gas company.
4. After the billing date shown on your gas bill, you have the right to 25 days to pay the bill before it will be considered past due.
5. You have the right to be given written notice at least 10 days before your gas service can be cut off for your failure to pay your gas bills. This notice must explain the reason why the gas company plans to cut off service, state the date on which the company proposes to cut service and explain what you can do to keep the service from being cut off.
6. You have the right to name someone else to receive a copy of any cut-off notice sent to you. This other person may be able to help you avoid having your gas service cut off, but he is not obligated to pay your bills for you.

customer bill of rights

7. You have the right to notify the gas company if there is someone in your household who is either chronically or seriously ill, handicapped or on a life support system and, in that case you have the right to careful handling of your account should service become subject to being cut off for your failure to pay your gas bills.
8. If the gas company plans to cut off your gas service because you have not paid your gas bills and if you can show that you are unable to pay your account in full at once, you have the right to make installment payments designed to pay your account in full within six months. If you cannot pay your account by installments, the company cannot cut off your service during the winter (between November 1 and March 31) without approval of the Utilities Commission if there is someone elderly (65 years of age or older) or handicapped in your household and if you are eligible to receive energy assistance from the local social services department.
9. As a general rule, the company cannot cut off your gas service after 4:00 p.m. on a Friday or on a weekend or a holiday. Whenever the gas company plans to cut off your service, you have the right to seek help from the Consumer Services Division of the Public Staff and, if they cannot help you, the right to file a complaint with the Utilities Commission.
10. If you suspect a malfunction, you have the right to have the gas company test your gas meter for accuracy once during an 18-month period, without charge, and to have a report of the test results given to you.
11. You have the right to have the gas company help you in selecting the most economical rate schedule, inform you as to how your gas meter is read, and furnish additional reasonable information.
12. You have the right to have any questions or complaints considered by your gas company. The company may not agree with you, but you have the right to prompt and courteous treatment by the company.
13. If you need help with a complaint against your company that you cannot resolve by dealing with the company on your own, you have the right to call on the Consumer Services Division of the Public Staff. The Public Staff is a state agency created to investigate complaints affecting the using and consuming public and to represent the public in proceedings before the Utilities Commission. The Consumer Services Division of the Public Staff will work with you and the company in an effort to resolve your complaint informally. The Consumer Services Division office is in Raleigh, and its telephone number is 919.733.9277.
14. If you cannot resolve your complaint by working with the gas company or with the Consumer Services Division of the Public Staff, you have the right to file a formal complaint against the company with the Utilities Commission. You do not need a lawyer to do this. To file a formal complaint, you should set out in writing your name and address, the name of the gas company, a clear and concise statement of your complaint, and what you want the Utilities Commission to do about your complaint. The complaint should be mailed to the North Carolina Utilities Commission, Post Office Box 29510, Raleigh, North Carolina 27626-0510. The Commission will send a copy of your complaint to the gas company. The company will either satisfy your complaint or file an answer with the Utilities

Commission. If the company does not satisfy your complaint and if you want a hearing, the Commission will schedule a public hearing, unless it determines that no reasonable ground exists for a hearing. At the hearing, both you and the company can present testimony. The Public Staff may provide a lawyer to help you present your testimony. After hearing the testimony, the Commission will make a decision and enter an order dealing with your complaint.

This statement gives you a summary of your rights as a residential customer of a natural gas company regulated by the Utilities Commission. More detailed provisions are set out in the law, Commission rules and the tariffs of the companies. The Utilities Commission wants to inform you of your rights as a consumer and wants you to understand the responsibilities of the natural gas companies and to call upon the Public Staff or the Utilities Commission for help.

rate information

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The North Carolina Utilities Commission gave Piedmont Natural Gas (the Company) authorization in November 2005, pursuant to its last general rate case (Docket No. G-9 Sub 499), to implement a decoupling mechanism. The Commission recently renewed that authorization per its October 24, 2008, order in Docket No. G-9 Sub 550. This decoupling mechanism, now called the Margin Decoupling Tracker, allows the Company to recover its margin independent of customer usage patterns. The Margin Decoupling Tracker protects customers from the potential over-recovery of margin by the Company and protects the Company from potential under-recovery of margin. It tracks margin recovery from residential customers (Rate 101) and commercial customers (Rates 102 and 152) on a monthly basis. Under this mechanism, the Company makes semi-annual adjustments, in April and November of each year, to the residential and commercial usage rates in order to refund or recover differences from the Commission-approved margin level.



P.O. Box 33068
Charlotte, NC 28233

IMPORTANT CUSTOMER INFORMATION