



Piedmont
Natural Gas

south 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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newcustomerguide

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 South Carolina Office of Regulatory Staff (“ORS”) and Public Service Commission of South Carolina (“PSC”) want customers of natural gas utility companies to know their rights and responsibilities and whom to contact for assistance with questions or problems regarding regulated natural gas service. Regulated natural gas utilities include South Carolina Electric & Gas Company and Piedmont Natural Gas Company, Inc.

BE AN INFORMED CUSTOMER. KNOW YOUR RIGHTS.

1. As a general rule, **you have the right** to establish natural gas service where available if you meet the following requirements:
 - a) provide satisfactory identification and credit worthiness, b) provide necessary and reasonable access to your property, c) your utilization of the natural gas service does not pose a hazardous or dangerous condition, and d) there is already natural gas service in your area.If there are no natural gas lines near your home, you may or may not have the right to have the lines extended to serve you. If the lines are extended to serve you, you may be required to pay part of the cost of the extension. If you have any questions about your right to natural gas service, you should contact the natural gas company serving your area.
2. **You have the right** to establish natural gas service if you satisfactorily establish your identity and credit and neither you nor any member of your household is indebted to the natural gas utility. You may be required to pay a deposit if any one of the following conditions exist: a) you have had two (2) consecutive 30-day arrears in the past twenty-four (24) months or more than two (2) non-consecutive 30-day arrears in the past twenty-four (24) months; b) you cannot furnish either an acceptable co-signer or guarantor, who is a customer of the same natural gas utility with good credit, within the State of South Carolina, to guarantee payment of unpaid bills up to the amount of the maximum deposit; c) your natural gas service has been terminated for non-payment or fraudulent use; or d) the utility determines, through use of commercially acceptable methods, that your credit and financial condition warrants a deposit. **You have the right** to have all conditions of obtaining service explained to you by the utility’s personnel.
3. If you are required to make a deposit, the maximum amount cannot exceed an amount equal to an estimated two (2) months (60 days) billing for a new customer or for an existing customer an amount equal to the total actual bills of the highest two (2) consecutive months based on the experience of the preceding twelve (12) months or for a portion of the year if the service is on a seasonal basis for an existing customer.
4. If you make a deposit with the utility, **you have the right** to have the deposit returned after two (2) years unless you have had two (2) consecutive 30-day arrears in the past twenty-four (24) months or more than two (2) non-consecutive 30-day arrears in the past twenty-four (24) months or your service has been terminated for nonpayment or fraudulent use or you discontinue service with the natural gas utility. Deposits held longer than six (6) months accrue interest at a rate prescribed by the PSC.
5. **You have the right** to avoid late payment fees if you pay your bill within twenty-five (25) days of the billing date shown on your natural gas bill for current monthly charges. A maximum of one and one-half percent (1½%) may be added to any unpaid balance not paid within twenty-five (25) days of the billing date to cover the cost of collection and carrying accounts in arrears.

customer bill of rights

- You have the right** to written notice from your natural gas utility before your natural gas service is disconnected for non-payment. The notice will include information to contact the utility, the total amount owed, the date and amount of the last payment, and the date for payment or satisfactory payment arrangements for payment by installments.
- You have the right** to designate a third party (such as a friend, relative, or organization) who is willing to receive a copy of your service disconnection notice. This party may be able to help you arrange for payment to prevent having your service disconnected but is not obligated to pay your bill.
- You have the right** to defer service disconnection during the months of December through March by providing an authorized medical certificate to the natural gas utility at least three (3) days prior to service disconnection or to the utility's disconnection crew at the time of disconnection. The medical certificate application provided by the natural gas utility must be signed by a licensed physician stating that disconnection of service would be especially dangerous to your health or the health of a member of your household. The certificate must be signed by you stating that you are unable to pay by installments the amount of the charges due for your natural gas service. A certificate shall expire on the 31st day from the date of execution by the physician. Such certification may be renewed no more than three (3) times for an additional thirty (30) day period each. *(You have the responsibility to make a good faith effort to make payments for natural gas service rendered during the period of time covered by the medical certificate to prevent possible disconnection when the certificate expires. The medical certificate does not relieve you of your obligation to pay for natural gas service.)*
- You have the right**, prior to a scheduled disconnection of your service, to arrange with the natural gas utility for a deferred payment plan to make payment by installments if you can show that you are unable to pay the amount due. In this deferred payment plan, you must pay, in full, the installment payment and the current month's charges by the past due date. This deferred payment plan will require installment payments of not less than 1/6 of the arrears balance for a period not to exceed six (6) months. You are not eligible for another deferred payment plan if you currently are under a deferred payment plan. The utility may terminate service if you fail to meet the terms and conditions of such deferred payment plan.
- If the natural gas utility has overcharged you as a result of a misapplied schedule, an error in reading the meter, a skipped meter reading, or any other human or machine error, **you have the right** to a credit or refund of the excess amount paid, not to exceed the applicable statute of limitations.
- If the natural gas utility has undercharged you for any reason other than customer fraud or theft, **you have the right** to pay in equal installments the deficient amount resulting from the natural gas utility undercharging you. Undercharges not resulting from customer fraud or theft could occur as a result of a misapplied schedule, an error in reading the meter, a skipped meter reading, or any other human or machine error. The equal installment amount shall be added to the bill over the same number of billing periods during which you were undercharged.

12. **You have the right** to have the natural gas utility test the accuracy of the meter serving your residence if you suspect a malfunction. This test will be conducted, without charge, if requested more than twelve (12) months from the date of the meter installation or from the last date the meter was tested for accuracy. **You have the right** to be present or to appoint a representative to be present when the natural gas utility tests the meter. **You have the right** to be furnished with the results of the meter test. If an overcharge or undercharge occurred as a result of a fast or slow meter with an error in registration of more than two percent (2%), the bills will be increased or decreased accordingly for a period up to six (6) months.
13. **You have the right**, upon request, to receive assistance from the natural gas utility in selecting the most economical rate schedule applicable, information about the method of reading meters, and billing procedures.
14. **You have the right** to contact the natural gas utility at all hours in case of emergency or unscheduled interruptions in your natural gas service.
15. **You have the right** to have complaints promptly and thoroughly investigated by the natural gas utility.
16. **You have the right**, upon request, to review the written procedures the natural gas utility has established for service termination due to nonpayment for special needs account customers and for all residential customers during extreme hot or cold weather conditions. All gas utilities shall publish their procedures for termination of service on their websites.
17. If you need assistance with a complaint against your natural gas utility that you cannot resolve by dealing with the utility on your own, **you have the right** to call the ORS's Consumer Services Department. The Consumer Services Department will work with you and the natural gas utility in an effort to resolve your complaint. The ORS is located in Columbia and can be reached by calling toll free 1.800.922.1531 or local 803.737.5230 or online at www.regulatorystaff.sc.gov.
18. If you are unable to resolve your complaint by working with the natural gas utility or with the ORS's Consumer Services Department, **you have the right** to file a formal complaint with the PSC and request a hearing. To file a complaint with the PSC, you should complete the PSC complaint form. This form is available at www.psc.sc.gov and can be completed and submitted online. You may also request a copy of the complaint form, including instructions for completing the form, by contacting the PSC at 803.896.5100. If you choose to file a paper copy of your complaint with the PSC, submit it by: a) hand delivering it to 101 Executive Center Drive, Columbia, South Carolina; b) mailing it to Post Office Drawer 11649, Columbia, South Carolina 29211; or c) faxing it to 803.896.5199.

The ORS and the PSC want to inform you of your rights and responsibilities as a consumer and the responsibilities of your natural gas utility. This statement provides you a summary of your rights as a customer of a regulated natural gas utility. Not all services provided by the natural gas utility are regulated. More detailed provisions are set out in law, commission rules and regulations, and the tariffs of the natural gas utility.



P.O. Box 33068
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IMPORTANT CUSTOMER INFORMATION