

# understanding your bill

## 1 Message Center

Messages from Piedmont Natural Gas  
→ Read the latest messages

## 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  
→ Energy saving tips

## 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.  
→ Learn more about natural gas  
appliances and home warranties

## 6 EPP Status

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

## 7 Share the Warmth

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


## 8 Current Reading

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

## 9 Remittance Slip

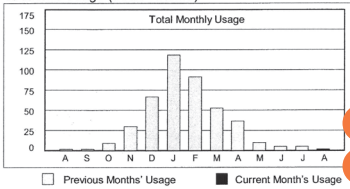
Please return the bottom portion  
of the statement with your payment.  
Bank draft customers will see the date  
your account will be drafted.  
(Note: customers in Tennessee  
will see "net" and "gross" amounts)

- Enroll in Automatic Bank Draft
- Enroll in ebill and stop receiving paper bills



**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	29
Days	30	29
Amount	\$10.76	\$10.48

**2 Account Information**  
Account Number: 900123456xxxx www.piedmontng.com  
JOHN SMITH  
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
<b>Current Billing and Other Basic Charges</b>	
Gas - Current Month Charges	\$10.17
Local Franchise Fee	\$0.31
<b>Total</b>	<b>\$10.48</b>
Interior Gas Line Coverage	\$4.49
Water Heater Repair/Replacement	\$6.99
EPP Payment Amount	\$55.00
Share the Warmth	\$0.52
<b>Account Balance</b>	<b>\$67.00</b>
<b>Total Amount Due by 09/13/11</b>	<b>\$67.00</b>


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 From	To	Meter Reading Previous	Current	Reading Difference	Meter Multiplier	Gas Used (CCF)	Heat Factor	Number of Therms Used
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								


27090 001033 N0D7CA

**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 0088527090 001033 0102 2 N0D7CA  
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

000N0D7CA000308855 0&1 00 900123456xxxx 000066480000670000000000 7



**Piedmont Natural Gas**  
Energy that shows.

piedmontng.com  
1.800.752.7504

