



Account Number
027-600-652-0-7
CY 17
2142926

\$21,429.26

Total Amount Due

Amount Enclosed

Due Feb 15, Add \$304.02 After Feb 15

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-02-561394982

12444-2

The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$_____

CARLION ROANOKE COMMUNITY HOSPITAL
ATTN: ACCOUNTS PAYABLE
PO BOX 13851
ROANOKE, VA 24037-3851

Make Check Payable and Send To:
APPALACHIAN POWER
PO BOX 24413
CANTON OH 44701-4413

002142926002173328010000000000276006520725011702017900003

Please tear on dotted line

Return top portion with your payment

Service Address:

CARLION ROANOKE COMMUNITY
HOSPITAL
101 ELM AVE SE
COMMUNITY HOSP WEST END
ROANOKE, VA 24013-2222

Rate Tariff: Large General Service-380

Page 1 of 2

Account Number	Total Amount Due	Due Date
027-600-652-0-7	\$21,429.26	Feb 15, 2017
Meter Number	Cycle-Route	Bill Date
561394982	17-75	Jan 25, 2017

Previous Charges:

Total Amount Due At Last Billing \$ 22,615.60
Payment 01/06/17 - Thank You -22,615.60

Previous Balance Due

\$.00

Current APCO Charges:

Tariff 380 - Large General Service 01/24/17

Service Delivery Identifier: 00007330269932643

Electricity Supply Service

Generation Services \$ 8,402.18

Fuel Factor @ 0.0230100 Per KWH 4,763.07

Transmission Services 3,249.82

Distribution Services 3,727.73

VA Electric Consumption Tax 166.06

Local Consumers Tax 1,120.40

Current Electric Charges Due \$ 21,429.26

Total Amount Due

\$21,429.26

Due Feb 15, Add \$304.02 After Feb 15

Meter Number	Service Period From To	Previous	Code	Current	Code
321019351	12/21 01/24	5756	Actual	5856	Actual
Multiplier 1,000.0000					
561394982	12/21 01/24	2069	Actual	2176	Actual
Multiplier 1,000.0000					
321019351	12/21 01/24	0.000	Actual	0.282	Actual
Multiplier 1,000.0000					
321019351	12/21 01/24	0.000	Actual	0.346	Actual
Multiplier 1,000.0000					
561394982	12/21 01/24	0.000	Actual	0.283	Actual
Multiplier 1,000.0000					
561394982	12/21 01/24	0.000	Actual	0.352	Actual
Multiplier 1,000.0000					
321019351	12/21 01/24	0.000	Actual	0.189	Actual
Multiplier 1,000.0000					
561394982	12/21 01/24	0.000	Actual	0.194	Actual
Multiplier 1,000.0000					

Please see "Price To Compare" information on the back of this bill. Visit us at www.AppalachianPower.com

See other side for Important Information



Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-02-561394982

12444-2

Service Address:
CARLION ROANOKE COMMUNITY
HOSPITAL
101 ELM AVE SE
COMMUNITY HOSP WEST END
ROANOKE, VA 24013-2222

Rate Tariff: Large General Service-380

Page 2 of 2

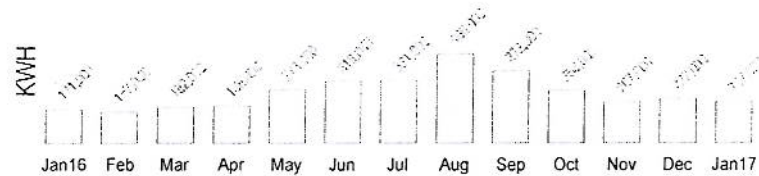
Account Number	Total Amount Due	Due Date
027-600-652-0-7	\$21,429.26	Feb 15, 2017
Meter Number	Cycle-Route	Bill Date
561394982	17-75	Jan 25, 2017

Meter Number	Service Period From	To	Previous	Code	Current	Code
321019351	12/21	01/24	0.000	Actual	0.000	Actual
Multiplier	1,000.0000			Metered Usage	0.000 KVAR	
561394982	12/21	01/24	0.000	Actual	0.000	Actual
Multiplier	1,000.0000			Metered Usage	0.000 KVAR	

Next scheduled read date should be between Feb 21 and Feb 24

13 Month Usage History

Total KWH for Past 12 Months is 3,143,000



Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature
Current	207,000	34	6,088	\$630.27	33°F
Previous	222,000	33	6,727	\$685.32	40°F
One Year Ago	171,000	34	5,029	\$525.31	39°F

Your Average Monthly Usage: 261,917 KWH

Net Usage : 207,000 KWH

Billable Usage: 207,000 KWH

Additional Messages



Account Number
020-800-652-0-0
CY 17
4650140

\$46,501.40

Total Amount Due

\$ Amount Enclosed

Due Feb 15, Add \$659.91 After Feb 15

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-02-321348459

12444-1
020012444 01 AT 0.396

CARILION ROANOKE COMMUNITY HOSPITAL
P O BOX 13851
ROANOKE, VA 24037-3851

Make Check Payable and Send To:
APPALACHIAN POWER
PO BOX 24413
CANTON OH 44701-4413

The Neighbor to Neighbor program helps disadvantaged customers pay their electric bill. I want to help. My payment reflects my gift of \$

004650140004716131010000000000208006520025011702017900002

Please tear on dotted line

Return top portion with your payment

Page 1 of 2

Service Address:

CARILION ROANOKE COMMUNITY HOSPITAL
101 ELM AVE SE
COMMUNITY HOSP EAST END
ROANOKE, VA 24013-2222

Rate Tariff: Large Power-302

Account Number	Total Amount Due	Due Date
020-800-652-0-0	\$46,501.40	Feb 15, 2017
Meter Number	Cycle-Route	Bill Date
321348459	17-75	Jan 25, 2017

Previous Charges:

Total Amount Due At Last Billing \$ 44,925.77
Payment 01/06/17 - Thank You -44,925.77

Previous Balance Due

\$.00

Current APCO Charges:

Tariff 302 - Large Power 01/24/17

Service Delivery Identifier: 00007330288508704

Electricity Supply Service

Generation Services

\$ 17,307.36

Fuel Factor @ 0.0230100 Per KWH

13,297.94

Transmission Services

6,035.19

Distribution Services

7,020.36

VA Electric Consumption Tax

440.55

Local Consumers Tax

2,400.00

Current Electric Charges Due

\$ 46,501.40

Total Amount Due

\$46,501.40

Due Feb 15, Add \$659.91 After Feb 15

For Billing, Outage or Service Inquiries,
Call: 1-888-710-4237
Pay By Phone: 1-800-611-0964

APCO Messages

AEP now furnishes Commercial & Industrial payment histories to credit reporting agencies.

On Peak hours are 7 AM to 8 PM daily except Saturday and Sunday.

Register for online services at www.AppalachianPower.com. Registration is free and easy and gives you the convenience of 24-hour access to your account. You can sign up for paperless billing, view your bill, check your usage, update your contact information, and much more.

Make this the last bill sent in the mail. Gain more security and trust and Go Paperless to get an email notification when your bill is ready. Today is the Day! AEP Paperless.com.

Please see "Price To Compare" information on the back of this bill.
Visit us at www.AppalachianPower.com

See other side for Important Information



Meter Number	Service Period	Meter Reading Detail			
		From	To	Previous	Code
323587544	12/21	01/24	8092	Actual	8242
Multiplier	1,920.0000				
321348459	12/21	01/24	2578	Actual	2729
Multiplier	1,920.0000				
323587544	12/21	01/24	0.000	Actual	0.234
Multiplier	1,920.0000				
323587544	12/21	01/24	0.000	Actual	0.268
Multiplier	1,920.0000				
321348459	12/21	01/24	0.000	Actual	0.238
Multiplier	1,920.0000				
321348459	12/21	01/24	0.000	Actual	0.274
Multiplier	1,920.0000				
323587544	12/21	01/24	0.000	Actual	0.146
Multiplier	1,920.0000				
321348459	12/21	01/24	0.000	Actual	0.149
Multiplier	1,920.0000				

Metered Usage 288,000 KWH

Metered Usage 289,920 KWH

Metered Usage 449.280 KW Off-Pk

Metered Usage 514.560 KW On-Pk

Metered Usage 456.960 KW Off-Pk

Metered Usage 526.080 KW On-Pk

Metered Usage 280.320 KVAR

Metered Usage 286.080 KVAR

Send Inquiries To:
PO BOX 24401
CANTON, OH 44701-4401
R-02-321348459
12444-1

Service Address:
CARILION ROANOKE COMMUNITY
HOSPITAL
101 ELM AVE SE
COMMUNITY HOSP EAST END
ROANOKE, VA 24013-2222

Rate Tariff: Large Power-302

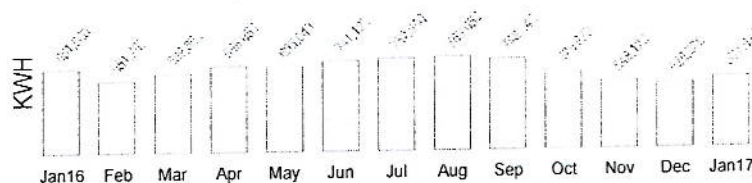
Account Number	Total Amount Due	Due Date
020-800-652-0-0	\$46,501.40	Feb 15, 2017
Meter Number	Cycle-Route	Bill Date
321348459	17-75	Jan 25, 2017

Meter		Service Period		Meter Reading Detail			
Number		From	To	Previous	Code	Current	Code
323587544		12/21	01/24	0.000	Actual	0.000	Actual
Multiplier	1,920.0000					Metered Usage	0.000 KVAR
321348459		12/21	01/24	0.000	Actual	0.000	Actual
Multiplier	1,920.0000					Metered Usage	0.000 KVAR

Next scheduled read date should be between Feb 21 and Feb 24

13 Month Usage History

Total KWH for Past 12 Months is 8,000,640



Month	Total KWH	Days	KWH Per Day	Cost Per Day	Average Temperature
Current	577,920	34	16,998	\$1,367.69	33°F
Previous	526,080	33	15,942	\$1,361.39	40°F
One Year Ago	681,600	34	20,047	\$1,569.70	39°F

Your Average Monthly Usage: 666,720 KWH

Net Usage : 577,920 KWH		Billable Usage: 577,920 KWH		
Adjusted Usage 01/17				
Metered Usage	Power Factor	Power Factor Constant	Comp. Meter Multiplier	Billing Usage
577,920				577,920 KWH
1,040.640				1,140.000 KW On-Pk
566.400				46.000 KVAR
Contract Capacity = 1,900.0		On-Pk	High Prev Demand = 1,619.0 On-Pk	
Contract Capacity = 1,900.0		Off-Pk	High Prev Demand = 1,563.0 Off-Pk	

Additional Messages



Roanoke Gas Company

519 Kimball Avenue
Post Office Box 13007
Roanoke, VA 24030
(540) 777-4427

Service Address:

COMMUNITY HOSPITAL
101 ELM AVE SE
ROANOKE VA 24013

IMPORTANT INFORMATION

Are you and your family familiar with the smell of natural gas. Please see the enclosed insert for more information.

WHETHER YOUR PROJECT IS BIG OR SMALL, ONE FREE AND EASY CALL GETS ALL UNDERGROUND UTILITY LINES MARKED AND HELPS AVOID COSTLY DAMAGES, FINES AND EVEN PERSONAL INJURY. SO, PLEASE CALL 811 AND DIG WITH C.A.R.E.

ALL BILLS NOT PAID BY THE PAYMENT DUE DATE WILL BE SUBJECT TO A LATE PAYMENT CHARGE AS SET FORTH IN THE COMPANY'S TARIFF.

IN AN EFFORT TO ENHANCE SERVICE TO OUR CUSTOMERS WE WILL BEGIN INSTALLING AUTOMATED METER READING DEVICES (AMR) ON OUR METERS IN FEBRUARY 2017. INSTALLATIONS WILL BE DONE BY OUR CONTRACTOR TRUCHECK. WE WILL BE PROVIDING INFORMATION ABOUT YOUR INSTALLATION BY MAIL.

CARBON MONOXIDE IS COLORLESS AND ODORLESS. PROTECT YOUR FAMILY FROM HARMFUL LEVELS OF CARBON MONOXIDE BY HAVING YOUR HEATING SYSTEM CHECKED BY A PROFESSIONAL AND BY INSTALLING A CO DETECTOR.

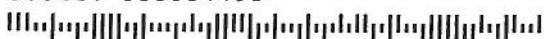
0101-8071
800-501



Roanoke Gas Company

519 Kimball Avenue
Post Office Box 13007
Roanoke, VA 24030
(540) 777-4427

000221 000004453



COMMUNITY HOSPITAL
101 ELM AVE SE
ROANOKE VA 24013-2222

RB0120170118-441-000004453

1/24/17

ACCOUNT SUMMARY

Account Number: 0053239-0
Amount Due: \$65.38
Past Due Amount (Due Immediately): \$0.00
Payment Due Date: February 07, 2017
Billing Date: 01/18/2017
Service Period: 12/14/2016 - 01/14/2017

ACCOUNT DETAIL

Your meter was read on **January 14, 2017**

Balance Forward	
Previous Balance	\$61.30
Payment	\$61.30CR
Total Balance Forward	\$0.00
Current Charges	
Energy Charges	
Monthly Charge - GS1	\$22.12
General Service 1	\$35.64
Total Energy Charges	\$57.76
Other Charges	
All Applicable Riders	\$3.95
VA Consumption Tax	\$0.71
Roanoke City Commercial Tax	\$2.96
Total Other Charges	\$7.62
Total Current Charges	\$65.38
Total Balance	\$65.38

PAYMENT

ACCOUNT NUMBER: 0053239-0
DUE DATE: February 07, 2017
AMOUNT DUE: \$65.38
PAYMENT AMOUNT: \$ _____

ROANOKE GAS COMPANY
P.O. BOX 70848
CHARLOTTE, NC 28272 - 0848



0053239000000653800011



Usage Information

Meter Number	Rate	Days	Current Reading	Previous Reading	Multiplier	Energy Factor	Units Used	Billed Units
126475	RGS1	31	1810	1773	1	1.05326	39	Therms

Your meter was read on **January 14, 2017**

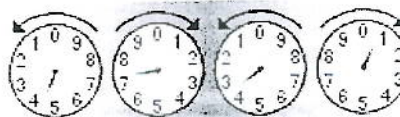
Historical Usage

	# of Days	Therms Used
Current Month	31	39
Same Month Prior Year	34	0
Previous Month	33	40

The number of therms used can be impacted by many factors such as weather, the operating condition of existing natural gas equipment, the addition or removal of natural gas equipment, and thermostat settings. For more information, visit us on the web at www.roanokegas.com.

How To Read Your Meter

Stand directly in front of the meter (this will give you the best view of where the hands are pointing). Read and record the number from each dial starting from the right and moving left. When the hand is between two numbers or has just passed a number, record the smaller number (e.g. hand is between 5 or 6 or has just passed the 5, record the number 5). When the hand appears to be directly on a number, before recording that number, be sure to check the dial to the right. If the hand has not passed zero record the smaller number instead. What reading would you record for this example below?



The correct reading for this example is 4 7 3 0

Contact Us

Our Main Office is located at 519 Kimball Ave. Roanoke VA.

- * Call Center and Lobby (540)777-4427
8:00 AM to 5:00 PM Monday through Friday
- * Emergency Response (540)777-0623
24 hours a day / 7 days a week
- * Miss Utility of Virginia Dial 811
Call Before You Dig

Mail payments to P.O. Box 70848 Charlotte, NC 28272-0848
Mail correspondence to P.O. Box 13007 Roanoke, VA 24030-3007

Payment Options

- *Cash, Check or Money Order: Fidelity Express
Payment Locations, U.S. Mail
(No Cash), Roanoke Gas
Lobby
- *Telephone / Web Payments**: (540)777-4427 or
www.RoanokeGas.com
Visa or Mastercard
Credit or Debit card
Checking or Savings
Accounts
**Convenience fees may
apply
- *Automatic Bank Draft: Checking or Savings Accounts

How To Read Your Bill

Account Summary

This section will provide an overview of your account including Amount Due and Service Period.

ACCOUNT SUMMARY				
Account Number	0123456-7			
Amount Due	\$94.45			
Past Due Amount (Due Immediately)	\$0.00			
Payment Due Date:	June 22, XXXX			
Billing Date:	6/1/XX			
Service Period:	05/01/XX - 05/28/XX			

Usage Information

This section will outline your meter information including reading, multiplier, units, etc.

Meter Number	Rate Type	No. of Days	Current Reading	Previous Reading
65784	RRS	27	1390	1297
Multiplier	Energy Factor	Units Used	Billed Units	
1	1.03727	96	Therms	

Important Information

Find important information and news in this section!

Payment

This section is reserved for the payment amount that you have enclosed.

IMPORTANT INFORMATION

PAYMENT

ACCOUNT NUMBER	0123456-7
DUE DATE:	June 22, XXXX
AMOUNT DUE:	\$94.45
PAYMENT AMOUNT:	\$ _____



Roanoke Gas Company

519 Kimball Avenue
Post Office Box 13007
Roanoke, VA 24030
(540) 777-4427

Service Address:

COMMUNITY HOSPITAL
101 ELM AVE SE
ROANOKE VA 24013

2/22/17

ACCOUNT SUMMARY

Account Number:	0053239-0
Amount Due:	\$62.34
Past Due Amount (Due Immediately):	\$0.00
Payment Due Date:	March 08, 2017
Billing Date:	02/16/2017
Service Period:	01/14/2017 - 02/13/2017

IMPORTANT INFORMATION

IN AN EFFORT TO ENHANCE SERVICE TO OUR CUSTOMERS WE WILL BEGIN INSTALLING AUTOMATED METER READING DEVICES (AMR) ON OUR METERS IN FEBRUARY 2017. INSTALLATIONS WILL BE DONE BY OUR CONTRACTOR TRUCHECK. WE WILL BE PROVIDING INFORMATION ABOUT YOUR INSTALLATION BY MAIL.

WHETHER YOUR PROJECT IS BIG OR SMALL, ONE FREE AND EASY CALL GETS ALL UNDERGROUND UTILITY LINES MARKED AND HELPS AVOID COSTLY DAMAGES, FINES AND EVEN PERSONAL INJURY. SO, PLEASE CALL 811 AND DIG WITH C.A.R.E.

ALL BILLS NOT PAID BY THE PAYMENT DUE DATE WILL BE SUBJECT TO A LATE PAYMENT CHARGE AS SET FORTH IN THE COMPANY'S TARIFF.

0101-8071
800 501

ACCOUNT DETAIL

Your meter was read on **February 13, 2017**

Balance Forward	
Previous Balance	\$65.38
Payment	\$65.38CR
Total Balance Forward	\$0.00
Current Charges	
Energy Charges	
Monthly Charge - GS1	\$22.12
General Service 1	\$32.90
Total Energy Charges	\$55.02
Other Charges	
All Applicable Riders	\$3.95
VA Consumption Tax	\$0.65
Roanoke City Commercial Tax	\$2.72
Total Other Charges	\$7.32
Total Current Charges	\$62.34
Total Balance	\$62.34



Roanoke Gas Company

519 Kimball Avenue
Post Office Box 13007
Roanoke, VA 24030
(540) 777-4427

PAYMENT

ACCOUNT NUMBER:	0053239-0
DUE DATE:	March 08, 2017
AMOUNT DUE:	\$62.34
PAYMENT AMOUNT:	\$ _____

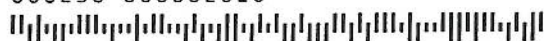
ROANOKE GAS COMPANY
P.O. BOX 70848
CHARLOTTE, NC 28272 - 0848



00532390000000623400017



000230 000002028



COMMUNITY HOSPITAL
101 ELM AVE SE
ROANOKE VA 24013-2222



Usage Information

Meter Number	Rate	Days	Current Reading	Previous Reading	Multiplier	Energy Factor	Units Used	Billed Units
126475	RGS1	30	1844	1810	1	1.04756	36	Therms

Your meter was read on **February 13, 2017**

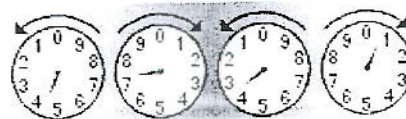
Historical Usage

	# of Days	Therms Used
Current Month	30	36
Same Month Prior Year	28	12
Previous Month	31	39

The number of therms used can be impacted by many factors such as weather, the operating condition of existing natural gas equipment, the addition or removal of natural gas equipment, and thermostat settings. For more information, visit us on the web at www.roanokegas.com.

How To Read Your Meter

Stand directly in front of the meter (this will give you the best view of where the hands are pointing). Read and record the number from each dial starting from the right and moving left. When the hand is between two numbers or has just passed a number, record the smaller number (e.g. hand is between 5 or 6 or has just passed the 5, record the number 5). When the hand appears to be directly on a number, before recording that number, be sure to check the dial to the right. If the hand has not passed zero record the smaller number instead. What reading would you record for this example below?



The correct reading for this example is 4 7 3 0

Contact Us

Our Main Office is located at 519 Kimball Ave. Roanoke VA.

- * Call Center and Lobby (540)777-4427
8:00 AM to 5:00 PM Monday through Friday
- * Emergency Response (540)777-0623
24 hours a day / 7 days a week
- * Miss Utility of Virginia Dial 811
Call Before You Dig

Mail payments to P.O. Box 70848 Charlotte, NC 28272-0848
Mail correspondence to P.O. Box 13007 Roanoke, VA 24030-3007

Payment Options

- *Cash, Check or Money Order: Fidelity Express
Payment Locations, U.S. Mail
(No Cash), Roanoke Gas
Lobby
- *Telephone / Web Payments**: (540)777-4427 or
www.RoanokeGas.com
Visa or Mastercard
Credit or Debit card
Checking or Savings
Accounts
**Convenience fees may
apply
- *Automatic Bank Draft: Checking or Savings Accounts

How To Read Your Bill

Account Summary

This section will provide an overview of your account including Amount Due and Service Period.

Account Summary	
Account Number	0123456-7
Amount Due	\$94.45
Past Due Amount (Due Immediately)	\$0.00
Payment Due Date:	June 22,XXXX
Billing Date:	6/1/XX
Service Period:	05/01/XX - 05/28/XX

Important Information

Find important information and news in this section!

Important Information	

Usage Information

This section will outline your meter information including reading, multiplier, units, etc.

Meter Number	Rate Type	No. of Days	Current Reading	Previous Reading
65784	RRS	27	1390	1297
Multiplier	Energy Factor	Units Used	Billed Units	
1	1.03727	96	Therms	

Payment

This section is reserved for the payment amount that you have enclosed.

Payment	
ACCOUNT NUMBER	0123456-7
DUE DATE:	June 22,XXXX
AMOUNT DUE:	\$94.45
PAYMENT AMOUNT:	\$ _____



Roanoke Gas Company

519 Kimball Avenue
Post Office Box 13007
Roanoke, VA 24030
(540) 777-4427

Service Address:

CARILION MEDICAL CENTER
101 ELM AVE SE
ROANOKE VA 24013

1-9/17

ACCOUNT SUMMARY

Account Number: 0069450-5
Amount Due: \$9,555.15
Past Due Amount (Due Immediately): \$0.00
Payment Due Date: January 23, 2017
Billing Date: 01/03/2017
Service Period: 12/01/2016 - 01/01/2017

IMPORTANT INFORMATION

Under Tender Cash Out 11/16
Therms:21
Customer Index: \$0.2395238

ALL BILLS NOT PAID BY THE PAYMENT DUE DATE
WILL BE SUBJECT TO A LATE PAYMENT CHARGE
AS SET FORTH IN THE COMPANY'S TARIFF.

WHETHER YOUR PROJECT IS BIG OR SMALL, ONE FREE AND
EASY CALL GETS ALL UNDERGROUND UTILITY LINES
MARKED AND HELPS AVOID COSTLY DAMAGES, FINES AND
EVEN PERSONAL INJURY. SO, PLEASE CALL 811 AND DIG
WITH C.A.R.E.

0101-8021
800-501

ACCOUNT DETAIL

Your meter was read on **January 01, 2017**

Balance Forward
Previous Balance \$8,660.28
Payment \$8,660.28CR
Total Balance Forward \$0.00

Current Charges
Energy Charges
Monthly Charge - ITS \$479.98
Interruptible Transportation \$8,124.18
Total Energy Charges \$8,604.16

Other Charges
All Applicable Riders \$419.61
Imbal Undertender 11/16 \$5.03
VA Consumption Tax \$9.55
Roanoke City Industrial Tax \$516.80
Total Other Charges \$950.99
Total Current Charges \$9,555.15
Total Balance \$9,555.15



Roanoke Gas Company

519 Kimball Avenue
Post Office Box 13007
Roanoke, VA 24030
(540) 777-4427

PAYMENT

ACCOUNT NUMBER: 0069450-5
DUE DATE: January 23, 2017
AMOUNT DUE: \$9,555.15
PAYMENT AMOUNT: \$ _____

ROANOKE GAS COMPANY
P.O. BOX 70848
CHARLOTTE, NC 28272 - 0848

001536 000000159

CARILION MEDICAL CENTER
CARILION ROANOKE COMMUNITY HOS
101 ELM AVE SE
ROANOKE VA 24013-2222



0069450500095551500010

Usage Information

Meter Number	Rate	Days	Current Reading	Previous Reading	Multiplier	Energy Factor	Units Used	Billed Units
102100	RITS	31	476797	470337	10	1.04660	67,610	Therms

Your meter was read on January 01, 2017

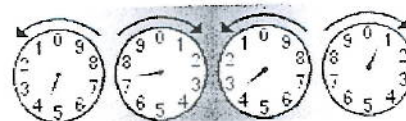
Historical Usage

	# of Days	Therms Used
Current Month	31	67,610
Same Month Prior Year	31	53,826
Previous Month	30	53,157

The number of therms used can be impacted by many factors such as weather, the operating condition of existing natural gas equipment, the addition or removal of natural gas equipment, and thermostat settings. For more information, visit us on the web at www.roanokegas.com.

How To Read Your Meter

Stand directly in front of the meter (this will give you the best view of where the hands are pointing). Read and record the number from each dial starting from the right and moving left. When the hand is between two numbers or has just passed a number, record the smaller number (e.g. hand is between 5 or 6 or has just passed the 5, record the number 5). When the hand appears to be directly on a number, before recording that number, be sure to check the dial to the right. If the hand has not passed zero record the smaller number instead. What reading would you record for this example below?



The correct reading for this example is 4 7 3 0

Contact Us

Our Main Office is located at 519 Kimball Ave. Roanoke VA.

- * Call Center and Lobby (540)777-4427
8:00 AM to 5:00 PM Monday through Friday
- * Emergency Response (540)777-0623
24 hours a day / 7 days a week
- * Miss Utility of Virginia Dial 811
Call Before You Dig

Mail payments to P.O. Box 70848 Charlotte, NC 28272-0848
Mail correspondence to P.O. Box 13007 Roanoke, VA 24030-3007

Payment Options

*Cash, Check or Money Order: Fidelity Express
Payment Locations, U.S. Mail
(No Cash), Roanoke Gas
Lobby

*Telephone / Web Payments**: (540)777-4427 or
www.RoanokeGas.com
Visa or Mastercard
Credit or Debit card
Checking or Savings
Accounts
**Convenience fees may
apply

*Automatic Bank Draft: Checking or Savings Accounts

How To Read Your Bill

Account Summary

This section will provide an overview of your account including Amount Due and Service Period.

ACCOUNT SUMMARY	
Account Number	0123456-7
Amount Due	\$94.45
Past Due Amount (Due Immediately)	\$0.00
Payment Due Date:	June 22,XXXX
Billing Date:	6/1/XX
Service Period:	05/01/XX - 05/28/XX

Important Information

Find important information and news in this section!

Usage Information

This section will outline your meter information including reading, multiplier, units, etc.

Meter Number	Rate Type	No. of Days	Current Reading	Previous Reading
65784	RRS	27	1390	1297
Multiplier	Energy Factor	Units Used	Billed Units	
1	1.03727	96	Therms	

Payment

This section is reserved for the payment amount that you have enclosed.

IMPORTANT INFORMATION

PAYMENT

ACCOUNT NUMBER	0123456-7
DUE DATE:	June 22,XXXX
AMOUNT DUE:	\$94.45
PAYMENT AMOUNT:	\$_____



Roanoke Gas Company

519 Kimball Avenue
Post Office Box 13007
Roanoke, VA 24030
(540) 777-4427

Service Address:

CARILION MEDICAL CENTER
101 ELM AVE SE
ROANOKE VA 24013

2/7/17

ACCOUNT SUMMARY

Account Number:	0069450-5
Amount Due:	\$8,688.95
Past Due Amount (Due Immediately):	\$0.00
Payment Due Date:	February 22, 2017
Billing Date:	02/02/2017
Service Period:	01/01/2017 - 02/01/2017

IMPORTANT INFORMATION

Over Tender Cash Out 12/16
Therms:3538-
Customer Index: \$0.3498389

Are you and your family familiar with the smell of natural gas. Please see the enclosed insert for more information.

WHETHER YOUR PROJECT IS BIG OR SMALL, ONE FREE AND EASY CALL GETS ALL UNDERGROUND UTILITY LINES MARKED AND HELPS AVOID COSTLY DAMAGES, FINES AND EVEN PERSONAL INJURY. SO, PLEASE CALL 811 AND DIG WITH C.A.R.E.

ALL BILLS NOT PAID BY THE PAYMENT DUE DATE WILL BE SUBJECT TO A LATE PAYMENT CHARGE AS SET FORTH IN THE COMPANY'S TARIFF.

IN AN EFFORT TO ENHANCE SERVICE TO OUR CUSTOMERS WE WILL BEGIN INSTALLING AUTOMATED METER READING DEVICES (AMR) ON OUR METERS IN FEBRUARY 2017. INSTALLATIONS WILL BE DONE BY OUR CONTRACTOR TRUCHECK. WE WILL BE PROVIDING INFORMATION ABOUT YOUR INSTALLATION BY MAIL.

CARBON MONOXIDE IS COLORLESS AND ODORLESS. PROTECT YOUR FAMILY FROM HARMFUL LEVELS OF CARBON MONOXIDE BY HAVING YOUR HEATING SYSTEM CHECKED BY A PROFESSIONAL AND BY INSTALLING A CO DETECTOR.

0101-8071
800-500

ACCOUNT DETAIL

Your meter was read on **February 01, 2017**

Balance Forward	
Previous Balance	\$9,555.15
Payment	\$9,555.15CR
Total Balance Forward	\$0.00

Current Charges	
Energy Charges	
Monthly Charge - ITS	\$479.98
Interruptible Transportation	\$8,316.16
Total Energy Charges	\$8,796.14

Other Charges	
All Applicable Riders	\$579.07
Imbal. Overtender 12/16	\$1,237.73CR
VA Consumption Tax	\$9.55
Roanoke City Industrial Tax	\$541.92
Total Other Charges	\$107.19CR
Total Current Charges	\$8,688.95
Total Balance	\$8,688.95



Roanoke Gas Company

519 Kimball Avenue
Post Office Box 13007
Roanoke, VA 24030
(540) 777-4427

PAYMENT

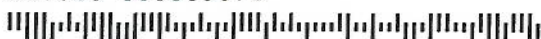
ACCOUNT NUMBER:	0069450-5
DUE DATE:	February 22, 2017
AMOUNT DUE:	\$8,688.95
PAYMENT AMOUNT:	\$ _____

ROANOKE GAS COMPANY
P.O. BOX 70848
CHARLOTTE, NC 28272 - 0848



0069450500086889500012

000028 000003072



CARILION MEDICAL CENTER
CARILION ROANOKE COMMUNITY HOS
101 ELM AVE SE
ROANOKE VA 24013-2222

Usage Information

Meter Number	Rate	Days	Current Reading	Previous Reading	Multiplier	Energy Factor	Units Used	Billed Units
102100	RITS	31	483571	476797	10	1.05019	71,140	Therms

Your meter was read on February 01, 2017

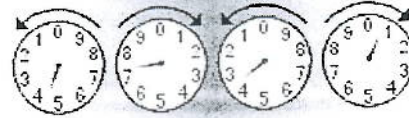
Historical Usage

	# of Days	Therms Used
Current Month	31	71,140
Same Month Prior Year	31	66,535
Previous Month	31	67,610

The number of therms used can be impacted by many factors such as weather, the operating condition of existing natural gas equipment, the addition or removal of natural gas equipment, and thermostat settings. For more information, visit us on the web at www.roanokegas.com.

How To Read Your Meter

Stand directly in front of the meter (this will give you the best view of where the hands are pointing). Read and record the number from each dial starting from the right and moving left. When the hand is between two numbers or has just passed a number, record the smaller number (e.g. hand is between 5 and 6 or has just passed the 5, record the number 5). When the hand appears to be directly on a number, before recording that number, be sure to check the dial to the right. If the hand has not passed zero record the smaller number instead. What reading would you record for this example below?



The correct reading for this example is 4 7 3 0

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Payment

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PAYMENT

ACCOUNT NUMBER	0123456-7
DUE DATE:	June 22, XXXX
AMOUNT DUE:	\$94.45
PAYMENT AMOUNT:	\$

**** Atmos Energy Marketing is now part of ****
CenterPoint Energy Services

2/9/17

SELLER:
 Atmos Energy Marketing, LLC
 2929 West Sam Houston Parkway North
 Suite 200
 Houston, TX 77043

Customer Service:
 Contact: Beth Ward
 Email: beth.ward@centerpointenergy.com
 Phone: (615) 465-5819

Accountant:
 Contact: Hillary Mack III
 Email: hillyar.mack@centerpointenergy.com
 Phone: (713) 428-4668
 Fax: (713) 983-2643

BUYER:
 Carilion Community Hospital of Roanoke
 Valley
 PO Box 12946
 Roanoke, VA 24029

Invoice Attention List:
 Contact: Debbie Daniel
 Email: ddaniel@carilionclinic.org
 Contact: Donna Hopkins
 Email: drhopkins1@carilionclinic.org
 Contact: Paul Hodges
 Email: pkhodges@carilionclinic.org

Remit To:
 Atmos Energy Marketing, LLC

Payment by Wire Transfer to:
 Bank of America, Dallas, TX
 Dallas, Texas
 ABA #: 026 009 593
 Acct #: 375 156 1125

Payment by ACH to:
 Bank of America, Dallas, TX
 Dallas, Texas
 ABA #: 111 000 012
 Acct #: 375 156 1125

Mail all other remittances to:
 P.O. Box 847311
 Dallas, TX 75284-7311

Sales Invoice
 Invoice #: 294282
 Invoice Date: 02/08/17
 Due Date: 02/21/17
 Amount Due: \$26,015.64
 Account #: 515366-3
 Svc. Addr:
 Cust. Ref.:
 Buyer: CARLION HOSPITAL

Deal Num	Description	Buy / Sell	Pipeline	Location	Delivery Period	Start/End Dates	Price (\$/MMBtu)	Volume (MMBtu)	Amount (\$)
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CURRENT DELIVERY PERIOD - JAN-17

Gas Sales

3869716 Natural Gas Sales
 3869716 Natural Gas Sales
 3869716 Overtake

Transport Cost

3869716 Transport Cost

Sell	Roanoke	Carilion Hosp	Jan-17	1	31	2.8000	6,108	\$17,102.40
Sell	Roanoke	Carilion Hosp	Jan-17	1	31	3.9300	679	\$2,668.47
Sell	Roanoke	Carilion Hosp	Jan-17	1	31	3.2311	290	\$937.02
			Total for Gas Sales:				7,077	\$20,707.89
Sell	Roanoke	Carilion Hosp	Jan-17	1	31	0.7500	7,077	\$5,307.75
			Total for Transport Cost:					\$5,307.75

Total for Current Delivery Period:

\$26,015.64

TOTAL AMOUNT DUE:

\$26,015.64

0101-8671
 800-501

**** Atmos Energy Marketing is now part of ****
CenterPoint Energy Services

3/9/17

SELLER:
 Atmos Energy Marketing, LLC
 2929 West Sam Houston Parkway North
 Suite 200
 Houston, TX 77043
Customer Service:
 Contact: Beth Ward
 Email: beth.ward@centerpointenergy.com
 Phone: (615) 465-5819
Accountant:
 Contact: Hillary Mack III
 Email: hillary.mack@centerpointenergy.com
 Phone: (713) 983-2643
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 Bank of America, Dallas, TX
 Dallas, Texas
 ABA #: 111 000 012
 Acct #: 375 156 1125
Mail all other remittances to:
 P. O. Box 847311
 Dallas, TX 75284-7311

ATMOS
 energy
 Atmos Energy Marketing

Sales Invoice
 Invoice #: 297087
 Invoice Date: 03/09/17
 Due Date: 03/20/17
 Amount Due: **\$21,934.30**
 Account #: 515366-3
 Svc. Addr.:
 Cust. Ref.:
 PO #:
 Buyer: CARILION HOSPITAL

CURRENT DELIVERY PERIOD - FEB-17

Gas Sales
 4050357 Natural Gas Sales
 4050357 Natural Gas Sales
 4050357 Undertake

Transport Cost
 4050357 Transport Cost

Deal Num	Description	Buy / Sell	Pipeline	Location	Delivery Period	Start/End Dates	Price (\$/MMBtu)	Volume (MMBtu)	Amount (\$)
4050357	Natural Gas Sales	Sell	Roanoke	Carilion Hosp	Feb-17	1 28	3.1800	3.327	\$10,579.86
4050357	Natural Gas Sales	Sell	Roanoke	Carilion Hosp	Feb-17	1 28	3.3910	2.846	\$9,650.79
4050357	Undertake	Sell	Roanoke	Carilion Hosp	Feb-17	1 28	2.6393	(343)	\$(905.28)
							Total for Gas Sales:	5,830	\$19,325.37
4050357	Transport Cost	Sell	Roanoke	Carilion Hosp	Feb-17	1 28	0.4475	5,830	\$2,608.93
							Total for Transport Cost:		\$2,608.93

Total for Current Delivery Period:

\$21,934.30

TOTAL AMOUNT DUE:

\$21,934.30

0101-8071
 800-501