



page 1 of 2

Account number **6100 0188 6268**

Piedmont Natural Gas
PO Box 1246
Charlotte, NC 28201-1246

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Explanation Of Terms
CCF - 100 cubic feet, a measurement of the volume of natural gas used. METER MULTIPLIER - some meters require that the registration be multiplied by a factor to arrive at the actual usage. HEAT FACTOR - a factor that measures the energy content of natural gas. THERM - a unit of heating value equal to 100,000 British thermal units (BTU's). MONTHLY CHARGE - A fixed charge to recover a portion of the total cost to provide regulated natural gas service, not including the cost of gas.

Explicación de Términos
CCF - 100 pies cúbicos, medida del volumen de gas natural utilizado. MULTIPLICADOR DEL MEDIDOR - Algunos medidores requieren que se multiplique el registro por un factor para llegar al verdadero uso. FACTOR CALORÍFICO - factor que mide el contenido energético del gas natural. TERMIA - unidad de valor térmico equivalente a 100,000 unidades térmicas británicas (BTU). CARGO MENSUAL - Un cargo fijo para recuperar una parte del costo total para brindar el servicio regulado de gas natural, sin incluir el costo del gas.

Customer Service Options
<p>At your convenience, visit our website at www.piedmontng.com 24 hours a day, 7 days a week for all of your customer service needs:</p> <ul style="list-style-type: none"> • Answer questions about your bill • Start or stop Service • Bank draft enrollment • Pay by credit card • Payment options and locations • Equal Payment Plan (EPP) enrollment • Natural gas rate schedules • Money and energy saving tips • Search for natural gas contractors and dealers near you • Contact us via email 


Opciones del Servicio de Atención al Cliente
<p>Visite nuestro sitio web: www.piedmontng.com las veinticuatro horas del día, los siete días de la semana para todas sus necesidades de servicio al cliente:</p> <ul style="list-style-type: none"> • Responder preguntas sobre su factura • Iniciar o suspender el servicio • Inscripción de giro bancario • Pagar con tarjeta de crédito • Opciones y lugares de pago • Inscripción en el Plan de pagos iguales (EPP) • Tarifarios de gas natural • Consejos para ahorrar dinero y energía • Buscar contratistas y concesionarios de gas natural cerca de usted • Comunicarse con nosotros mediante correo electrónico 

Important Phone Numbers
Automated Account Information Or Customer Service 800.752.7504 International 1.704.382.7644 Digging in your yard or elsewhere? Locate underground lines before digging 811

Números Telefónicos Importantes
Información automatizada de cuenta o Servicio a Clientes 800.752.7504 Internacional 1.704.382.7644 ¿Necesita excavar en su terreno o en otro lugar? Ubicar líneas subterráneas de servicios públicos antes de excavar 811

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. You may opt out of this process by calling Customer Service.

Late Payment: All bills are payable by the due date. A late payment charge of 1.0% will be added to natural gas balances if not paid by the due date. A late charge of 1.5% (\$0.50 minimum) will be added to appropriate non-utility balances not paid by the due date. Late fees will not be applied to "Share the Warmth" donations.

Share the Warmth Round up - Enrollment Form	
<p>Piedmont Natural Gas introduces <i>Share the Warmth</i> Round Up, a simple way for Piedmont customers to help local families and individuals in need pay their home energy bills.</p> <p>Enroll today and we'll round up your monthly bill to the nearest dollar and contribute the difference to an approved Share the Warmth agency in your area.</p> <div style="text-align: center;">  piedmontng.com </div>	<p>Join Us! To enroll in <i>Share the Warmth</i> Round Up, please complete and return this enrollment form.</p> <p><input type="checkbox"/> I would like to enroll in Piedmont's <i>Share the Warmth</i> Round Up Program.</p> <p>Customer name: _____</p> <p>City, State, Zip: _____</p> <p>Mailing address: _____</p> <p>_____ Signature (must match name on account)</p>