

psncenergy.com

CUSTOMER SERVICE 1-877-776-2427  
7:00 AM - 9:00 PM, Monday - Friday

EMERGENCY SERVICE 1-877-776-2427  
**24 HOURS A DAY**  
To report gas leaks

SEPTEMBER STATEMENT GENERATED  
ON:  
Sep 18 2018

Gas Usage History - Therms



	Sep 17	Sep 18
Therms used	9	11
Avg regional temp	74	79
Days in billing period	30	28
Cost	\$18.01	\$19.50

For a complete set of tools to analyze your usage, log on to psncenergy.com.

## SEE IMPORTANT NOTICE

Your previous bill amount was not paid in full, and your account is now past due.

### Steps You Should Take

1. Pay the "**Past Due Amount**" of \$65.00 so that we receive payment by **5:00 PM on 10/01/18**.
2. Pay the "**Current Charges**" of \$21.52 so that we receive payment by **5:00 PM on 10/16/18**.

### Risk of Disconnection and/or Credit Action

To avoid further credit action, which may include requiring a deposit and/or disconnection of your service, your "Past Due Amount" and "Current Charges" must be received by the dates shown.

For more details about disconnection, your payment options and your rights, see important notice.

## ACCOUNT SUMMARY

Previous Bill Amount	\$65.00
Payment Received	No payments received -0.00
Current Charges	21.52

Total Amount Due \$86.52

A late payment charge of 1% may be added to any balance remaining 25 days after billing.

## SUMMARY OF CURRENT CHARGES

Gas Charges	\$20.87
Other Charges & Credits	0.65
<b>Total Current Charges</b>	<b>\$21.52</b>

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.



Your account is Past Due

PAST DUE AMOUNT	+	CURRENT CHARGES	=	TOTAL AMOUNT DUE
<b>\$65.00 due 10/1/18</b>		<b>\$21.52 due 10/16/18</b>		<b>\$86.52</b>

ACCOUNT NUMBER

**9-2101-0907-4046**

000000000000 10 N1 261408902 EP

HENRY MCINTYRE  
3509 MORNINGSIDE DR  
RALEIGH NC 27607-3024

PO Box 100256  
Columbia, SC 29202-3256

Please enter amount enclosed.

\$

Write account number on check and make payable to PSNC Energy.



9210109074046070000000650009180000008652

Payment Options

**By Mail:** Pay by check or money order in the enclosed envelope.

**Online:** Visit psncenergy.com to pay directly from your bank account or credit card.

**By Phone:** Call 1-800-450-9159, toll-free, 24 hours a day to pay using your credit card, debit card or directly from your bank account. There is a fee of \$3.50 per transaction that BillMatrix receives for providing this service. Additional limitations may apply.

**Authorized Payment Agencies:**

Visit an authorized payment location near you to pay in person. There is no fee associated with service at an authorized payment location.

CHECK CASHING OF RALEIGH, 1100  
RALEIGH BLVD, RALEIGH NC 27610

EL MANDADO SUPERMARKETS, 4020  
CAPITAL BLVD SUITE 148, RALEIGH NC

HIGH HOUSE FOOD MART, 832 OLD APEX  
RD, CARY NC 27513

ALL NC AND SC WALMARTS

**Unauthorized Payment Agencies:**

Additional payment centers may exist in your area that are not PSNC Energy authorized payment locations. While these unauthorized locations may accept your PSNC Energy payment, they will charge a fee for doing so, and your payment will be delayed in reaching PSNC Energy.



The N.C. Utilities Commission approved an increase of \$0.00255 per therm effective for service rendered on and after September 1, 2018. This adjustment was made pursuant to Rider E of the Company's tariff. (Docket No. G-5, Sub 592)

CURRENT CHARGES

Gas Charges

**RATE PLAN**

101 - Gas- Residential

**METER READING**

Gas Meter read on 09/13/18 at 07:18 am  
(Next scheduled read date 10/16/18)

METER NO.	BILLING PERIOD	DAYS	CURRENT	PREVIOUS	CONSTANT	USAGE (CCF)	BTU FACTOR	THERMS
000233997	08/16/18 - 09/13/18	28	9425	9414	1	11	1.0210 =	11
Basic Facilities Charge								10.00
11 Therms X \$ 0.863636								9.50
State Sales Tax at 7.00 %								1.37
Total Gas Charges								\$20.87

Other Charges & Credits

Late Payment Charge	0.65
Total Other Charges & Credits	\$0.65

**The Third Party Notification** program is a safety net that allows others to be aware of a situation that may affect your natural gas service, especially during extreme weather conditions. This program gives you the option of naming another person to receive a copy of any disconnection notice that is sent to you. This person can be anyone you wish, such as a friend, relative, clergy or even a social agency.

**The third party is not responsible for paying the bill.** Please call 1-877-776-2427 to enroll in the Third Party Notification Program or if you have a special need that this program does not cover.

**Electronic check conversion.** 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.

Beginning September 29, we will be offering new customer service hours. Our contact center hours will be Monday-Friday 7:00 a.m. to 9:00 p.m. If you need emergency services for a gas leak, you can still call 1-877-776-2427 24 hours a day.



## IMPORTANT NOTICE

90104

**Past Due Amount** - The previous bill amount was not paid in full, creating a **"Past Due Amount" of \$65.00**. This amount **must be received by 5:00 PM on 10/01/18** to avoid further credit action, which may include requiring a deposit and/or disconnection of your service.

**Current Charges** - The **"Current Charges" of \$21.52 must be received by 5:00 PM on 10/16/18** to avoid further credit action which may include requiring a deposit and/or disconnection of your service.

If service is disconnected, the total amount due for natural gas service, a reconnection fee, and a deposit may be required to restore your service.

Please use one or more of the following payment options:

- **ONLINE** at [psncenergy.com](http://psncenergy.com) (by credit card or directly from your bank account)
- **BY PHONE** using BillMatrix

To contact BillMatrix, call 1-800-450-9159. (There is a fee of \$3.50 per transaction which BillMatrix receives as the provider of this service.) Payments may also be made by mail or by visiting one of our business offices or payment agencies.

If this notice does not agree with your records, or if you require assistance with payment options, please contact PSNC Energy immediately at 1-877-776-2427.

## SPECIAL NOTICE TO CUSTOMERS

Natural gas service will not be terminated if, prior to the proposed termination date, the customer is able to establish that he is unable to pay his account in full, and he agrees to enter into a reasonable installment agreement with the utility designed to bring the account into balance not later than six months from the date of such agreement. Approved finance charges will apply to the balance in arrears. This installment agreement shall encompass both the sum of the outstanding balance and also the estimated charges for natural gas usage which is reasonably projected to occur during the period of the agreement. Estimated charges shall be based upon an analysis of the customer's past usage.

The customer should first contact the local utility with any questions he may have regarding his bill and in cases of dispute, a proposed termination action may therefore be appealed informally to the Commission either by calling the Consumer Services Division of the Public Staff-North Carolina Utilities Commission at 1-866-380-9816 or by appearing in person or by writing the Consumer Services Division, Public Staff-North Carolina Utilities Commission, 4326 Mail Service Center, Raleigh, North Carolina 27699-4326.

The customer may desire to call his local social service agency to determine what federal, state, or private assistance may be available.

With respect to bills rendered between November 1 and March 31 of every year, no termination shall take place without the express approval of the Commission if the customer can establish all of the following:

- ( a ) That a member of the customer's household is either certifiably handicapped or elderly (65 years of age or older), or both; and
- ( b ) That the customer is unable to pay for such service in full or in accordance with a reasonable installment agreement designed to bring the account into balance not later than six months from the date of such agreement; and
- ( c ) That the household is certified by the local social service office which administers the Energy Crisis Assistance Program or other similar programs as being eligible (whether funds are then available or not) to receive assistance under such programs.