

How to Contact Us

1-800-543-8911

For DirectLink self-service 24 hours/day

For billing questions,

call 7 a.m. - 5:30 p.m., Mon. - Fri. before due date

For quickest response,

call 11 a.m. - 3 p.m., Mon. - Fri.

1-800-544-5606

For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

711

For hearing-impaired relay

ColumbiaGasVA.com

Click on DirectLink e-Services for account information, online billing and payment services, financial assistance, and other useful tools.

Billing Options

E-Bill

Go paperless! Sign up for one of our e-bill options and view your bill online at ColumbiaGasVA.com.

Payment Options

Online

Pay free by electronic check at our Web site.

ZipCheck

Authorize your bank to pay your bill automatically each month. Enroll online.

BillMatrix

Call 1-866-694-1828 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.

Authorized Payment Centers

Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.

Mail

Return coupon below with payment to:

Columbia Gas of Virginia

P.O. Box 742529

Cincinnati, OH 45274-2529

Gas Meter Information

Actual reading

A meter reader has read the meter. Please contact us to make arrangements if access is required.

Estimated Reading

During the months we can not read the meter, we will accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.

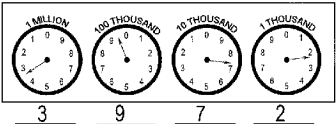
Gas Usage

We measure your gas usage in Ccf equal to 100 cubic feet.

How to Read the Meter

When a pointer is between two numbers on a dial-type meter, read the smaller number except when the pointer is between 9 and 0. Record the reading on the dials from left to right.

Example:



Legal Notices

Rate Schedule

Information about rate schedules is available at ColumbiaGasVA.com.



P.O. Box 742529

Cincinnati, OH 45274-2529

00031802 01 AV 0.381 1

AUTO**SCH 5-DIGIT 23860

DAWN N PAUL

109 S COLONIAL DR

HOPEWELL VA 23860-1715

COLUMBIA GAS

P O BOX 742529

CINCINNATI OH 45274-2529



Billing & Payment Summary

Customer Name

Dawn N Paul

Basic Extended Payment Plan

Previous Amount Due on 07/08/2014		\$232.67
Payments Received on 06/19/2014	-	\$119.70
Returned Check	+	\$119.70
Returned Check Fee	+	\$17.00
Payment Plan Balance on 07/14/2014	=	\$249.67
Basic Extended Payment Plan Amount	+	\$74.55
Late Payment Fee	+	\$3.75
Charges for Gas Service This Period	+	\$34.27

Amount Due By 07/25/2014	=	\$249.67
Amount Due By 08/06/2014	=	\$112.57

Billing & Payment Notes

Actual Account Status

Begin Balance	\$307.22
Payments Received	\$119.70
Late Payment Fee	\$3.75
Other	\$119.70
Current Utility Charge	\$34.27
Ending Balance	= \$362.24

If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 1.5%.

Foreign language interpreter service is available if you or someone you know prefers to speak with us in a native language. Whether talking with us by phone or in person during a service visit, we will connect you immediately with an interpreter who will work with you and our representative to answer your questions or schedule service. The service is also available 24 hours a day, seven days a week to report emergencies.

See back of bill for Detail of Charges for Gas Service.

***** NOTICE OF TERMINATION *****

Your account is past due in the amount of \$249.67. Payment in this amount must be posted to your account by 7/25/2014. Your gas service is scheduled for shut off on or after 7/28/2014.

Please call Columbia Gas now at 1-800-543-8911 to make payment arrangements. Payment in full is expected and will prevent additional collections activity. Partial payment will not protect you from shut-off unless you arrange to pay the balance. Our representative will not accept payment by cash or personal check at your home. If you dispute the bill in question or the reason for termination, please call us immediately.

Payment methods -- You can pay your overdue balance by phone or online by credit card, debit card, or electronic check. Call BillMatrix at 1-866-694-1828 or link from our Web site at ColumbiaGasVA.com. BillMatrix charges a convenience fee for each transaction.

You may also pay in person at an authorized payment center. Visit our Web site at ColumbiaGasVA.com or call Columbia Gas DirectLink at 1-800-543-8911 for payment locations near you. The payment agent charges a service fee for each transaction.

If you pay the total amount due, you can report your payment receipt number on our DirectLink automated phone system. Call 1-800-543-8911 and press option 1 from the main menu for billing and payment information or termination notices. After identifying your account, press option 1 again from the next menu to report a payment and stop termination. Payment must be reported by 10:00 pm on the business day prior to the scheduled shut-off date.

Additional fees -- It is your responsibility to pay any bills not in dispute by the due date. Also, you will be charged additional fees:

- You will be required to pay a \$40.00 collection fee if payment is collected at your premise to avoid termination of your gas service.
- If your gas is shut off, you will be required to pay a reconnection fee and a security deposit equal to the two highest months' usage at your address to restore service.

Your gas service may be terminated without further notice.

Service Summary

Service Location

109 S Colonial Dr

Hopewell VA 23860-1715

Service Summary Notes

Your next actual meter reading date is 08/12/2014

Payment Coupon

Turn Me Over ▶ ▶

for more details about your account

Amount Due by 8/06/2014	\$362.24
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☐ Is your contact information on the back incorrect? Check this box and detail the correction on the reverse side.

Payment Enclosed

\$

Make check payable to:

Legal Notices (continued)

Check Processing Information If you pay your bill by check, you authorize us to convert the check into a one-time electronic fund transfer from your checking account. Funds could be withdrawn from your account as early as the day after we receive your payment. Your check will not be returned to you, but the transaction will be noted on your financial statement. If you do not want your check converted, please call 1-888-895-9555, 8 a.m. - 8 p.m., Mon. - Fri EST.

Bankruptcy Notices Mail to Columbia Gas of Virginia, Revenue Recovery, 200 Civic Center Dr., Columbus, OH 43215.

Other Correspondence (except payments) Mail to Columbia Gas of Virginia, P.O. Box 2318, Columbus, OH 43216-2318

Safety Tips

Odor of Gas We add a distinctive odor to your natural gas to alert you to a leak in or around your home. If you smell an odor of gas:

1.

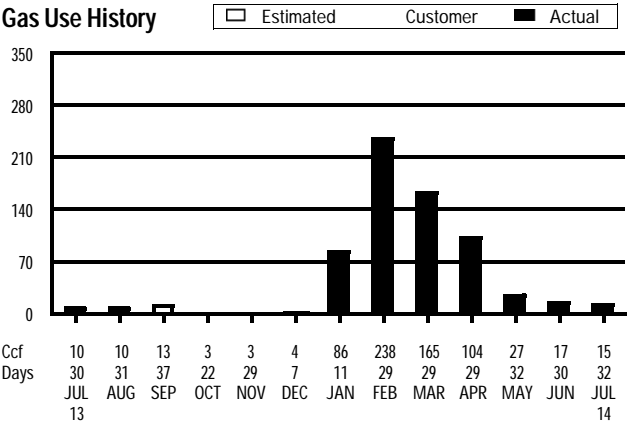
Leave the building immediately. Leave the door open on your way out, and don't use light switches or matches.
2.

Call our 24-hour emergency number from a nearby phone and wait for our service crew to arrive to explain the situation.

Call Before You Dig If you're planning a home construction or landscaping project, always CARE before you dig. Call Miss Utility at 811 at least 72 hours before you start to dig. A representative will mark the approximate location of underground utility lines on your property.

Employee Identification All of our employees and approved meter readers and contractors carry photo identification. If someone claims to represent the gas company, ask to see identification. Call the police if you see suspicious activity.

Meter Number	Meter Readings (32 Billing Days)		
J138467	Actual Reading on 7/14		3581
	Actual Reading on 6/12	-	3566
	Gas Used (Ccf)	=	15



Daily Comparisons

Month	Avg Daily Temp	Avg Daily Usage
Jul '14	78.8°	0.5
Jun '14	64.2°	0.6
Jul '13	77.5°	0.3

Your Average Monthly Usage is 57 Ccf

Your Total Annual Usage is 685 Ccf

Detail of Charges for Gas Service

Monthly Customer Charge	\$14.25
Distribution Service 15 Ccf at \$0.26620 per Ccf	\$3.99
Revenue Normalization Adjustment 15 Ccf at \$0.00510 per Ccf	\$0.08
Actual Gas Cost Adjustment 15 Ccf at -\$0.04040 per Ccf	- \$0.60
Natural Gas Supply Service 15 Ccf at \$0.86880 per Ccf	\$13.03
All Applicable Riders	\$1.83
Natural Gas Consumption Tax	\$0.29
Hopewell Util Serv Tax	\$1.40
Total Charges for Service This Period	\$34.27

Price To Compare - Natural Gas Supply Charges

Columbia Gas of Virginia	\$0.63
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Normalization Adjustments Your bill includes adjustments to remove variations in usage from the calculation of the portion of your bill related to costs incurred by Columbia which do not vary with the actual volumes of natural gas used by consumers.

Revenue Normalization Adjustment (RNA) is designed to provide for the more accurate recovery of these costs by adjusting your bill to remove variations from the usage that rates are based on. Your monthly bill for natural gas will continue to be based on your actual gas usage. The RNA provides Columbia the ability to recover the cost of providing safe and reliable service to you while promoting energy conservation programs that help you save money by using less energy.

To learn more about normalization adjustments or applicable riders, go to ColumbiaGasVA.com or call 1-800-543-8911.

Service Charges Notes

Distribution service charges are the costs of delivering the gas to retail customers. The charges for these services are regulated and must be purchased from the local distribution company.

The "price to compare" is the cost of natural gas per hundred cubic feet (Ccf) that you pay to Columbia if you purchase natural gas from us. You will not see the "price to compare" on your bill because no line item on the sales service bill reflects all gas costs. Log on to ColumbiaGasVA.com/choice for more information.

Gas supply service may be purchased from the competitive market and is not regulated when purchased from a competitive gas supplier.

Additional Account Information

Save Energy and Money Experience the savings with WarmWise, our energy efficiency and conservation program. With WarmWise, qualifying Columbia Gas of Virginia residential and business customers can receive free energy-saving products and cash back rebates for updating to energy efficient equipment. Limited quantities are available. Don't miss this opportunity to save. Visit WarmWiseVA.com for more information.

Contact Information Corrections

If this mailing address or phone number are incorrect, please make the necessary corrections on the lines below.

109 S Colonial Dr
Hopewell VA 23860-1715
804-490-8103

Address

City

State Zip code

Home Phone ()