

SHELLY MATERIALS, INC358 STONECREEK RD NW
NEW PHILADELPHIA OH 44663-6903**Account Number** **Date Prepared** **Next Meter Reading**
1 5000 4524 7600 **January 24, 2025** **02/21 - 02/26/2025**

Cycle 14

For questions about **Enbridge Gas Ohio** charges call **1-800-362-7557****Summary of Payment Due**

| | |
|---|-----------------|
| Past Due Gas Amount | 60.45 |
| Current Gas Amount | 533.15 |
| Total Payment Due by February 12, 2025 | \$593.60 |

(See Next Page for Usage Comparison and Meter Readings)

PLEASE PAY **Account Balance of \$593.60 by Feb 12, 2025 to Avoid Late Payment Charge of 1.5% per month.****This is a Reminder Notice.**

Did you forget to pay last month's bill?

As of Jan 24, 2025, we haven't received your payment of \$61.40. If you've already paid it, thank you. If not, please pay the total balance of \$593.60 by Feb 12, 2025. If you have questions, please call us.

To participate in the Energy Choice program, you must pay the amount due on time each month.

ENERGYSHARE: Help people without heat by donating to EnergyShare. To donate, mail a separate check payable to EnergyShare, Salvation Army, P.O. Box 5847, Cleveland, OH 44101.

Please detach and return this coupon with a check made payable to Enbridge Gas Ohio.

PLEASE PAY BY **Feb 12, 2025** **Account No.** **1 5000 4524 7600****\$593.60****Amount Enclosed**

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SHELLY MATERIALS, INC
ATTN SHELLY MATERIALS NEW PHILLY OFFICE
PO BOX 6368
CINCINNATI OH 45206-0368ENBRIDGE GAS OHIO
PO BOX 26785
RICHMOND VA 23261-6785

011500045247600000000053220000000593603



Payment Programs for Eligible Customers

Budget Payment Plan - A fixed monthly plan calculated on current rates and actual usage that is reviewed periodically and adjusted, with an annual true up in May.

Budget Plus - Pay a budget amount, plus one of seven to twelve equal payments of the past-due amount.

Current Plus - Pay current charges, plus one of two to twelve equal payments of the past-due amount.

One-Third Winter Heating Plan - Pay one-third of the account balance if current charges include gas used between November 1 and April 15.

One-Ninth Plan - Pay a budget amount, plus one of nine equal payments of the past-due amount.

PIPP Plus - This program allows income-eligible residential customers to pay 5% of their monthly gross household income or \$10, whichever is greater. Call the Ohio Department of Development at 1-800-282-0880 for an application or for the location of the nearest Community Action Agency.

Graduate PIPP Plus - A special plan for customers no longer enrolled in PIPP Plus. Monthly amount is the average of the most recent PIPP Plus amount and budget billing amount.

Explanation of Billing Terms

Basic Service Charges - The applicable Basic Service Charges for each rate schedule include a Service Charge for each billing period or any portion thereof to cover the fixed costs for delivering gas, plus associated riders.

Cancel Billing - A credit issued to the account when a correction is needed on past charges.

CR - Credit

Estimated Gas Bill - When we cannot obtain a meter reading, your bill is based on previous gas usage, gas rates and the weather. An estimated bill will be verified when your meter is read or you may enter your own meter reading online at enbridgegas.com/ohio.

Gas Cost - The price charged to cover the cost of natural gas.

Gas Usage Charge - Covers expenses, including SSO gas cost and transportation charges, involved in providing gas services to customers who purchase gas from Enbridge Gas Ohio.

Gross Receipts Tax - Ohio tax levied on public utilities.

Investigation Fee - Fee to be levied in those circumstances where Enbridge Gas Ohio has reasonable proof of the customer's fraudulent or damaging practice related to gas service.

Late Payment Charge - A 1.5% late payment charge (LPC) may be imposed on all past-due balances if the required payment is not paid in full by the time the next bill is generated. For Payment Plan and Budget customers, the LPC applies only to the past-due plan amount.

MCF - An abbreviation for the standard measure of gas meaning 1,000 Cubic Feet.

Meter Test Fee - Fee charged for a meter test performed at the customer's request.

Miscellaneous Charge(s) - An additional debit or credit applied to the account. An explanation of the reason for the charge or credit will be provided.

Monthly Retail Rate (MRR) - Default natural gas price for nonresidential customers with annual consumption over 200 Mcf. Such customers will be randomly assigned or reassigned by Enbridge Gas Ohio to a participating supplier at the MRR rate if the customer does not choose to receive commodity service through the SCO (subject to customer eligibility), an Energy Choice Supplier, or a governmental aggregation program where available. The MRR rate is recalculated monthly and reflects the lower of the assigned supplier's lowest monthly variable rate offer and the median price offered by participating suppliers.

Reconnection Fee - Fee charged to restore gas service that was terminated by Enbridge Gas Ohio or at a customer's request.

Reset Read - Adjusted meter reading that establishes the point from which you are responsible for gas use.

Returned Payment Fee - Fee for each returned item tendered or authorized as payment on the customer's account and returned for any reason.

Security Deposit Installment - One-third of the total security deposit required. Security deposits are billed to customers in three equal monthly installments. A 3% rate of interest is paid if the full deposit is held for 180 days or longer. Deposits are refunded with interest to residential and small commercial accounts if required payments are made for 12 consecutive months and were not late more than two months during that time, you are not delinquent, or an account is closed for 10 days or longer. Deposits for large commercial and industrial accounts are reviewed every 24 months.

Service Charge - This charge includes fixed costs for delivering gas.

Standard Choice Offer (SCO) - Cost of acquiring default natural gas for sale to Energy Choice-eligible residential customers by a participating supplier assigned by Enbridge Gas Ohio to provide gas supply at the regulated rate.

Standard Service Offer (SSO) - Cost of acquiring natural gas for sale to customers who purchase gas from Enbridge Gas Ohio.

Tax Savings Credit - This credit is being provided to pass on 100% of the tax savings Enbridge Gas Ohio gained through federal tax reform effective January 1, 2018.

Transportation Charges / Usage-Based Charges - Cover costs associated with delivering gas to the meter, including all applicable riders and taxes. All customers are required to pay these charges regardless if they choose an alternate supplier through the Energy Choice or other transport programs. These charges do not include the cost of the gas.

Paying Your Bill

All bills may be paid from your bank account for free by registering in "Manage Your Account" as described below, or it may be paid at any authorized payment center. A convenience fee may be charged by the authorized payment center, which must be paid in cash. Be sure to bring the entire bill when paying in person. For the location of a payment center near you, please visit enbridgegas.com/ohio or call 1-800-362-7557. Also, pay online anytime at enbridgegas.com/ohio via debit/credit card or electronic check or call Paymentus Corporation, toll free at 833-261-1469. **Service fee applies.** For your own protection, do not send cash through the mail. Allow six days for payments to be applied to your account. Please record your account number on your check or money order and mail to Enbridge Gas Ohio, PO Box 26785, Richmond, VA 23261-6785. Do not include correspondence with your payment.

AUTOPAY - Sign up for AutoPay and have your bill automatically deducted from your checking or savings account. Enroll online at enbridgegas.com/ohio, "Manage Your Account."

ELECTRONIC CHECK CONVERSION - Paying by check authorizes us to use the information from your check to make a one-time electronic fund transfer from your account. The funds may be withdrawn as early as the date we receive your payment, and you will not receive your check back from your financial institution.

MANAGE YOUR ACCOUNT - Register for free at enbridgegas.com/ohio. Make payments, get eBills, update your contact information, start, stop or transfer service, and view billing and usage history 365 days a year!

Billing, Service Inquiries or Concerns

If you have a billing or service problem, please call Enbridge Gas Ohio first at 1-800-362-7557 between 7 a.m. and 7 p.m. weekdays. If your complaint is not resolved after you have called Enbridge Gas Ohio or your Energy Choice supplier or governmental aggregator at the number listed on the front of your bill, or for general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 1-800-686-7826 (toll-free) from 8 a.m. to 5 p.m. weekdays or puco.ohio.gov. Hearing or speech impaired customers may contact PUCO via 7-1-1 (Ohio Relay Service). The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll-free) from 8 a.m. to 5 p.m. weekdays or at pickocc.org. The PUCO address is 180 E. Broad St. Columbus, Ohio 43215.

EMERGENCY SERVICE - We consider it an emergency when you smell a gas odor or when none of your gas appliances are working. Call toll free 1-877-542-2630. Our 24-hour emergency personnel will take your call.

CALL BEFORE YOU DIG - Call Ohio811 by dialing 811 at least two working days before digging.

FOR HELP WITH YOUR BILL - There are several programs available that could help you with your winter heating bills. For more information, call us at 1-800-362-7557.

Medical Certification - Delays a shutoff when it would be especially dangerous to the health of a permanent member of your household. It allows you time to get financial help. It does not reduce the amount you owe. You can request a medical certification form by calling 1-800-362-7557. A licensed medical professional must sign the form. If gas service is off, return the signed form within 21 days of the shut-off date to restore service.

Energy Choice - When shopping for a natural gas supplier, it may be useful to compare supplier offers with the standard choice offer (SCO) rate available to eligible customers, which varies monthly based on the market price of natural gas. Price represents one feature of any offer; there may be other features which you consider of value. More information about the SCO and other suppliers' offers is available at energychoice.ohio.gov or by contacting the PUCO.

Removing Yourself from Customer Listing - We are required to include your name, address and usage information on a list of eligible customers that is made available to other retail natural gas suppliers or governmental aggregators. If you do not wish to be included on this list, please let us know: Call us at 1-800-362-7557, say "Energy Choice" and follow the prompts, write us at P.O. Box 5759, Cleveland, OH 44101-0759, sign in or register your account at enbridgegas.com/ohio and select "Opt-in/Opt-out of Supplier Lists" from Edit Account Settings, or choose the "Email Us" option on the Contact Us page. However, this does not prevent a supplier from getting your information from another source or using information from a previous list.

HOW TO REACH US -

By Internet - Visit us online at enbridgegas.com/ohio to 'Manage Your Account' 365 days a year!

By Phone - Call us at 1-800-362-7557. Our office hours are 7 a.m. to 7 p.m. Monday through Friday. The best days to call are Tuesdays through Fridays. Mondays and days after a holiday are typically the busiest.

For Hearing/Speech-Impaired Customers - Customers with a Telecommunications Device for the Deaf can dial 711.

By Mail - Write to Enbridge Gas Ohio, PO Box 5759, Cleveland, OH 44101. Please do not include payment with your correspondence.

NOTE - For mailing address changes, visit Manage Your Account at enbridgegas.com/ohio.