



A MESSAGE FROM RRC: CUSTOMER INFORMATION ON YOUR GAS BILL

Your gas bill is due no later than 15 days from the date of the bill. Your payment is late if received after the due date. If no bill is received please contact your local gas utility provider to get the balance due and to avoid disconnection.

What's On Your Bill:

- * Meter Readings * Date of Service * Usage in MCF/CCF
- * Customer Charge * Consumption Charge * WNA
- * GCR/PGA (Cost of Gas) * Rider Sur * Franchise & City Taxes

Options On Paying Your Gas Bill: (vary by gas utility provider)



Payments can be made by phone using your credit card or by check.



Pay your bill online using debit card, credit card, or checking account information.



Mail your payment before the due date and allow at least 5 days for payments to process.



Payment Centers may be available for your convenience. Contact your utility provider for your area.

Can't Pay Bill On Time :

Contact your utility for payment arrangements before bill is due or before your service is shut-off. Payment arrangements must be paid on time to avoid risk of being disconnected.

Help Agencies In Area:

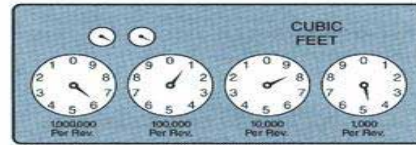
Contact gas utility and ask for agencies or contact 211 from your home phone to find various agencies in your area that may be able to provide help with your gas bill.

Budget Billing:

Helps smooth out the ups and downs of your monthly gas bill by averaging annual gas consumption and costs over a 12-month period or a rolling average depending on your gas utility. You pay an average bill amount each month instead of actual charges. Avoid gas service shut-offs, which can lead to reconnection fees and deposits.

How To Read Your Meter:

- Read the dials left to right.
- If the hand is between two numbers, always select the lower number. When the hand is between "9" and "0," then "9" is considered the lower number.
- When the hand looks as though it is DIRECTLY on the number, look at the dial to the right. If the dial on the right has passed "0," use the number that the hand is on. If the dial on the right has not passed "0," use the number less than what the hand is on.



Accessibility To Your Gas Meter:

If your meter cannot be accessed, due to vegetation, unfriendly animals, or a locked gate, the utility will estimate your bill. Some options may be to get an electronic reading device (ERT) installed, have meter relocated or a postcard program. There may be a cost involved depending on your situation. Your utility provider must have an actual reading 2 months out of the year.

Meter Error:

If a meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either the last six months or the last test of the meter, whichever is shorter. If a meter is found not to register for any period of time, the utility may charge for units used but not metered for a period not to exceed three months previous to the time the meter is found not to be registering.

Quality Of Service Rules:

Gas utility service to residential and small commercial customers follows the [Quality of Service Rules](#).

Who Has Jurisdiction Filing Complaint:

For Incorporated areas the City has original jurisdiction. If you live in an unincorporated area, the RRC has original jurisdiction. If a consumer files a complaint with the RRC, the utility must respond within 24 hours and has 15 days to resolve your complaint.

Railroad Commission is here to help with any questions or concerns you have on your billing.

Have A Complaint Call, Write, Email or Fax Us:

Call: 1-877-228-5740 in Austin 512-463-7164
 Fax: 512-463-7962
 Telecommunications Device for the Deaf (TDD)
 (800)735-2989

Market Oversight Section
 P. O. Box 12967
 Austin, TX 78711-2967

Email: gascomplaints@rrc.state.tx.us