

Understanding Your Bill

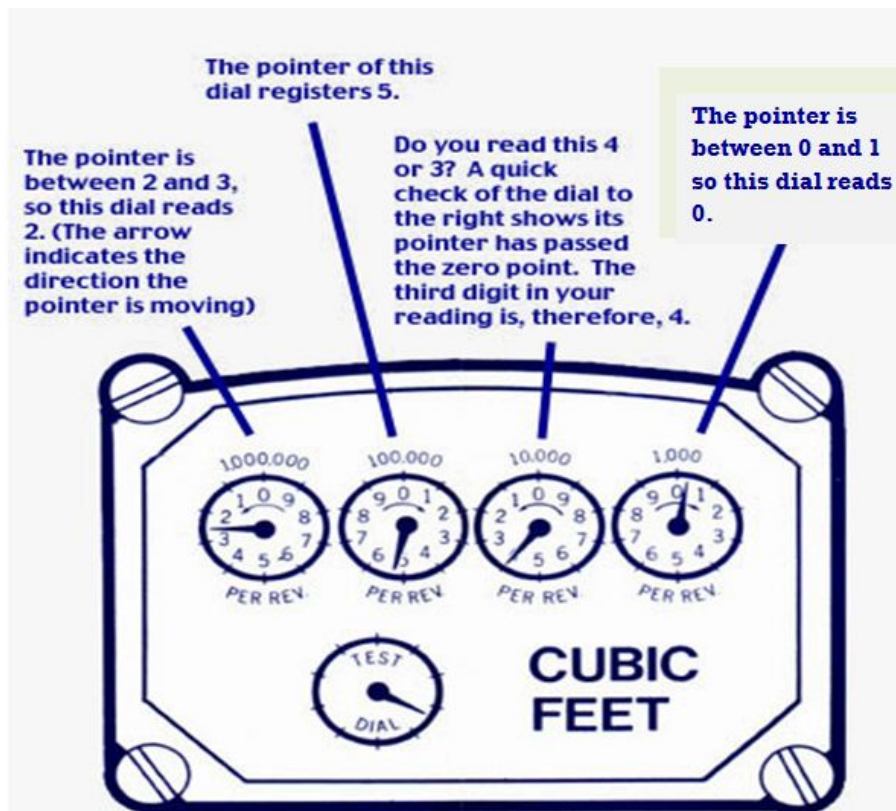
Check for Accuracy

The best way to verify accuracy of your bill is to check the reading on your meter. If the bill was based on an **Actual** meter reading and the read you get is the *same or higher*, then your bill is correct. If your bill was based on an **Estimated** meter reading and the read you get is *lower*, then your estimate may be too high.

Peoples has a customer meter reading program where you can call in your reading on the months the bill would normally be estimated.

To call in a meter reading or to ask a question about your bill, please contact Customer Service at 1-800-764-0111.

How to Read a Meter



The meter reading in the picture above reads 254.0



Read Types

A – Actual reading obtained by a Peoples Natural Gas employee.

E – Estimated reading calculated by the computer based on prior usage and temperature.

C – Customer read provided by the customer.

Bill Components

There are six main sections to your bill.

1. This section contains: Customer Name, address and account number; Bill date; Date of the next meter reading; and Company contact information.
2. This section contains: Balance and payments; Rate type; Basic charges, late fees and taxes; Price per MCF; and Total amount due.
3. This section contains: Average daily temperature and bar graph with comparative usage.
4. This section contains: Beginning and end dates for the billing period; Meter reading and read type.
5. This section contains: Important account messages.
6. This section contains the remittance coupon for paying your bill as well as the due date; account number; remittance address and a place to mark changes such as your address or phone number.

NAME
ADDRESS

1

Account Number: 300000478651 Date Prepared: Oct 3, 2011 Next Meter Reading: 1128 - 11/20/2011

Summary of Basic Charges

Credits And Charges Since Your Last Bill	\$1,483.66
Balance from last bill	17.00
Late Payment Charge	\$1,500.66
Current Charges	
Rate 1/2 Residential	
Customer Charge - 1 Month	\$12.25
Delivery Charge	5.84
1.7 MCF @ \$3.4353	5.84
Commodity Charge \$4.6235 per MCF	7.86
Gas Cost Adjustment \$2.1118 per MCF	.19
Capacity Charge \$0.4000 per MCF	.68
Total Current Charges	\$26.82
Total Account Balance	\$1,527.48

Peoples Natural Gas current charges include \$0.34 in state taxes.

2

Monthly Usage Comparison

Average Daily Temperature For This Billing Period: 65°F (2010) vs 66°F (2011)

Gas Use in MCF

3

Billing Period And Meter Readings

Date	Meter Number	Read Type	Reading	Difference
SEP 30, 2011	9165624	Estimate	513.7	1.7
SEP 01, 2011		Estimate	512.0	1.7

MCF Used in 30 Days: 1.7
This is an Estimated Bill.

4

Please Pay Plan Amount of \$1,619.65 by OCT 25, 2011

Help people without heat or light by donating to the Dollar Energy Fund. Please add \$1 to your monthly gas payment. You can pay this bill with an electronic check, ATM/ debit or MasterCard, or Discover credit card at 1-800-573-1199. Bill this service.

5

DUPLICATE

6

PEOPLES NATURAL GAS COMPANY
PO BOX 844780
PITTSBURGH, PA 15264-4780

1000200000476651000000000262000001517654



Customer Assistance Program (CAP) Bills

Effective February 2012, the layout of the CAP bill changed. These changes were made to make the bill easier to understand, provide you with more information on the CAP program, and give you important information on your CAP account. For details on how to read the new bill, please click [here](#).

NOTE: Your monthly payment has not changed.

Plan a Budget

Budget Advisor is a free, confidential tool that works with you to create a winning budget strategy based upon your income and lifestyle. You can use the simple step-by-step program to enter your income and expenses. Budget Advisor will then create a list of expert strategies, tips and suggestions to help you develop a game plan. [Click here](#) to get started.