


# How to Read Your Citizens Gas Bill

- Your Customer Account Number, which uniquely identifies your gas service.
- When your payment is due in our office.
- Mailing address of your gas bill.
- Specific message appearing on some bills regarding your account activity.
- Address where gas service is located.
- Summary comparing gas consumption and weather during current billing period, previous billing period and same billing period a year ago. *(Weather information is provided on October through May bills only.)*
- We billed your account on this date. All transactions through the date billed are shown.
- Amount of last bill; payment received; previous balance.
- Breaks down cost of gas used at your home or business and the cost of providing delivery and various customer services. These are not new charges or a rate increase.
- Account balance to date.
- Number of service days during this billing period.
- Therms measure the energy value of the natural gas used.
- Number of cubic feet of gas delivered through your meter.
- Previous meter reading and date meter read.
- Current meter reading and date meter read.
- Number of the meter assigned to the address where service is located.
- Next time your gas meter is scheduled to be read.
- Standard measurement of energy heat value.
- Monthly customer service message on various topics including conservation, weatherization, natural gas products and payment options.
- Please return this part of your bill with payment. Having this stub helps us process your payment more quickly and accurately.

**1 Account Number** 987654-456789 **2 Payment Due Date** 01/16/03

**Amount to be paid by 01/16/03** 76.10  
**Amount to be paid after 01/16/03** 78.46

**CUSTOMER MESSAGES**

**3**   
 Citizen, John Q.  
 1234 Orange St.  
 Indianapolis, IN 46202-1234

**4** As a participant in the Automatic Bank Deduction program, \$76.10 will be deducted from your financial institution on 01/16/03.

LDB 17

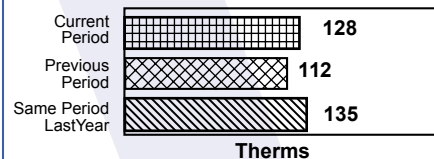
**Account Summary** **Historical Information**

**5 Billing for:** 1234 Orange St.  
**Service Type:** Residential Heat  
**7 Date Billed:** 12/27/02

**8** Account Balance of Last Bill ..... \$100.00  
 Payment (s) Received ..... Thank You 100.00 CR  
 Previous Balance ..... 0.00

**9 Current Period Charges**  
 Gas Used ..... 41.46  
 Delivery and Services ..... 30.33  
 Sales Tax ..... 4.31  
 Total Current Charges ..... 76.10  
**10 Account Balance as of 12/27/02** ..... **\$76.10**

**6 Gas Consumption Comparison**



- Current period was 14% colder than previous period.
- Current period was 5% warmer than the same period last year.

<b>11</b> Days of Service 34	<b>12</b> Gas Used in Therms 128	<b>13</b> Gas Used in CCF 127
<b>14</b> Previous Reading 7956	<b>15</b> Current Reading 8083	<b>16</b> Meter Number 676767
<b>14</b> Previous Read Date 11/22/02	<b>15</b> Current Read Date 12/26/02	<b>17</b> Next Meter Read Date 01/27/03
<b>18</b> BTU Factor:	1.007	

**Citizens Serving You** See reverse side for phone numbers, office location, hours, and definition of terms.

**19** Citizens Gas has reduced your natural gas bill this month. Look inside today's Pipeline for more information on how Citizens Gas works to hold down your gas costs.

Give the gift of warmth this season by purchasing a Citizens Gas gift certificate for someone on your holiday list. Call 924-3311 for additional details.

Retain this portion for your records.

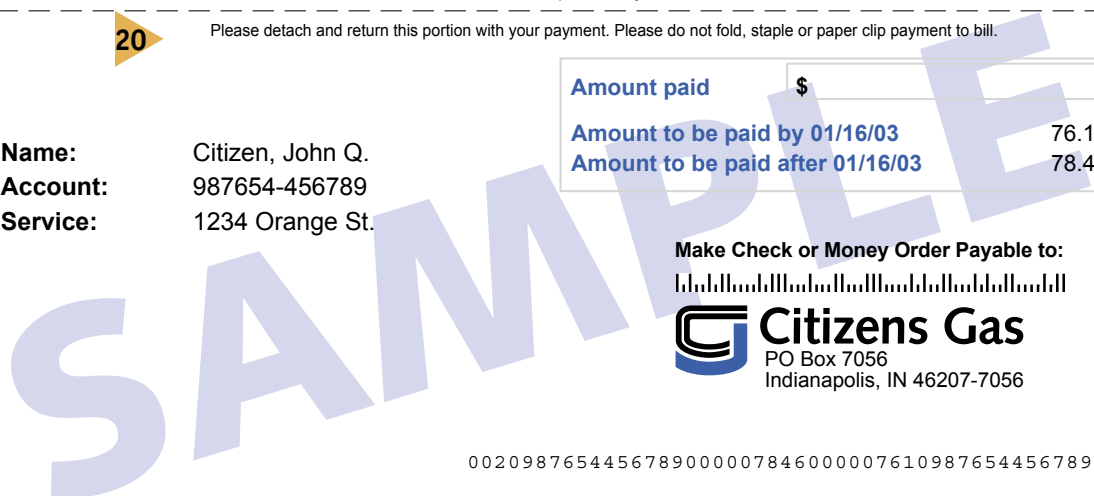
**20** Please detach and return this portion with your payment. Please do not fold, staple or paper clip payment to bill.

**Name:** Citizen, John Q.  
**Account:** 987654-456789  
**Service:** 1234 Orange St.

**Amount paid** \$  
**Amount to be paid by 01/16/03** 76.10  
**Amount to be paid after 01/16/03** 78.46


**Make Check or Money Order Payable to:**

  
**Citizens Gas**  
 PO Box 7056  
 Indianapolis, IN 46207-7056



# How to Read Your Citizens Gas Budget Bill

- Your Customer Account Number, which uniquely identifies your gas service.
- When your payment is due in our office.
- Mailing address of your gas bill.
- Address where gas service is located.
- Summary comparing gas consumption and weather during current billing period, previous billing period and same billing period a year ago. *(Weather information is provided on October through May bills only.)*
- We billed your account on this date. All transactions through the date billed are shown.
- How Total Budget Payment Due was calculated.
- Account balance from last bill.
- Breaks down cost of gas used at your home or business and the cost of providing delivery and various customer services. These are not new charges or a rate increase.
- Account balance to date.
- Number of service days during this billing period.
- Therms measure the energy value of the natural gas used.
- Number of cubic feet of gas delivered through your meter.
- Previous meter reading and date meter read.
- Current meter reading and date meter read.
- Number of the meter assigned to the address where service is located.
- Next time your gas meter is scheduled to be read.
- Standard measurement of energy heat value.
- Monthly customer service message on various topics including conservation, weatherization, natural gas products and payment options.
- Please return this part of your bill with payment. Having this stub helps us process your payment more quickly and accurately.

**3**   
 Citizen, John Q  
 1234 Orange St.  
 Indianapolis, IN 46202-1234

LDB 17




## Budget Summary

**4 Billing for:** 1234 Orange St.  
**5 Service Type:** Residential Heat  
**6 Date Billed:** 12/27/02

<b>7</b>	Amount of Last Budget Bill .....	\$51.00	
	Budget Payment (s) Received ..... Thank You	51.00	CR
	Budget Balance from Previous Bill .....	0.00	
	Current Budget Payment .....	51.00	
	<b>Total Budget Payment Due .....</b>	<b>\$51.00</b>	

## Historical Information

**5 Gas Consumption Comparison**

Current Period		128
Previous Period		112
Same Period Last Year		135

**Therms**

- Current period was 14% colder than previous period.
- Current period was 5% warmer than the same period last year.

<b>11</b> Days of Service	34	<b>12</b> Gas Used in Therms	128	<b>13</b> Gas Used in CCF	127
<b>14</b> Previous Reading	7956	<b>15</b> Current Reading	8083	<b>16</b> Meter Number	676767
<b>17</b> Previous Read Date	11/22/02	<b>18</b> Current Read Date	12/26/02	<b>19</b> Next Meter Read Date	01/27/03
<b>20</b> BTU Factor:	1.007				

## Account Activity

**8** Account Balance of Last Bill ..... \$ 4.25 CR  
**9** Payment (s) Received ..... Thank You 51.00 CR  
**10** Total Balance from Previous Bill ..... 55.25 CR

**9 Current Period Charges**

Gas Used .....	41.46
Delivery and Services .....	30.33
Sales Tax .....	4.31
<b>Total Current Charges .....</b>	<b>76.10</b>

**10** Account Balance as of 12/27/02\* ..... \$20.85

\*The Account Balance represents the amount you would owe, if you left the Budget Plan.

## Citizens Serving You

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Retain this portion for your records.

**20** Please detach and return this portion with your payment. Please do not fold, staple or paper clip payment to bill.

Amount paid \$   
 Amount to be paid by 01/16/03 51.00

**Name:** Citizen, John Q  
**Account:** 987654-456789  
**Service:** 1234 Orange St.

**Make Check or Money Order Payable to:**



**Citizens Gas**

PO Box 7056  
 Indianapolis, IN 46207-7056