



Account services

We offer many different, convenient account services to meet your billing and payment needs. Account services that make your life easier include:

My Account Online. Detailed account information including natural gas usage history for up to 24 months, account transaction history and the opportunity to enroll in other account services in a secure environment. Create your free My Account Online profile at CenterPointEnergy.com/myaccountonline.

Online Billing. Go paperless and enjoy convenient email notification of your monthly bill with quick online access to view and pay it through our secure website. You'll also get easy access to 15 months of online billing and payment history that you can print at any time. Pair with Automatic Bank Draft and bill paying is a cinch. Learn more at CenterPointEnergy.com/enroll.

Automatic Bank Draft. Pay the easy way with automatic deduction from your selected bank account. You can choose any payment date up to your due date. Sign up at CenterPointEnergy.com/autodraft.

Average Monthly Billing. Spread your natural gas costs more evenly throughout the year to smooth out winter peaks and make bill payment more manageable. For details, visit CenterPointEnergy.com/amb.

CenterPoint Energy Extras. CenterPoint Energy Extras is an online shopping site which provides access to significant discounts from more than 28,000 retailers. CenterPoint Energy is providing access to this discount shopping platform as an added benefit to our online customers and as our way of saying "thank you" for registering in CenterPoint Energy's My Account Online. To learn more, visit CenterPointEnergy.com/shop.

Enroll in any of these convenient account services through our website at CenterPointEnergy.com/myaccountonline.

Natural gas safety

Natural gas is so clean, reliable and efficient that it is easy to take it for granted. But, like any other energy source, it must be used safely. Here are a few important safety reminders.

Gas leak emergency - 24 hours

Arkansas, Louisiana,
Mississippi, Oklahoma
and Texas (outside Houston) 888-876-5786
Houston 713-659-2111 or 800-752-8036

Call Before You Dig 811

What to do if you smell gas INSIDE your home:

1. LEAVE IMMEDIATELY! Do not use your phone, including cell phones.
2. Go to a safe location on foot, then call the natural gas leak hotline.

What to do if you smell gas OUTSIDE your home:

1. LEAVE THE AREA IMMEDIATELY!
2. Leave immediately on foot in a crosswind direction away from the leak or vapor cloud and maintain a safe distance.



Always There.®

Welcome to the comfort, savings and environmental benefits of natural gas.



Welcome to CenterPoint Energy

Congratulations on the purchase of your new home and thank you for choosing natural gas service from CenterPoint Energy. We hope this brochure will help answer any questions you have about CenterPoint Energy and our many services.

As a new customer, we want you to know that everything we do centers on you – your comfort, convenience and peace of mind. We work hard so you can rest easy. After all, we've been a trusted provider of natural gas and other energy services to Texas communities for over a hundred years.

Please take a few minutes to review the information in this brochure. If you have questions, please contact us or visit us on the web at CenterPointEnergy.com. And, please feel free to share any questions or concerns – we want to help serve you better.



Getting started

Now that the purchase of your new home is complete, you'll need to establish an account with CenterPoint Energy to start your natural gas service or to transfer your existing service. The entire process can be handled with a simple call or click.

See side panel for service numbers in the *Contact us* section.

Click for service

For information and online forms to stop, start and transfer service, visit CenterPointEnergy.com and select your region, then *Residential*. Finally, click *Customer Service* on the left navigation panel.

Natural gas – A great value

When you choose a home with natural gas, you're making a wise energy decision. When used directly for home heating, water heating, cooking, drying and other energy applications, clean-burning, reliable natural gas is a better choice than electricity, propane or heating oil for three important reasons:

- Greater comfort
- More savings
- Better for the environment

Natural gas is also an abundant domestic fuel. The long-term availability of natural gas supplies is sound, and known reserves of natural gas are plentiful and sufficient for many decades to come. Plus, over 95 percent of the natural gas used in the U.S. is produced in North America, which promotes new jobs and energy security.

Natural gas provides greater comfort

Energy-efficient natural gas appliances are favorites with homeowners for good reason. With natural gas, you'll enjoy more comfort and convenience for:

- **Water heating:** Water heats two to three times faster with natural gas than electricity, so there's less chance of running out of hot water at peak-use times.
- **Home heating:** Natural gas furnaces deliver air at a comfortable 120 F to 125 F degrees versus the cooler air delivered by air-source heat pumps.
- **Cooking:** Natural gas is the professional and home chef's choice for precision control, efficiency and speed.

Save with natural gas

When compared to other energy sources such as electricity and propane, natural gas is your best energy value for heating your home and water, cooking your meals and drying your clothes. In fact, it costs the average customers only a few dollars a day to heat their homes and run their appliances.

You can save more money by using high-efficiency natural gas appliances throughout your home and by taking some simple no to low-cost steps to save energy. Learn more at CenterPointEnergy.com/gasisbetter.

Natural gas is simply greener

Now, saving money and our environment go hand in hand. Natural gas is a clean-burning fuel that has less impact on the environment, leaving about half the carbon footprint of electricity. Compared to electricity, natural gas releases:

- Less than half the amount of carbon dioxide (a major greenhouse gas)
- Almost no sulfur dioxide (a major cause of acid rain and haze)
- Less than one-third the amount of nitrogen oxides (the primary cause of smog)
- No mercury emissions (makes some fish unsafe to eat)

As a primary fuel that can be used in its natural state, natural gas does not require a pollution-producing, energy-wasting conversion process such as electricity does. You can measure how your choices impact your wallet and the environment with our Home Energy Cost and Emissions Calculator at CenterPointEnergy.com/gasisbetter.



Contact us

Customer service / Account information

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|----------------------|------------------------------|
| Arkansas..... | 800-992-7552 |
| Beaumont..... | 800-376-9663 |
| East Texas..... | 800-259-5544 |
| South Texas..... | 800-427-7142 |
| Houston..... | 713-659-2111 or 800-752-8036 |
| North Louisiana..... | 866-275-5252 |
| South Louisiana..... | 800-477-0177 |
| Mississippi..... | 800-371-5417 |
| Oklahoma..... | 866-275-5265 |

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