



CenterPointEnergy.com

CUSTOMER
JOHN Q CUSTOMER

SERVICE ADDRESS
1234 Anywhere St, Minneapolis, MN 55419-4332

ACCOUNT NUMBER
8537108-6
DATE MAILED
Feb 9, 2013

Your account is past due.
TOTAL DUE \$ 877.00

Gas leak or emergency
Leave immediately, then call
800-296-9815, 24 hours a day

Customer service
612-372-4727 or 800-245-2377
Monday - Friday, 7 am - 6 pm

Call before you dig
Call 811
24 hours a day

Comments
PO Box 1144
Minneapolis, MN 55440-1144

FINAL NOTICE

Meter number:
999999999

We have not received full payment for your past due amount. You now owe **\$64.99**.

To avoid disconnection, you must pay \$ 877.00 or agree to a payment plan and pay the first payment on or before Mar 5, 2013 or:

1. Your service will be disconnected on or after Mar 5, 2013.
2. If your service is cut off, you must pay your past due amount plus a minimum **\$ 22.50 reconnect fee** or agree to a payment plan, in order to have your service restored. Your fee may be higher depending on the method of disconnection.
3. A new deposit may be required.
4. To report a payment and schedule reconnection of service, please call 800-245-2377. If payment is received before 2:00 PM, reconnection of service may take place the same day. Otherwise it may take place the next business day after receipt of payment.

If Mar 5, 2013 is a weekend or a date our office is closed, no action will be taken until the next business day.

To learn about potential ways to avoid disconnection, including any health-related or other special rights you might have, please see the information on page 2 of this notice.

See enclosed Cold Weather Rule brochure for important information about your rights.

How to pay your bill

Online

Visit: CenterPointEnergy.com/paybill
Pay immediately, schedule a payment or set up automatic monthly payments.
Your payment can post immediately.



Phone

Call 612-372-4727 and make a payment using your checking or savings account, or by debit or credit card. **Your payment can post immediately.**



In person

To find a payment location, visit: CenterPointEnergy.com/paybill or call 612-372-4727.
You must call in payment receipt.



Mail

Your payment will not arrive before disconnection occurs.



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MINNEAPOLIS MN 55419-4332



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Potential ways to avoid disconnection

You may have special rights. If you are a tenant, military/military family or have medical issues, certain other rights may allow a delay in disconnection. Call CenterPoint Energy at 612-372-4727 to find out your rights.

Payment assistance: You may qualify to pay your past due amount in installments and avoid disconnection, but you must contact CenterPoint Energy now to make arrangements. You might be eligible for other types of assistance. Options that might be available include:

- LIHEAP - The Low Income Home Energy Assistance Program (LIHEAP) helps pay home heating costs.
- GAP - The Gas Affordability Program can help lower your bill and can help pay off a past due amount.
- HeatShare - HeatShare is a voluntary energy assistance program for families in crisis, administered by the Salvation Army.
- Payment Arrangements - You may qualify to pay your past due amount in installments.
- Payment Extensions - You may qualify for a payment extension on your past due amount.

For more information on these and other programs, visit: www.CenterPointEnergy.com/assistance
