



CUSTOMER
JOHN Q CUSTOMER

ACCOUNT NUMBER
0000000-0
BILLING DATE
Mon DD, YYYY

DATE DUE Mon dd, yyyy
AMOUNT DUE \$ 00.00

CenterPointEnergy.com
SERVICE ADDRESS
1234 Anywhere St, Brooklyn Park, MN 55429-5493

DEFINITIONS

Basic Charge is a flat amount each month, regardless of the amount gas used, to cover a portion of costs incurred even if the customer does not use gas during the billing period.

Cost of Gas is the cost CenterPoint Energy pays for the gas it delivers to its customers.

Delivery Charge is based on the amount of gas delivered, to cover the costs of delivering gas not covered by the Basic Charge.

City Franchise Fee is a fee charged by a city to utility companies that provide natural gas, electricity or cable service. Utilities will collect the fee from individual customers and pay it to the city. Utilities receive no revenue from this fee.

Gas Affordability Program (GAP) covers costs to offer a low-income customer co-pay program to reduce natural gas service disconnections. This charge is billed to all non-intermittent customers.

Purchased Gas Adjustment reflects the difference between the base cost of gas established at the time of our most recent rate case and the price paid to purchase and transport the gas you used during this billing period.

Therm is the heating value of gas. Your meter measures CCF (hundreds of cubic feet) which we multiply by the therm factor to determine the heating capacity of the gas you used.

For a more detailed description of each of the terms used on your bill, please visit CenterPointEnergy.com/definitions or call Customer Support at 800-245-2377.

12 Current gas charges

13 Rate Residential Rate

14 Meter number 000000000000 **00**
Days in billing period **00**
Current read date Mon dd, yyy **15** **Next scheduled read date** Mon dd, yyyy **16** **Next billing date** Mon dd, yyyy

17 Billing period	Current reading	Previous reading	= Total	x	18 Therm Factor	19 Usage
mm/dd/yy - mm/dd/yy	0000	0000	00 CCF		0.000000	00 Therms
Basic charge						\$ 00.00
Delivery charge				00 Therms x	\$ 0.00000	00.00
Gas Affordability Program				00 Therms x	\$ 0.00000	00.00
Cost of gas*				00 Therms x	\$ 0.00000	00.00
City franchise fee						00.00
Special tax						00.00
County sales tax						00.00
State sales tax						00.00
Total current gas charges						\$ 00.00

21 * Includes Purchased Gas Adjustment amount of -\$ 0.00000.

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Your account, managed your way.

Sign up at CenterPointEnergy.com/myaccount

- **24/7 online account access.** View and/or pay your bill, view usage history, sign up for account services and much more.
- **Go paperless.** Receive an email when your bill is ready to view and pay. Get convenience, get rid of clutter.

- **Pay automatically.** Set up AutoPay by signing and returning the form below with your check payment. It's that easy!
- **Even out the highs and lows of your monthly bills.** Enroll in Average Monthly Billing and spread your natural gas costs throughout the year.
- **Get bill reminders.** Choose text or email, up to five days before your bill is due.

- **Other services.** Report a payment made at a payment location, set up a payment extension and much more. View options from your online account or visit CenterPointEnergy.com/selfservice if you'd prefer not to register.
- **Moving?** Please call us at 800-245-2377 at least two weeks before you move, or complete the forms at CenterPointEnergy.com/selfservice

23 Register any inquiry or complaint at CenterPoint Energy, 505 Nicollet Mall, Minneapolis, MN, 55402

Mail payments to CenterPoint Energy, PO Box 4671, Houston, TX 77210-4671

Late payment details/due date. Please pay your bill on time to reach our office by the due date shown at the top of your bill. Unpaid gas amounts over \$10 are charged a late payment fee of 0.00% (0.00% annual percentage rate) or \$1 minimum on the next billing date shown on your bill.

Returned check charge. There will be a \$10 charge for any check or AutoPay payment your bank returns to us.

Notice of customer information availability. Customer information is available upon request. Call 800-245-2377

Personal checks sent for payment may be processed electronically. This means your check will not be returned by your financial institution. Any funds may be debited from your account as soon as the same day payment is received. If you have questions concerning this process, please contact customer service at 800-245-2377. For further information, visit <http://federalreserve.gov/pubs/checks/>

Enroll in AutoPay, and your monthly natural gas payment will be automatically deducted from your bank account.

To enroll, sign and date this form and return with your check payment. Money orders do not qualify for enrollment. Your next bill will be automatically deducted from the account listed on your check. For more information and to enroll electronically, go to CenterPointEnergy.com/autopay.

I authorize CenterPoint Energy to automatically deduct from the checking account shown on my enclosed check all future payments for my CenterPoint Energy bills. I will notify CenterPoint Energy if I decide to cancel my use of AutoPay. CenterPoint Energy also has the right to discontinue my AutoPay enrollment. Once I enroll, I understand that any past due balances will be drafted from my account three days after my application is processed.

Account holder's signature


Date

CenterPoint.
Energy
CenterPointEnergy.com

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Month, yyyy

Customer Messaging

Customer Messaging



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Month, yyyy



Customer Messaging



Customer Messaging

A safety message from CenterPoint Energy

If you smell natural gas, leave immediately. Call our Gas Leak Hotline at 800-296-9815. Do not use or store flammable products such as gasoline in the same room or area near the water heater or any other gas appliance.

Si percibes un olor a gas natural, sal inmediatamente. Llama a nuestra línea telefónica para fugas de gas a uno de los números de teléfono que aparecen arriba. No use ni almacene productos inflamables tales como gasolina en la misma habitación o en áreas cercanas a un calentador de agua u otro tipo de aparato a gas.

How to read your meter



1. Draw on the dials above the exact position of the hands as they appear on your gas meter.
2. At least three days before the next Billing date shown in the Current gas charges section of your bill, call CenterPoint Energy, 612-372-4727 (800-245-2377). Tell us your name, account number and the date you read the meter.
3. Give the exact position of the hands on the dials above, reading from left to right. Tell us the number the hand points to. If it is between two numbers, tell us the two numbers it is between.

Estimated bills

We try to read your meter regularly. Sometimes, your meter is not read, and we estimate your bill. The estimate is based on past usage and weather for the current billing period. To help avoid estimates, you can read your own meter, as shown here.

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