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DEFINITIONS

Basic Charge - A flat amount each month, regardless of the amount of gas used. It covers the fixed costs of delivering the gas to our customers.

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

Delivery Charge - Is based on the amount of gas delivered. It covers the costs of delivering gas not covered by the Basic Charge.

City Transition Fee is a fee charged to cities to offset the cost of gas that is not delivered to their customers, which is paid to the city. Utilities receive a maximum of this fee.

Gas Affordability Program (GAP) - A program to offer additional support to eligible low-income customers. This charge is billed to all non-eligible customers.

Purchased Gas Adjustment (PGA) - The difference between the total cost of gas purchased at the time of our most recent rate case and the price paid for purchase and transportation charges, less outstanding and estimated charges.

Therm is the heating value of gas. Your meter measures EUI (energy use intensity) for each therm, which we multiply by the therm factor to determine the heating capacity of the gas you use.

For more information on each of the fees, see the New Customer Support at 888-284-8577.

Your account, managed your way.
Sign up at CenterPointEnergy.com/myaccount

- M@O online account access. View and/or pay your bill, view usage history, sign up for account reminder and more.
- Go paperless. Receive an email when your bill is ready to review and pay. Get convenience, get rid of clutter.

Late payment late fees. Please pay your bill on time to prevent late fees. Late payment fees are 2% of the balance due and are subject to a minimum of $21.00. Late fees apply to any late payment received after the due date.

Returned check charge. There will be a $35 charge for any returned check or AutoPay payment that is returned by the bank.

Notice of customer information availability. Customer information is available upon request. Call 888-284-3777.

Personal checks, certified checks or money orders may be processed electronically. These checks will not be honored by your financial institution. In such cases, you may be asked to refer your bank account for payment or the use of a bank account will be declined.

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

- Pay automatically. Set up AutoPay by signing and retaining the form below with your bank approval. It's that easy.
- Even out the highs and lows of your monthly bills. Enroll in Average Monthly Billing and spread your natural gas usage throughout the year.
- Get bill reminders. Choose text or email and you'll receive a call or email before your bill is due.
- Other services. Report a payment holiday or a payment location, set up a payment extension and much more. View options from your online account or visit CenterPointEnergy.com/billinfo if you'd prefer not to register.

Moving? Please call us at 888-284-3777 at least two weeks before you move, or complete the form at CenterPointEnergy.com/billinfo. Mail payments to CenterPoint Energy, PO Box 67, Houston, TX 77201.

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A safety message from CenterPoint Energy

If you smell natural gas, leave immediately. Call our Gas Leak Hotline at 800-216-3076. 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 percibe un olor a gas natural, sal inmediatamente. Llame 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 en las cercanías a un calentador de agua u otro tipo de aparato a gas.

How to read your meter

1. Close on the dials choose the exact position of the hands as they appear on your gas meter.
2. At least three days before the next billing date shown on the Current Gas Usage section of your bill, call CenterPoint Energy, 800-375-4727 (909-285-3777). Tell us your name, account number, and the date you read the meter.
3. Since the exact position of the hands on the dial varies, 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.