UNDERSTANDING THE TERMS ON YOUR GAS BILL

1) THERM
A Therm is the unit used to measure the amount of gas you have consumed.

2) PLAN TYPE
You can choose between a VARIABLE-RATE PLAN and a FIXED-RATE PLAN.

▶ VARIABLE-RATE PLAN: Per-Therm Rate will go up or down each month.
▶ FIXED-RATE PLAN: Per-Therm Rate will stay the same for the length of your fixed-rate contract.

3) PER-THERM RATE
The Per-Therm Rate is how much your gas marketer charges you for each Therm of gas that you use.

4) CONSUMPTION CHARGE
This is the amount of money you are charged for the amount of gas you have used. The number of Therms you used is multiplied by your Per-Therm Rate to get your Consumption Charge.

5) CUSTOMER SERVICE CHARGE
This is a charge added to your bill that is based on a combination of factors determined by the marketer. This charge is fixed regardless of how much gas is used.

6) DEDICATED DESIGN DAY CAPACITY
This is a number calculated by Atlanta Gas Light that indicates how much gas you typically use during the coldest day of the year. It helps the gas provider plan the amount of capacity needed to supply gas to your home and is used by Atlanta Gas Light to calculate a portion of the Atlanta Gas Light Base Charge. This number may be different for every household and is re-calculated once a year in the early spring.

7) ATLANTA GAS LIGHT BASE CHARGE
This is a charge added to your bill that goes to Atlanta Gas Light for delivering gas to your home, pipeline maintenance, and meter reading. The charge will not vary should you choose another marketer.

WHOM TO CALL?

REASONS TO CALL YOUR MARKETER
Number located on bill
1. Bill questions
2. Plan types
3. Reduce the customer service charge
4. Payment arrangement

REASONS TO CALL THE GEORGIA PUBLIC SERVICE COMMISSION
1-800-282-5813
1. Natural gas marketers' per-therm prices
2. List of certified natural gas marketers
3. File a complaint against your natural gas marketer because of unsatisfactory results

REASONS TO CALL ATLANTA GAS LIGHT
1-800-564-6040
1. Smell gas or have a gas leak
2. Sign up for a senior discount

REASONS TO CALL UGA COOPERATIVE EXTENSION
1-800-ASK-UGA1
1. Educational seminars in your area
2. Energy conservation techniques
3. Reading your bill
4. Helping you find financial assistance with your gas bill
5. Other questions or concerns
DEAR NATURAL GAS CUSTOMER,

We encourage you to use this folder to keep track of your natural gas bills, to understand different organizations’ responsibilities, and to learn to reduce your natural gas bill. Remember, we’re all in this together.

—The Natural Gas Collaborative Team

<table>
<thead>
<tr>
<th>MONTHLY NATURAL GAS BILL</th>
<th>rate plan type (variable or fixed)</th>
<th>per-therm rate</th>
<th>dedicated design day capacity (DDDC)</th>
<th>consumption charge (therms x per-therm rate)</th>
<th>customer service charge</th>
<th>atlanta gas light (AGL) base charge</th>
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Do you receive the AGL Senior Discount? □ YES □ NO

1-800-ASK-UGA1

LOG FOR CALLING MY MARKETER

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<tr>
<th>DATE &amp; TIME:</th>
<th>CONTACT PERSON:</th>
<th>MY QUESTION:</th>
<th>THEIR ANSWER:</th>
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TIPS FOR BILL PAYING

- Keep all of your bills in one place.
- Pay before the due date to avoid late charges.
- Have money in the bank.
- The money you pay should equal the bill charge.
- Don’t get behind.

CONSERVING WITH NATURAL GAS APPLIANCES

**GAS FURNACE**
- Hire a professional to inspect your system at least once a year.
- Inspect filters monthly, keep them clean and change them at least every three months.
- Check your owner’s manual for any additional recommended maintenance.

**GAS STOVE/OVEN**
- Clean your gas burners and the grates on your stove by soaking them in hot water and scrubbing them with a soft brush.
- Make sure the burner holes are not clogged (you should see a BLUE, not an orange flame).

**GAS DRYER**
- Clean the lint trap.
- Make sure the vent is not clogged and exits to the outside of your home.

**GAS FIREPLACE**
- Open the fireplace damper when it is in use, otherwise keep the fireplace damper closed.

**GAS WATER HEATER**
- Lower the water temperature to 120°F.
- Use pipe-sleeve insulation to cover the first 3-6 feet of the water pipes entering and exiting the unit.
- If the manufacturer recommends it, install an insulation blanket to keep heat from escaping your water heater. To be safe, hire a professional to do this.