

Contact information for emergencies, customer service, safety and accessibility services.

### Your gas usage at a glance

- Thirteen months usage graph
- Average monthly temperature

**CUSTOMER**  
Jane Johnson  
CenterPointEnergy.com

**SERVICE ADDRESS**  
0000 Ave. Washington Court Hou, OH 43160-1725

**ACCOUNT NUMBER**  
0000000

**DATE DUE**  
**Dec 15, 2023**

**DATE MAILED**  
Nov 28, 2023

**AMOUNT DUE**  
**\$ 69.68**

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**Gas leak or emergency**  
Leave immediately, then call 800-227-1376, 24 hours a day

**Customer service**  
800-227-1376 toll-free  
Monday - Friday, 7 am - 7 pm Est

**Call before you dig**  
Call 811 or 800-362-2764  
24 hours a day

**Ohio Relay Service**  
711  
CenterPointEnergy.com

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**Your usage in a glance**

Usage this month	1 year ago	Last month	This month
51	15	37	37
1.9	0.5	1.3	1.3
47	0	0	0
27	32	28	28

**ACCOUNT SUMMARY**

Previous Gas Amount Due	\$ 143.39
Payment Nov 8, 2023	- 143.39
Current Gas Charges due Dec 15, 2023 (Details on page 2)	+ 69.68
<b>Total Amount Due</b>	<b>\$ 69.68</b>

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**How to pay your bill**

**Online**  
Visit: [CenterPointEnergy.com/paybill](https://CenterPointEnergy.com/paybill) Pay immediately, schedule a payment or set up automatic monthly payments.

**Phone**  
Call 800-227-1376 and make a payment using your checking or savings account, or by debit or credit card.

**In person**  
To find a payment location, visit: [CenterPointEnergy.com/paybill](https://CenterPointEnergy.com/paybill) or call 800-227-1376.

**Mail**  
Return the payment stub below, with your check or money order, using the return envelope.

Please keep this portion for your records.  
Please return this portion with your payment. Please do not include letters or notes.

Jane Johnson  
0000 GLENN AVE  
WASHINGTON COURT HOU, OH

Enroll in AutoPay today. See form on the back of this stub.

Allow 8 business days for mailing and processing.

0515

ACCOUNT NUMBER **000000000**

**DATE DUE** **Dec 15, 2023**

**AMOUNT DUE** **\$ 69.68**

Write account number on check and make payable to CenterPoint Energy.

Please enter amount of your payment

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic funds transfer from your bank account or to process the payment as a check transaction.

CENTERPOINT ENERGY  
PO Box 4849  
HOUSTON TX 77210-4849

Your account number

### Account summary

- Shows previous amount due
- Presents total amount due

Details for online, phone, in person and mail payment options.

The payment summary box includes a final review of your total and due date.

### Convenient payment slip

The bottom portion of your bill may be torn off and submitted using the enclosed return envelope.

# Glossary of terms



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CenterPointEnergy.com  
933 S Glenn Ave, Washington Court Hou, OH 43160-1725

## DEFINITIONS

**Distribution and Service Charges** - Charges billed each month for the delivery of natural gas and other charges approved by the PUCO to ensure safe, reliable service.

**Customer/Monthly Charge** - Charge billed each month to recover a portion of the ongoing costs of providing service to the customer. This charge does not vary with gas consumption.

**CCF (100 Cubic Feet)** - Gas consumption is measured by your meter in hundreds of cubic feet.

**Energy Conversion Factor (ECF)** - The ECF adjusts metered usage for the energy content of the gas used. Energy content can vary monthly. The ECF is the ratio of the current energy content to the energy content at the time CenterPoint Energy's base rates were established.

**Miscellaneous Charges** - Examples of miscellaneous charges may include but are not limited to reconnect fees, labor charges and returned payment charges.

**Disclaimer** - Programs and services are operated under the brand CenterPoint Energy by Vectren Energy Delivery of Ohio, LLC d/b/a CenterPoint Energy Ohio.

**Gas Supplier Charges** - Charges billed each month for the consumption of natural gas supplied by a retail gas supplier who is certified by the Public Utilities Commission of Ohio (PUCO) to sell natural gas in a competitive retail market.

**Pressure Factor** - Factor used to calculate consumption on meters with higher than the standard delivery pressure.

**PIPP Plus** - The Percentage of Income Payment Plan Plus (PIPP Plus) is available if your total income is at or below 175% of the Federal poverty level. This program does not reduce or waive energy costs; it only establishes a payment plan to allow you to maintain your utility service.

**RES 310** - DSS Residential Default Sales Service. **RES 311** - SCO Residential Standard Choice Offer Service. **RES 315** - Choice Residential Transportation Service. **COM 309** - DSS General Default Sales Service. **COM 321** - SCO General Standard Choice Offer Service. **COM 325** - Choice General Transportation Service.

**Meter Abbreviations** - A = Actual meter reading, E = Estimated meter reading.

For a more detailed description of each of the terms used on your bill, please visit [CenterPointEnergy.com/definitions](http://CenterPointEnergy.com/definitions) or call Customer Support at 800-227-1376.

**Customer Service Questions or Concerns:** To contact CenterPoint Energy about your bill or service, visit [CenterPointEnergy.com](http://CenterPointEnergy.com) or call 800-227-1376 between 7 a.m. and 7 p.m., Monday through Friday. Authorized pay sites are available in your neighborhood for your convenience. To locate an authorized pay site nearest

## Current gas charges

Rate: RES 315\_OH Residential Transport Svc (Choice)

**Meter Number** 00000000  
**Days in Billing Period** 28

Billing Period	Current Reading	Previous Reading	Metered CCF	Pressure Factor	Total CCF
10/25/23 - 11/21/23	000A	000 A	37	1	37 CCF
37 x 1.00050 (Energy Conversion Factor) = Billing CCF of 37.019 CCF					

## Energy Delivery Detail

Distribution and Service Charges \$45.19  
(Includes a Monthly Charge of \$32.92)

## Gas Supplier Detail

Account Number: 00000  
Choice Service ID: 0000  
IGS ENERGY CHOICE  
800-280-4474  
0.61698 per CCF 22.84  
Sales Tax 1.65

**Total Current Gas Charges \$ 69.68**

Month/Yr	CCF	Month/Yr	CCF	Month/Yr	CCF	Month/Yr	CCF
NOV 23	37	OCT 23	15	SEP 23	0	AUG 23	42
JUL 23	0	JUN 23	0	MAY 23	16	APR 23	42
MAR 23	78	FEB 23	92	JAN 23	121	DEC 22	90
Total Usage: 491				Avg Usage: 41			

you, visit [CenterPointEnergy.com](http://CenterPointEnergy.com) or call 800-227-1376. You can pay your bill through a checking or savings account for fees at [CenterPointEnergy.com](http://CenterPointEnergy.com) or by calling 800-227-1376. If you have selected a third-party gas supplier through the natural gas Choice program and have questions regarding your gas supply charges,

Mail payments to CenterPoint Energy, PO Box 4048, Houston, TX 77210-4848

please refer to the gas supplier and toll free number listed in the "Bill Message" section of your bill. The nonpayment of charges for non-billed services that are unrelated to the charges you incurred for the delivery and consumption of gas at your home or business shall not result in the disconnection of your gas service.

Enroll in AutoPay and your monthly 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](http://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

000002

Find out how many days you are being billed for here.

Detailed charges of gas service.

You can find your Choice Service ID here.

Total due for gas services.

## About Natural Gas Charges

The **Distribution & Service Charges** line refers to the amount you pay for equipment and services, which provide our customers natural gas service. Fees consist of everything it takes to ensure continued safe, reliable delivery of natural gas. This includes pipeline maintenance, system enhancements, and technology that helps manage energy use. Also, included in this charge is the cost related to transporting your natural gas, which is based on the amount of natural gas used.



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If you have any questions about your gas supply charges call IGS ENERGY CHOICE at 1-800-280-4474 or write to 6100 EMERALD PKWY DUBLIN, OH 43016-3248.

When shopping for a natural gas supplier, it may be useful to compare supplier offers with the standard choice offer (SCO) rate available to eligible customers, which varies monthly based on the market price of natural gas. Price represents one feature of any offer; there may be other features which you consider of value. More information about the SCO and other suppliers' offers is available at [energychoice.ohio.gov](http://energychoice.ohio.gov) or by contacting the PUCO.

This customer is in a governmental aggregation program.

Customers with billing or service issues or concerns regarding a disconnect notice should contact CenterPoint Energy prior to contacting the Public Utilities Commission of Ohio (PUCO). If your complaint is not resolved after you have called CenterPoint Energy, or the general utility information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) for assistance at 800-686-7826 (toll free) from eight a.m. to five p.m. weekdays or at [www.puco.ohio.gov](http://www.puco.ohio.gov). Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). The Ohio consumers' council (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at [www.pikccc.org](http://www.pikccc.org).

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