



CenterPointEnergy.com

CUSTOMER FIRST LAST NAME

SERVICE ADDRESS 123 Street Name, City, State Zip

ACCOUNT NUMBER 000000000-0

DATE MAILED Jan 13, 2022

Your account is past due. TOTAL DUE \$ 138.22

Gas leak or emergency Leave immediately, then call 888-876-5786, 24 hours a day

Customer service 800-992-7552 toll-free Monday - Friday, 7 am - 7 pm

Call before you dig Call 811 24 hours a day

Comments PO Box 0000 Houston, TX 77252-2628

Customer credit rider: A benefit to the customer resulting from SUA's acquisition of facilities in Arkansas that provides a reduction to charges beginning February 1, 2022. For more information, please visit www.summitutilities.com/rates

# DISCONNECT NOTICE

Your account is past due. To avoid disconnection, your past due amount of \$ 80.22 must be received on or before Jan 21, 2022. Also, your current charges of \$ 58.00 must be paid on or before Feb 4, 2022.

This is the only disconnect notice you will receive.

If you do not pay \$ 80.22 by Jan 21, 2022:

1. Your service may be disconnected without further notice.
2. If a company representative is sent to your premise prior to receipt of a payment, you will be charged a \$ 16.00 collection fee.
3. If your service is cut off, you must pay your past due amount plus a minimum \$ 37.00 reconnect fee, in order to have your service restored. Your fee may be higher depending on the method of disconnect.
4. A new or increased deposit may be required.
5. To report a payment and to schedule reconnection of service, please call 800-992-7552. Reconnection of service may not take place until the next available business day following receipt of payment.

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 3 of this bill

### YOUR PAYMENT THIS MONTH

Previous gas amount due	\$ 152.35
Payment Jan 7, 2022	- 75.00 <i>Thank you!</i>
Past due gas charges due immediately	\$ 77.35
Late fee Jan 7, 2022	+ 3.47
Cash deposit interest Jan 1, 2022	- 0.60
Current Average Monthly Billing plan amount (Details on page 2)	+ 58.00
<b>Total amount due</b>	<b>* \$ 138.22</b>

\* The amount due after Feb 4, 2022 is \$ 141.78, which includes a late charge of \$ 3.56.

### How to pay your bill

Online Visit: [CenterPointEnergy.com/paybill](http://CenterPointEnergy.com/paybill) Your Payment can post immediately.



Phone Call 800-992-7552 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](http://CenterPointEnergy.com/paybill) or call 800-992-7552. You must call in payment receipt.



Mail Return the payment stub below, with your check or money order, using the return envelope. Your payment might not arrive before disconnection occurs.



Please keep this portion for your records

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



### ACCOUNT PAST DUE

ACCOUNT NUMBER 000000000-0

PAST DUE AMOUNT	+	CURRENT CHARGES	=	TOTAL AMOUNT DUE
\$ 77.35		\$ 60.87		\$ 138.22
Due immediately		Feb 4, 2022		

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

\$ \_\_\_\_\_ Please enter amount of your payment

00000815 01 AV 0.42 1

First and Last Name 123 Street Name City, State Zip



CENTERPOINT ENERGY PO BOX 0000 City, State Zip

0910179829445

006200640178560857000000138220000001417820

**DEFINITIONS**

CCF 1 CCF = 100 cubic feet of gas. This is how we measure your monthly usage.

Customer Charge is a flat amount charged each month even if no gas is used. It recovers a portion of the non-gas costs necessary to reliably serve our customers and adhere to Commission requirements.

Distribution Rate is a volumetric charge applied to gas usage. It recovers other non-gas costs not collected in the Customer Charge that are necessary to reliably serve our customers and adhere to Commission Requirements.

Weather Normalization Adjustment (WNA) reduces the effect of abnormally cold weather on customer bills and reduces the impact of revenue loss to the Company during unusually warm weather. It applies to bills mailed between November 1 and April 30.

Gas Supply Rate (GSR) is the cost CenterPoint Energy pays for the gas it delivers to its customers.

Energy Efficiency Cost Recovery (EECR) is a charge for recovery of the incremental costs of promoting energy efficiency as ordered by the state Public Service Commission.

System Safety Enhancement Rider (SSER) is a charge for recovery of pipeline replacement project expenditures in compliance with SUA's Distribution Integrity Management Program and Transmission Integrity Management Program.

Municipal Franchise Adjustment is a fee paid to the city for the gas company's use of right-of-way in streets and alleys.

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 800-992-7552.

Your natural gas is now delivered by Summit Utilities. During this period of transition, your bill is being delivered by CenterPoint Energy on behalf of Summit Utilities. If you have questions, please visit [SummitUtilities.com](http://SummitUtilities.com) or call customer service at 800-992-7552 for AR and Texarkana area invoices, 866-275-5265 for OK invoices.

**Because you are on Average Monthly Billing...**

Because you are on Average Monthly Billing, your current amount due of \$ 138.22 is not your actual account balance. The account summary on the right represents your actual balance.

Account summary	
Previous Deferred balance	- \$ 67.15
Average monthly billing	- 58.00
Current Gas charges	+ 143.11
Current account balance	\$ 17.96

**Current gas charges**

Rate: CNP Arkansas Residential

Meter Number Day Billing Period  
000000000000 32

Billing Period	Current Reading	-	Previous Reading	=	Usage
12/09/21 - 01/10/22	2757		2679		78 CCF
Customer charge					\$ 11.00
Distribution rate		15 CCF x \$ 0.46369			6.96
Distribution rate		63 CCF x \$ 0.37410			23.57
Weather normalization adj		63 CCF x \$ 0.23839			15.02
Gas supply rate		78 CCF x \$ 0.90641			70.70
Customer credit rider					0.00
EE cost rate		78 CCF x \$ 0.03150			2.46
SSER		78 CCF x \$ 0.00000			0.00
Municipal franchise adj					0.09
City sales tax		2.00%			2.60
County sales tax		1.75%			2.27
State sales tax		6.50%			8.44
<b>Total current charges</b>					<b>\$ 143.11</b>

**Your account, managed your way**

Sign up at [CenterPointEnergy.com/myaccount](http://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](http://CenterPointEnergy.com/selfservice) if you'd prefer not to register.
- Moving? Please call us at 800-992-7552 at least two weeks before you move, or complete the forms at [CenterPointEnergy.com/selfservice](http://CenterPointEnergy.com/selfservice)

Mail payments to CenterPoint Energy, PO Box 4583, Houston, TX 77210-4583

Payment arrangements. If you need to make payment arrangements on your gas bill, or enter into a delayed payment agreement, please call 800-992-7552 or visit [CenterPointEnergy.com/selfservice](http://CenterPointEnergy.com/selfservice)

**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



CenterPointEnergy.com

CUSTOMER  
First Last Name

SERVICE ADDRESS  
123 Street Name, City, State Zip

ACCOUNT NUMBER  
0000000000-0

DATE MAILED  
Jan 13, 2022

Your account is past due.  
TOTAL DUE \$ 138.22

Potential ways to avoid disconnection

You may have special rights. If you are a tenant, landlord, elderly, or disabled person, certain other rights may allow a delay in disconnection. Call CenterPoint Energy at 800-992-7552 to find out what your rights are under suspension of service

Health-related extension: A residential customer who has a serious medical condition, is 65 years or older, or is individual with disabilities may contact the utility about qualifying for delaying suspension.

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. Households with the lowest incomes and highest energy costs receive the greatest benefit.
- Customer Care Fund - CenterPoint Energy works with social service agencies to distribute customer contributions to qualified neighbors in the community.
- 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](http://www.CenterPointEnergy.com/assistance)

If, after contacting CenterPoint Energy, you are not satisfied with the reason for the disconnect notice you can contact the Arkansas Public Service Commission at: 501-682-1718 or the toll free number, 1-800-482-1164. The Public Service Commission is located at 1000 Center St., in Little Rock, Arkansas. The mailing address is P.O. Box 400, Little Rock, Arkansas 72203. If you have not contacted the company, please contact CenterPoint Energy at 800-992-7552