

NATURAL GAS BILL HIGHLIGHTS

Usage step charges. Natural gas is billed in two steps. Customers are billed a certain rate for the first block of gas they use. Any usage beyond that amount is billed at a slightly lower rate. The first step is more expensive because it helps cover fixed costs.

Distribution adjustment charge allows the gas company to recoup costs not covered by previous bills, or to give refunds to customers for overbilling or for excess profits as determined by regulators.

Cost of gas represents the amount the gas company paid for the gas, without a markup. This is figured in therms.

Usage history shows the number of CCFs the customer has used and how many degree days have accumulated each month over the prior 13 months. Heating degree days measure how cold the weather was. Every degree the average daily temperature falls below 65 equals one heating degree day.

Customer charge is a set fee regardless of how much gas is used. It pays some of the fixed costs associated with delivering gas

Therms measure the actual heat energy in gas. Billable consumption is derived by multiplying the therm factor by the number of CCFs (hundreds of cubic feet) of gas used. The therm factor can vary month to month, but is usually

New England Gas Company
100 Weybosset Street
Providence, RI 02903-2822

JOHN SMITH
123 MAIN STREET
APT 123
PROVIDENCE, RI 12345

Account No. 12345678912345678

Bill Date: 24-JUN-2002
Due Date: 19-JUL-2002
Customer No.: 456789
Premise No.: 12345678

ACCOUNT INFORMATION
Service Name/Address: JOHN SMITH, 123 MAIN STREET APT 123, PROVIDENCE, RI 12345
Rate: Residential Heating
Account No.: 12345678912345678
Meter No.: 123456
Billing Period: 05/21/2002 To 06/21/2002
Days: 31
Read Type: Actual
Meter Readings: Present: 6515, Previous: 6478
Gas Used: 37 CCF
Therm Factor: 1.026
Total Consumption: 37 x 1.026 = 37.962

Usage History (CCF)	Degree Days
Jun 02	37
May 02	68
Apr 02	74
Mar 02	94
Feb 02	120
Jan 02	156
Dec 01	87
Nov 01	80
Oct 01	37
Sep 01	30
Aug 01	32
Jul 01	31
Jun 01	40
Total	67

Quantity Used	Cost per Therm	Total
30.000 Therms	\$ 0.3600	\$9.00
7.962 Therms	\$ 0.2800	\$10.80
37.962 Therms	\$ 0.0326	\$2.23
		\$1.24
Total		\$23.27

Quantity Used	Cost per Therm	Total
37.962 Therms	\$ 0.6251	\$23.73
Total Other Charges		\$23.73
Total Current Charges		\$23.73
		\$1.45
		\$1.45

Previous Balance	Payments	Balance Forward	Current Charges	Total
\$78.73				
	\$78.73			
		\$0.00		
			\$48.45	
				\$48.45

Billing Summary

PLEASE MAIL PAYMENT TO: PO BOX 9681 MANCHESTER, NH 03108-9681
TO ENSURE PROPER PROCESSING OF YOUR PAYMENT, PLEASE PRINT YOUR "ACCOUNT NUMBER" ON YOUR CHECK.
This bill reflects a change in rates as approved by the Rhode Island Public Utilities Commission.

CUSTOMER SERVICE (401) 831-8800
EMERGENCY LINE (401) 831-8800
PHONE SERVICE FOR HEARING AND SPEECH IMPAIRED 7-1-1

New England Gas Company
OFFICE LOCATION: 100 Weybosset Street, Providence, RI 02903-2822
CUSTOMER WALK-IN HOURS: 8:30 am - 4:45 pm