

Questions About Your Natural Gas Bill?



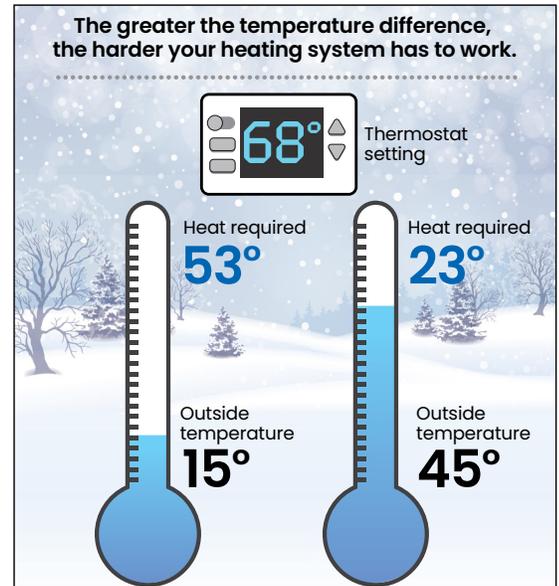
We're hearing many questions from members across our communities regarding bill pricing. Below are some simple answers to help explain what's driving higher bills right now and where you can find resources to help.

Why Are Energy Prices Higher this Winter?

Colder temperatures mean heating systems run longer and work harder to keep homes comfortable. The recent stretch of below-normal temperatures, combined with winter storms across our service area, has led to higher energy use for many members. Increased usage is one of the main reasons winter bills may be higher.

At the same time, severe winter weather across much of the country temporarily disrupted natural gas production just as heating demand climbed to near-record levels. This supply-and-demand imbalance caused short-term increases in the national price of natural gas – the primary fuel used to heat most homes.

See graphic to the right.



What is Driving the Natural Gas Charges on My Bill?

Cold weather reduced natural gas production while demand surged. Although supply is improving, those conditions continue to affect the wholesale price utilities pay for natural gas, which directly impacts the cost delivered to homes and businesses.

It's important to note that we do not mark up the cost of natural gas. Members pay what we pay – with no added profit. Our priority is managing costs responsibly and supporting members during periods of market volatility.

We also want you to clearly understand your bill. Click [here](#) to view a breakdown of charges.

I'm on Budget Billing and My Bill Increased. Why?

Budget Billing averages your energy costs over time to provide more consistent monthly payments. Each month, we compare your actual energy use and costs to your current Budget Billing amount. If the difference is 10% or more, the payment is adjusted.

Higher winter usage and increased natural gas costs can raise this calculation – even if your usage hasn't changed significantly. While Budget Billing smooths seasonal highs and lows, it still reflects your actual energy costs over time.

What Can I Do to Manage My Energy Use?

Small adjustments can help reduce winter energy costs:

- Lower your thermostat a few degrees.
- Seal gaps around doors and windows.
- Close curtains at night to keep warm air inside.

Find additional information on our website.

What if I'm Struggling to Pay My Bill?

We offer several programs to help:

Budget Billing

Payment Arrangements

Energy Assistance Programs

When life doesn't go as planned, we're here to help. Explore available assistance options and eligibility [here](#).