



Always There.®

**QUESTIONS OR COMMENTS?**

CenterPoint Energy  
PO Box 1144  
Minneapolis, MN 55440-1144  
(Address not for bill payment)  
Monday-Friday Call 7 a.m.-6 p.m.  
Bill info 612-372-4727  
Moving 612-372-4720  
Credit 612-372-4680  
**CenterPointEnergy.com**

**DID YOU KNOW?**

This section used for bill messages such as payment options, rate and refund information, etc.

**Keep this part of your bill.**

Customer name → John Doe  
Other name here (2 lines max)  
Account number → 0000000-0  
Billing date → 12/02/2010  
Date due → **12/30/2010**  
Total amount due → **\$211.34**

**ACCT SUMMARY**

	Other charges	Gas charges
Previous balance	\$0.00	\$147.00
Payment 11/10/2010	0.00	-147.00
Balance forward	\$0.00	\$0.00
Late fee 12/02/2010	0.00	0.00
Current billing	0.00	211.34
<b>Total amount due</b>	<b>\$0.00</b>	<b>\$211.34</b>

**SERVICE ADDRESS**

1234 Main St  
Town, MN 55402

**YOUR GAS USAGE**

Meter #M000000000000  
32 Day billing period 10/25/2010 to 11/26/2010  
Current reading 11/26/2010 → 4759  
Previous reading 10/25/2010 → 4562  
Metered usage 197 CCF XTherm factor of 1.11872 =Therms used in 32 days = 220  
Next meter reading 12/27/2010 →  
Next billing date 12/28/2010 →

**YOUR BILL IN DETAIL**

Basic charge		Residential rate	\$8.00
Delivery charge	220Therms @ \$0.16637		36.60
Gas Affordability Program charge	220Therms @ \$0.00490		1.08
*Cost of gas			
0-30 therms	30Therms @ \$0.52341		15.70
31-110 therms	80Therms @ \$0.69091		55.27
111-165 therms	55Therms @ \$0.83751		46.06
166-200 therms	35Therms @ \$0.86591		30.31
Over 200 therms	20Therms @ \$0.91591		18.32
*Includes a purchased gas adjustment of \$0.0000 CR			
Total cost			211.34
Sales tax			0.00
City franchise fee			0.00
<b>Total current charges</b>			<b>\$211.34</b>

**OTHER CHARGES DETAIL**

Avg daily gas use: This period this year 3.7 therms; this period last year 3.5 therms

Avg daily temp: This period this year 24° F; this period this year 23°



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CENTERPOINT ENERGY  
PO BOX 1144  
MINNEAPOLIS MN 55440-1144

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

Account number 0000000-0  
Date due 12/30/2010  
**Total amount due \$211.34**  
Amount paid \$ \_\_\_\_\_

CENTERPOINT ENERGY  
PO BOX 4671  
HOUSTON TX 77210-4671



JOHN DOE  
1234 MAIN ST  
TOWN MN 55402



0420012201034 008200000318570146000000073940000000753110



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**A SAFETY MESSAGE FROM CENTERPOINT ENERGY**  
If you smell natural gas, leave immediately. Call our Gas Leak Hotline at 612-372-5050 or outstate at 1-800-722-9326.  
¡Si percibes un olor a gas natural, sal inmediatamente! Llama a nuestra línea telefónica para fugas de gas a uno de los números de teléfono que aparecen arriba.

**UNDERSTANDING YOUR BILL**

**Late payment details/duo date.** Please pay your bill in time to reach our office by the due date shown on the front of your bill. Unpaid gas amounts over \$10 are charged a late payment fee of 1.5 percent (18 percent annual percentage rate) or \$1 minimum on the next billing date shown on your bill.

**Returned check charge.** There will be a \$10 charge for any check or Automatic Bank Draft payment your bank returns to us.

**New balance.** This is the difference between your previous balance and your payment, with any adjustments to your account, plus your current charges.

**Basic charge.** Partially covers fixed costs for reading meters, issuing bills, maintaining facilities and gas lines, postage, etc. These costs occur even if you do not use gas during a billing period.

**Delivery charge.** Recovers our cost of doing business not recovered through the basic charge. These costs include taxes, salaries, depreciation, interest, etc.

**Gas Affordability Program charge.** Covers all costs to offer a low-income customer co-pay program designed to reduce natural gas service disconnections. Billed to all non-interruptible customers.

**Cost of gas.** Covers the total costs paid by CenterPoint Energy to purchase and transport the natural gas you use. The cost per therm usually varies from month to month as the prices we pay producers and suppliers change. Customers pay only the wholesale cost of natural gas, which is passed through to customers without mark-up.

**Purchased gas adjustment.** This amount reflects the total difference between the base cost of gas established at the time of our last rate case in 2010 and the price paid to purchase and transport the gas you used during this billing period. This amount is included in the cost of gas figures.

**City franchise fee.** This is a fee charged by a city to utility companies that provide natural gas, electricity or cable service. Utilities will collect the fee from individual customers and pay it to the city. Utilities receive no revenue from this fee.

**Meter readings, CCFs, therm factor.** The difference between the current and previous meter readings shown on your bill measures the volume of gas you used in CCFs (hundreds of cubic feet). We multiply this difference by the therm factor to find total therms used. The therm factor adjusts gas volumes for heat content, delivery pressure and temperatures. Therms measure the heating value of gas; a therm equals 100,000 British Thermal Units.

**Estimated bills.** We try to read your meter regularly. Sometimes your meter is not read, and we estimate your bill. The estimate

**Enroll in Automatic Bank Draft, and your monthly natural gas payment will be automatically deducted from your bank account.** To enroll, sign and date this form and return with your check payment (voided check not required). Money orders do not qualify for enrollment. Your next bill will be automatically deducted from the account listed on your check. For more information, or to enroll online, visit [CenterPointEnergy.com/autodraft](http://CenterPointEnergy.com/autodraft) or call 612-372-4727 (1-800-245-2377).

I authorize CenterPoint Energy to automatically deduct from the checking account as 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 Automatic Bank Draft. CenterPoint Energy also has the right to discontinue my Automatic Bank Draft 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 \_\_\_\_\_

is based on past usage and weather for the current billing period. To help avoid estimates, you can read your own meter; see below.

**How to read your own meter**



1. Draw on the dials above the exact position of the hands as they appear on your gas meter.
2. At least three days before the next Billing Date shown on the front of this bill, call CenterPoint Energy: 612-321-5080 (888-444-7397). Tell us your name, account number and the date you read the meter.
3. Give the exact position of the hands on the dials above, reading from left to right. Tell us the number the hand points to. If it is between two numbers, tell us the two numbers it is between.

**Factors affecting your gas bill.** Any one, or combination, of these factors can change the amount of your bill:

- Colder or warmer weather;
- Wholesale cost of gas;
- Differences in the number of days billed;
- Changes in living habits, number of people, appliances or weatherization.

**Pay by automated phone or online.** Call the number listed on the front of your bill to make a payment or visit [CenterPointEnergy.com/selfservice](http://CenterPointEnergy.com/selfservice). Payment from your checking or savings account is free. Credit and debit card payments require a service fee, which is paid to a third party for processing.

**In accordance with the Federal Reserve Board guideline, personal checks that you send us may be processed electronically.** This means your check will not be returned by your financial institution and that the funds may be debited from your account as soon as the same day payment is received. Please contact the customer service number printed on your invoice with questions concerning this process. For further information, visit <http://www.federalreserve.gov/pubs/checkcon/>.

**Moving?** Please call us at the number on the front of this bill at least two weeks before you move, or let us know online at [CenterPointEnergy.com/selfservice](http://CenterPointEnergy.com/selfservice). We will take gas service out of your name at your old address and make sure you have gas service at your new address when you need it. Thank you.