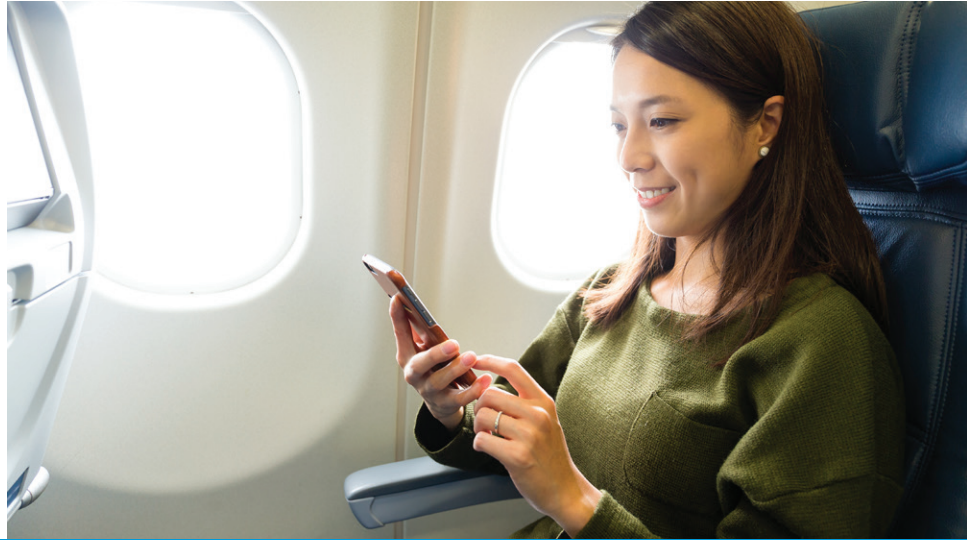


See how easy it is get information you need – anytime.

**To Around-the-Clock
Account Access**

YOU

Welcoming



Understanding your natural gas bill

Thanks for choosing reliable, clean and affordable natural gas. To help you make the best choices for your comfort and budget, you should know the factors that impact your bill.

Weather, billing days, natural gas use and gas charges

- Weather plays a role in how much gas you use. More heating is needed if it's a cold winter.
- Your home's space heating makes up about 50-75 percent of a winter bill depending on where you live.
- The number of days in your billing cycle can impact your bill.

- To manage your energy budget, register at CenterPointEnergy.com/MyAccount to view your 24-month at-a-glance gas usage and charges chart.
- Use *My Energy Analyzer* tools to help you calculate better savings.
- Enroll in *Average Monthly Billing* to avoid high bill peaks during colder months.

Charges

Your bill includes charges for the wholesale cost and delivery of natural gas plus other business expenses. See page two of your bill for charge details and definitions of terms that explain charges. The whole-sale cost of natural gas is based on market supply and demand and is passed on to you without markup.

Over a Century of Trusted Service





Manage your account, pay your bill and request service with a few clicks or a call.

Hello!

Everything we do centers around delivering reliable and safe natural gas for your comfort, convenience and peace of mind. When it comes to doing business with us, you have many options to manage your natural gas account.

- Discover a variety of mobile-friendly services with *My Account*. Register at CenterPointEnergy.com/MyAccount.
- If you prefer, sign in as a guest at CenterPointEnergy.com/SelfService.
- Or call us at the number listed on your bill.

ACCOUNT SERVICE	DETAILS	WEB	PHONE	MOBILE
BILLING AND PAYMENT OPTIONS				
Make a payment	Set up automatic payments or schedule payments; use checking, savings, credit or debit card*	✓	✓	✓
Paperless billing	Receive an email when your bill is ready to view and pay	✓		✓
Payment and billing history with paperless billing	View up to 13 months of bills and online payments	✓		✓
Payment alerts	Send text or email alerts to accounts you check often	✓	✓	✓
<i>AutoPay</i>	Set up automatic payment from your bank account	✓	✓	✓
<i>Average Monthly Billing</i>	Spread your natural gas costs throughout the year	✓	✓	✓
Payment centers/Report a payment	Report your payment online or by phone	✓	✓	✓
YOUR ACCOUNT				
View bill, account balance and due date	Available 24/7	✓	✓	✓
<i>My Energy Analyzer</i>	Get customized tips to save energy and money	✓		✓
Usage history	View up to 24 months of history	✓		✓
Update account information	Update telephone number, email address or phone	✓	✓	✓
Track service request	Modify or check a service appointment status	✓	✓	✓
Service appointment notifications	Get texts or emails when our techs are assigned and more	✓	✓	✓
<i>Power Alert Service</i> (Houston area)	Sign up for alerts in the event of a power outage	✓	✓	✓
SERVICE				
Start, stop and transfer your natural gas service	Complete forms and a representative will contact you	✓		✓
BEHIND ON YOUR BILL?				
Payment extension	30-day extensions available	✓	✓	✓
Payment arrangements	Set up if you are having trouble paying your bill	✓	✓	✓
Service reconnection	Schedule service 24/7	✓	✓	✓

* Service fees apply for credit and debit card payments. Fees go to a third-party vendor. CenterPoint Energy does not receive any portion of these fees.