

Understanding Your Bill

CCF Used: This shows the amount of gas you used during the current billing period. Gas meters record your use in hundreds of cubic feet (CCF).

Btu Factor: This tells how much heat the gas contains. That number is multiplied by the amount of gas used (CCF) to get the number of Therms Used. The Btu Factor may vary a little from month to month.

Therms Used: The result of multiplying the CCF used (consumption) by the Btu factor. A therm is 100,000 Btu.

Calculated Bills: Sometimes we are unable to read your meter. In such cases, we use records of your past use and consider the weather for the billing period. If the next actual meter reading shows a difference between the amount we calculated and your actual use, your next bill will be increased or decreased to reflect that difference.

Payment Options

Go Paperless! No matter how you pay, remember that you can always receive a secure email notification when your monthly bill is ready for viewing and paying. Visit chattanoogaegas.com/paperless to sign up today.

MAIL

An envelope is included with your bill for your convenience. To help us credit your account quickly and accurately, please return the remittance coupon along with a check or money order. Be sure to include your account number for quick processing. Make your check or money order payable to Chattanooga Gas and send to: **PO Box 5408, Carol Stream, IL 60197-5408.**

Note: Mailed check payments authorize us to make a one-time electronic debit or debit re-presentment from your bank in the amount designated. Visit chattanoogaegas.com or call **866.643.4168** for more information.

PHONE

Pay your bill by calling **866.643.4168** and follow the prompts. Note that our third party payment vendor charges a convenience fee.

ONLINE

Visit chattanoogaegas.com/myaccount and use your savings, checking or credit card. Note that our third party payment vendor charges a convenience fee.

AUTOPAY

Our AutoPay Plan lets you pay your bill automatically through a direct debit from your bank account. It's fast and secure – and free to enroll and use.

IN PERSON

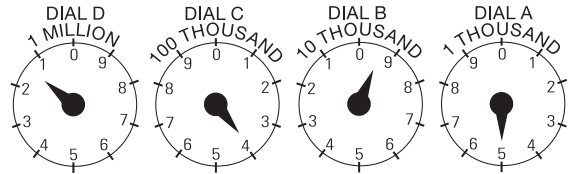
For a list of walk-in payment locations, visit chattanoogaegas.com or call Customer Care at **866.643.4168**.

Reading Your Gas Meter

Your gas meter measures the amount of natural gas you use in your home in hundreds of cubic feet or ccf. The dials on your meter work something like a car's odometer. The pointer on each dial advances one number when the pointer on the dial to the right makes a complete revolution. Each dial accounts for one digit of the meter reading.

Reading your meter is not difficult if you follow these simple steps:

- Always read and record the meter readings from right to left.
- When the dial hand is between two numbers, always record the smaller number. The only exception is when the dial is between the 9 and 0. In that case, 9 is the lower number.



Meter Reading 1395

From right to left:

- Dial A:** The hand appears to be directly on 5. Because there is no dial to the right to check, then the number is 5.
- Dial B:** The hand is between 9 and 0, so this dial should be read as 9. (This dial goes counterclockwise.)
- Dial C:** The hand appears to be directly on 4. Check Dial B. It has not passed 0, so Dial C should be read as 3. (This dial goes clockwise.)
- Dial D:** The hand is between 1 and 2, so this dial should be read as 1. (This dial goes counterclockwise.)

The correct reading for the sample meter is #1395.

Important Contact Information

- By mail: **P.O. Box 4569, Dept 6250, Atlanta, GA 30302-4569**
- Gas Leaks / Emergencies: **866.643.4170**
- Customer Care Center: **866.643.4168**
- Call Before You Dig: **811**
- chattanoogaegas.com