For the way you live
Welcome

Thank you for giving us the opportunity to serve you. We consider it a privilege to have you as a new customer and want you to know that we are committed to providing you with the many comforts, conveniences and reliability that natural gas offers.

Whether we’re providing you with the comfort of a warm home in the winter, a hot shower in the morning or precision cooking in the kitchen, our goal is to make your life a little easier.

If you have any questions, please contact us at 1-877-776-2427 or 1-877-PSNC-GAS.

Our Customer Relations Specialists are available 24 hours a day, seven days a week to assist you.

Thank you again for becoming a PSNC Energy customer!
Reasons People Love Natural Gas

• Air heated with natural gas is up to 25 degrees warmer than air heated with a heat pump and it heats faster.

• Natural gas water heaters heat water twice as fast as electric water heaters.

• Storms may knock out electricity, but the gas is still on to help you heat your water, cook or heat your home with natural gas logs.

• Residential customers can reduce their energy use by up to 30 percent when they replace furnaces and boilers with high-efficiency natural gas appliances.

• Grill on a moment’s notice with a natural gas grill. No charcoal, no mess, no tanks.

• With a gas fireplace, hauling or chopping wood is a thing of the past. With the click of a remote, you’ll have a warm and cozy fire.

• Homes with natural gas have a higher resale value than all-electric homes, according to the National Association of Home Builders.

• Natural gas ranges cook faster than electric ranges and allow precise temperature control.

• Natural gas is abundant, affordable and the cleanest burning fossil fuel.

Natural Gas Service

PSNC Energy is regulated by the North Carolina Utilities Commission. This means the Commission and its staff oversee all aspects of our natural gas operations, including our rates, which are designed to allow us to recover costs prudently incurred for providing service while giving us the opportunity to earn a fair and reasonable return on our investment.
Residential Service Rate 101
PSNC Energy customers use natural gas for a variety of purposes in their homes because of its reliability and efficiency. Rate 101 is our residential service rate plan — it has a winter energy charge and a summer energy charge.

High Efficiency Residential Service Rate 102
This discounted rate is available to residential customers who qualify for service on Rate 101 and whose homes meet the U.S. Department of Energy and U.S. Environmental Protection Agency’s ENERGY STAR® for Homes qualification standards. Qualifying customers pay $.05 per therm less than under otherwise applicable Rate 101.

Customer Usage Tracker
The North Carolina Utilities Commission approved a customer usage tracker mechanism, that allows PSNC Energy to recover its approved margin independent of residential and commercial customer usage patterns. It protects residential and commercial customers from the potential over-recovery of margin by PSNC Energy and protects PSNC Energy from potential under-recovery of margin. The customer usage tracker mechanism tracks margin recovery on a monthly basis and makes semi-annual adjustments to usage rates to refund or recover differences from the Commission-approved margin level.

Service Reconnection
Some customers use natural gas solely for heating. Remember, the average cost to run a pilot light during the non-heating season is typically lower than the cost to have your service reconnected. If you choose to have your service disconnected each spring, please make your request to have your service reconnected early to avoid delays. We always try to respond within 48 hours, however, we may be unable to meet the 48-hour time frame during the fall when demand for service is high.

Pilot Lighting Services
PSNC Energy will be happy to turn on/off the pilot lights for your floor, space and/or wall heaters (for a charge). For central heat pilot lighting, please refer to your local phone directory for a licensed gas heating or plumbing contractor.
Managing Your Account

Managing your account is now easier than ever with our online account management tools. This service includes many self-serve features to help you understand your account and the energy you use — all by simply signing in to your account at psncenergy.com. We use the latest encryption, so you can always be sure your account information is well protected.

- **Online Account Management** — A handy way to get your account balance and due date information at your convenience. You can also change your mailing address or other contact information.

- **Energy Analyzer** — View your billing and payment history, plus review and chart your energy usage with the Energy Analyzer once you’ve developed a monthly history.

- **Online Billing and Payments** — Online Billing gives you the convenience of viewing your entire PSNC Energy bill online. If you sign up for ePay or eDraft, you can also discontinue your paper bill. That way, instead of getting a bill in the mail from us each month, you’ll simply receive an email notifying you when your latest bill is ready to view online. Best of all, the paper you save over time will help the environment!

- **Transfer/Add/Stop Your Service** — If you’re moving to a new address within the PSNC Energy service area, you can go online to conveniently transfer your natural gas service. This same online feature will also allow you to turn on natural gas service at an additional address — as long as the address is in an area served by PSNC Energy. If you’re moving out of our service territory, you can also stop your service, but we hope you’ll resume your natural gas service when you return to our area.

- **Budget Billing** — Designed for customers who would like to pay the same amount on their energy bill each month. Budget Billing gives you a way to budget more accurately for monthly energy expenses and avoid fluctuations in your bill. When you sign up for Budget Billing, PSNC Energy will continue to read your meter each month and display on your bill both the cost of actual usage and the Budget Billing amount. Your monthly amount may change up or
down during the 12-month period based on your usage, and after 12 months your Budget Billing amount will be recalculated based on your actual energy charges. The debit or credit is rolled over into the new year and either reduces or increases your new amount.

**Paying Your Bill**

PSNC Energy offers multiple payment options to help you save time and manage your natural gas bill. With any of our online options, you can eliminate your paper statement.

**Go Paperless** — Receive a monthly email when your bill is ready to be viewed, pay online or have it drafted from your account and you’re done! Even better? Pay the same amount each month with Budget Billing and you’re worry free.

Simply register online for a password and you’re ready to go.

**Online Payments**

- **Online: Checking or Savings Account**
  - *ePay*—Make a one-time payment on psncenergy.com from your checking or savings account. Pay now or schedule a future date.
  - *eDraft*—Create a recurring automatic monthly bank draft payment on psncenergy.com from your checking or savings account.

- **Online: Credit or Debit Cards**
  One-time payments post to your account immediately. Recurring payments post to your account 10 days prior to the bill due date. Use your Visa, Mastercard or debit card; waive the $3.50 fee if you choose paperless billing.

**Other Payment Options**

- **Paying by Mail** — Payment by check or money order can be mailed to PSNC Energy at PO Box 100256, Columbia SC 29202-3256.

- **Paying by Phone** — Using BillMatrix, you can pay your bill over the phone quickly and easily 24 hours a day using your VISA®, MasterCard®, ATM debit card or with an electronic check. Call 1-800-450-9159 to make payment. BillMatrix assesses a fee for this service.
• **Paying in Person** — PSNC Energy has numerous authorized payment locations throughout the state to give you another convenient way to pay your bill. Look on your bill for these authorized payment locations or check psncenergy.com/paymentlocations.

To sign up for the payment option that's right for you, go to psncenergy.com or call our Customer Contact Center at 1-877-776-2427 — 24 hours a day, seven days a week.

### Safety Tips
#### Protecting You & Your Family

At PSNC Energy, the safety of our customers is most important to us. For your safety, we recommend you follow the guidelines listed below.

- Use your gas appliances according to manufacturers’ installation instructions and operating directions.

- Appliance installation, service, repair and disconnection should always be handled by PSNC Energy or a licensed gas heating or plumbing contractor.

- Before moving an appliance, make sure that the gas supply is turned off.

- Make sure all vents and chimneys are free of blockage.

- Use an appliance only for the purpose for which it is designed.

- Make certain each gas appliance has an adequate supply of air, especially those located in an enclosed space such as a closet or utility room.

- Have your gas appliances inspected regularly by a licensed gas heating or plumbing contractor.

For additional gas safety tips, visit psncenergy.com/safety.
Call Before You Dig. It’s the Law!

North Carolina state law requires you to notify your utilities in advance of starting a digging project. All you have to do is call North Carolina 811.

At no charge, North Carolina 811 notifies all member utilities, including PSNC Energy, who have three full working days beginning at 12:01 a.m. of the next business day to mark their underground facilities. We’ll send a PSNC Energy representative to mark the location of our company’s underground natural gas lines, so they can be avoided. Some common examples of excavation projects include installation of a septic tank, swimming pool, fence, water well, sprinkler system, basketball goal post, mailbox post and tree and shrub planting.

Remember, calling before you dig doesn’t cost a thing, but not calling could result in property damage or serious injury. Call 811 before you dig.

What To Do If You Smell Gas

Natural gas is one of the cleanest and safest energy sources available, but there is a chance that a leak may occur in rare instances. Warning signs include an odor that smells like rotten eggs or unusual noises coming from your gas equipment.

If you notice either of these signs, the safest course of action is to leave your home at once and call us at 1-877-776-2427. We are available 24 hours a day, seven days a week, and we’ll send someone right away to investigate and take any steps necessary for your safety.

TO AVOID THE POSSIBILITY OF IGNITING ANY GAS THAT MIGHT BE PRESENT, DO NOT TURN ON OR OFF ANY ELECTRICAL APPLIANCE.
Notice
Inspection and Maintenance of Customer-Owned Buried Natural Gas Lines.

Committed to providing you with safe, reliable natural gas service, PSNC Energy maintains all of its natural gas lines in accordance with U.S. Department of Transportation pipeline safety regulations.

Federal regulations mandate that we notify all customers of the following:

1. PSNC Energy does not maintain customer-owned natural gas lines. This includes any buried lines on the customer’s side, beyond PSNC Energy’s meter. It is the customer’s responsibility to inspect and maintain these customer-owned lines.

2. Customers should be aware that BURIED natural gas piping, if not properly maintained, may be subject to the potential hazards of corrosion and leakage.

3. BURIED natural gas piping should be periodically inspected for leaks and, if the piping is metallic, should also be periodically inspected for corrosion. Unsafe conditions should be repaired immediately.

4. When digging near BURIED natural gas piping, the piping should be located in advance and digging should be done by hand. To locate BURIED natural gas lines on PSNC Energy’s side of the meter, please call North Carolina 811 at 811.

5. A licensed plumber or heating contractor can assist in locating, inspecting and repairing customer-owned buried natural gas piping. You can also call PSNC Energy at 1-877-776-2427 to have a PSNC Energy service technician perform the inspection for a charge.
Reference
Important Phone Numbers and Addresses

Customer Contact Center
1-877-776-2427 or 1-877-PSNC-GAS
Ready to serve you 24 hours a day, seven days a week.

- Report gas emergencies
- Review your account information
- Discuss billing options
- Find out about home appliances & repair plans

Online Services
psncenergy.com
Enjoy the convenience of doing business online.

- View your account information
- Pay your bill
- Analyze your energy use
- Find out about home appliances & repair plans
- Locate payment locations & product showrooms
- Contact us via email

North Carolina 811
811 or 1-800-632-4949
Always call before you dig!

Corporate Headquarters
PSNC Energy
PO Box 1398
Gastonia NC 28053–1398
Bill Of Rights
The North Carolina Utilities Commission has prepared this statement and is making it available to you. The Commission wants customers of natural gas companies to know their rights and whom to contact for help when they have questions or problems. This statement is prepared for residential customers of natural gas companies regulated by the North Carolina Utilities Commission.

Be an Informed Customer. Know Your Rights.

1. As a general rule, you have the right to establish natural gas service if you satisfactorily establish your credit, provide the gas company with necessary and reasonable access to your property, and there is already natural gas service in your area. If there are no natural gas mains near your home, you may or may not have the right to have mains extended to serve you. If mains are extended to serve you, you may be required to pay part of the cost of the extension. If you have a question about your right to natural gas service, you should contact the gas company serving your part of the state.

2. You have the right to establish your credit in any one of five ways:

   (a) you may show that you own land within the county (however, if you are an unsatisfactory credit risk, you cannot establish your credit in this way and you must establish your credit in one of the other four ways);
   
   (b) you may provide acceptable credit references;
   
   (c) you may show that you have been a residential customer of the same gas company within the last 24 months and established a good payment record over the last 12 months that service was provided;
   
   (d) you may provide a satisfactory person to guarantee payment of your bills up to a certain amount if you do not pay them; or
   
   (e) you may make a cash deposit with the company. You have the right to have all means of establishing credit explained to you by the gas company’s personnel. If you have a problem establishing credit with the company, you have the right to seek help from the ConsumerServices Division of the Public Staff and the right to review by the Commission, as explained in paragraphs 13 and 14 following.
3. If you make a cash deposit with the gas company in order to establish your credit, you have the right to have the deposit returned to you (plus interest at 8% if the deposit is held more than 90 days) if you later establish your credit by other means, pay your bills promptly for a year, or if you discontinue service with the gas company.

4. After the billing date shown on your gas bill, you have the right to 25 days to pay the bill before it will be considered past due.

5. You have the right to be given written notice at least 10 days before your gas service can be cut off for your failure to pay your gas bills. This notice must explain the reason why the gas company plans to cut off the service, state the date on which the company proposes to cut off service, and explain what you can do to keep the service from being cut off.

6. You have the right to name someone else to receive a copy of any cut-off notice sent to you. This other person may be able to help you avoid having your gas service cut off, but they are not obligated to pay your bills for you.

7. You have the right to notify the gas company if there is someone in your household who is either chronically or seriously ill, disabled or on a life-support system and, in that case, you have the right to careful handling of your account should service become subject to being cut off for your failure to pay your gas bills.

8. If the gas company plans to cut off your gas service because you have not paid your gas bills and if you can show that you are unable to pay your account in full at once, you have the right to make installment payments designed to pay your account in full within six months. If you cannot pay your account by installments, the company cannot cut off your service during the winter (between November 1 and March 31) without approval of the Utilities Commission, if there is someone elderly (65 years of age or older) or disabled in your household and if you are eligible to receive energy assistance from the local social services department.

9. As a general rule, the company cannot cut off your gas service after 4 p.m. on a Friday or on a weekend or a holiday. Whenever
the gas company plans to cut off your service, you have the right to seek help from the Consumer Services Division of the Public Staff and, if they cannot help, you have the right to file a complaint with the Utilities Commission.

10. If you suspect a malfunction, you have the right to have the gas company test your gas meter for accuracy once during an 18-month period, without charge, and to have a report of the test results given to you.

11. You have the right to have the gas company help you in selecting the most economical rate schedule, inform you as to how your gas meter is read and furnish additional reasonable information.

12. You have the right to have any questions or complaints considered by your gas company. The company may not agree with you, but you have the right to prompt and courteous treatment by the company.

13. If you need help with a complaint against your gas company that you cannot resolve by dealing with the company on your own, you have the right to call on the Consumer Services Division of the Public Staff. The Public Staff is a state agency created to investigate complaints affecting the using and consuming public and to represent the public in proceedings before the Utilities Commission. The Consumer Services Division of the Public Staff will work with you and the company in an effort to resolve your complaint informally. The Consumer Services Division office is in Raleigh, and its telephone number is (866) 380-9816.

14. If you cannot resolve your complaint by working with the gas company or with the Consumer Services Division of the Public Staff, you have the right to file a formal complaint against the company with the Utilities Commission. You do not need a lawyer to do this. To file a formal complaint, you should set out in writing your name and address, the name of the gas company, a clear and concise statement of your complaint, and what you want the Utilities Commission to do about your complaint. The complaint should be mailed to the North Carolina Utilities Commission, 4325 Mail Service Center, Raleigh, NC 27699-4325. The Commission will send a copy of your complaint to the gas
company. The company will either satisfy your complaint or file an answer with the Utilities Commission. If the company does not satisfy your complaint and if you want a hearing, the Commission will schedule a public hearing, unless it determines that no reasonable ground exists for a hearing. At the hearing, both you and the company can present testimony. The Public Staff may provide a lawyer to help you present your testimony. After hearing the testimony, the Commission will make a decision and enter an order dealing with your complaint.

This statement gives you a summary of your rights as a residential customer of a natural gas company regulated by the Utilities Commission. More detailed provisions are set out in the law, Commission rules and the tariffs of the companies. The Utilities Commission wants to inform you of your rights as a consumer and wants you to understand the responsibilities of the natural gas companies and to call upon the Public Staff or the Utilities Commission for help.

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PSNC Energy is committed to bringing you safe, reliable, cost-effective energy solutions to enhance the quality of your life. We have been a part of your community for nearly a century. As your neighbor, we care about you and will continue striving to satisfy your needs quickly, fairly – and safely.

PSNC Energy  
PO Box 1398  
Gastonia NC 28053-1398  
psncenergy.com

Appliance sales, installation, maintenance and repair, pilot lighting services and natural gas piping services are not a part of the regulated services offered by PSNC Energy and are not in any way sanctioned by the North Carolina Utilities Commission. There is no advantage to customers of PSNC Energy if they buy these products or services from PSNC Energy. A customer does not have to buy such products or services in order to continue to receive the same safe and reliable natural gas service from PSNC Energy.