

## True Natural Gas Disclosure Statement

We want you to be able to compare prices and services on a uniform basis and understand your rights and obligations as a customer. Below is the information about your request for service. *The pages that follow are extremely important for you to read.* They will help to explain the information on this page. If you have any questions, please contact us. The last page of this document contains information on how to contact us.

Customer's Name \_\_\_\_\_

Service Address \_\_\_\_\_

AGLC Account Number \_\_\_\_\_

True Natural Gas Account Number \_\_\_\_\_

Date switch was requested: \_\_\_\_\_

Date switch expected to be effective: \_\_\_\_\_

Fixed Rate length of agreement \_\_\_\_\_ beginning \_\_\_\_\_ and ending \_\_\_\_\_. Your Variable Rate agreement is Month to Month and will begin on \_\_\_\_\_.

Rate Requested Checked	Type of Rate	Commodity Price Per Therm*	Interstate Pipeline Charge	Customer Service Charge	Other Charges
	Variable (Varies Monthly)		Included	\$5.95	AGLC Base Charges
	Fixed		Included	\$5.95	AGLC Base Charges

\* The price per therm does not include state and local taxes or charges imposed by AGLC. This price per therm is our published price for the date the switch is expected to be effective. Prices of all marketers may be compared by visiting the Georgia Public Service Commission web site at [www.psc.state.ga.us](http://www.psc.state.ga.us) and going to Natural Gas Marketer's Prices.

This disclosure statement is included in our Terms of Service which is available online at [www.truenaturalgas.com](http://www.truenaturalgas.com) or by request.

**You have a three (3) day right of rescission following receipt of this disclosure, at the time of initiating service or when informed of a change in terms or conditions. You may cancel this request by simply calling or e-mailing our office.**

### Cancellation Fees

Should a residential customer cancel a fixed rate agreement (written agreement) prior to the expiration date, the customer will be responsible for any pass through charges AGLC may pass to True Natural Gas, for payment for any of True Natural Gas' gas that AGLC delivers to the customer and an early cancellation fee of \$150.00 (unless True Natural Gas at its sole discretion waives the \$150.00 cancellation fee). The early cancellation fee will not be charged to a customer who is a low-income residential consumer seeking service for the first time from the regulated provider.

Most of the natural gas that we use in our homes and businesses comes from natural gas wells through interstate pipelines to the Atlanta Gas Light Company (AGLC) distribution system and on to your home or business. Within the distribution system, AGLC takes care of the pipes and meters and keeps the system safe. A gas marketer takes care of purchasing the gas, arranging the transportation to and through the AGLC system, and most importantly, the customer service to you the customer.

Expenses that are incurred are recovered in the form of charges to you the customer. Charges normally include:

Commodity Price – the cost of the natural gas including contract costs and the cost of financial hedges to reduce price volatility. Natural gas is measured in volume, usually in units of one hundred cubic feet (CCF). It is usually sold by units of potential heat called therms. One therm contains 100,000 BTUs of energy. A conversion factor (multiplier) is used to convert CCFs to BTUs.

Interstate Pipeline Charge – the cost of having and using the pipeline capacity in transporting the gas from the wellhead to the AGLC system, including building and maintaining the pipes and providing associated storage along the way

AGLC Base Charges – the cost of AGLC delivering the natural gas from the end of the pipeline to your home or business. Base rates are unique to each home or business and vary from month to month. This charge includes, but is not limited to intrastate delivery, AGLC meter reading, base customer charge, peaking charges, and Commission approved riders.

The Georgia Public Service Commission regulates the AGLC Base Charge. The AGLC Base Charge for any particular customer should be the same regardless of which marketer is providing the commodity and customer services. More information on this Base Charge can be found at [www.aglc.com](http://www.aglc.com) under “Guide to Charges: Calculate Your Rate”

Customer Service Charges – the cost of the marketer providing customer service including call centers, billing, remittance processing and collections.

Other Charges – these might be additional AGLC Charges or marketer charges and could include late fees, collection fees, charges for turn-on or turn-off, and charges for other AGLC provided Services.

Taxes – state and local taxes are not listed in published price comparisons because they vary by county, but they will be included on your bill.

In most cases the commodity charge and the interstate pipeline charge are incorporated into a single price of gas on a per unit (therm) basis.

Some charges from the pipelines and parts of AGLC’s Base Charge are based on an estimation of the customer’s demand on the system on the coldest day of the year. A Dedicated Design Day Capacity (DDDC) has been determined by AGLC for each home and business. The DDDC factor is recalculated by AGLC each year and should appear on each of your monthly natural gas bills.

True Natural Gas will be offering both variable and fixed rate plans. In both plans the price per therm of the natural gas includes both the Commodity Charge and the Interstate Pipeline Charge but not the True Natural Gas Customer Service Charge nor any AGLC charges.

### Variable Rate Plans

On the variable rate plan the price per therm of natural gas could change from month to month. The prices billed to customers on a variable rate plan will not exceed the price True Natural Gas has on file with the GPSC in effect at the beginning of the customer's billing cycle (meter reading cycle).

The advertised and listed price per therm for residential customers will include both Commodity Charges and Interstate Pipeline Charges. The price will not include state and local taxes, AGLC Charges or True Natural Gas' Customer Service Charge of \$5.95 per month.

Your actual bill will vary based on the amount of gas used and the price per therm during that monthly cycle. The AGLC Base Charge will also vary from month to month.

### Fixed Rate Plans

A fixed rate plan sets the price per therm at the time of the agreement and it will not change for an agreed upon period of time, usually twelve (12) billing cycles. The price per therm is based on the market cost of natural gas, the cost of buying the gas, and the transportation and storage costs. In addition a fixed rate price may include the costs of various contracts as well as financial hedges to reduce the impact of price volatility in the market.

The advertised and listed price per therm will include both Commodity Charges and Interstate Pipeline Charges. The price will not include state and local taxes, AGLC Charges or True Natural Gas' Customer Service Charge of \$5.95 per month.

Your actual bill will vary based on the amount of gas used during that monthly cycle. The price per therm will remain the same during the term of the agreement. The AGLC Base Charge also varies from month to month.

**If you have a fixed rate agreement with us and it is approaching the expiration date, or whenever we propose to change our terms of service in any type of agreement, you will receive written notification from us prior to the date of expiration of or change to the agreement. We will explain your options to you in this advance notification.**

### Billing Period and Payment of Bills

All consumers shall be billed monthly. Statements will be prepared and mailed as soon as possible after the reading of the customer's meter is received from AGLC. It is noted that True Natural Gas will obtain meter readings from AGLC. True Natural Gas will not send estimated bills, unless the actual meter readings are not made available by AGLC, and in that event, such estimated bills will be limited to no more than two consecutive months.

All senior citizens are eligible to be placed on our special billing cycle that allows them to receive bills at the beginning of every month.

Coweta-Fayette EMC electric customers may choose to have their natural gas charges included on and billed with their Coweta-Fayette EMC electric bill. In this case the billing date for natural gas and electricity may be up to, but not more than, thirty (30) days after the gas meter is read by AGLC. Coweta-Fayette EMC electric customers paying less than the total of a combined gas and electric bill may specify how the payment is to be applied to the two account balances. If there is no specification, then partial payment on a Coweta-Fayette EMC electric customer's combined gas and electric bill will be equally applied to both bills.

Bills are due twenty (20) days from the date the bill is mailed or posted electronically, provided such due date is a normal workday for True Natural Gas. If it is not, then the bill shall be considered due on the next regular day of work.

## Low Income Home Energy Assistance Program (LIHEAP)

True Natural Gas accepts LIHEAP payments from qualified participants.

Applicants should contact their local Community Action Agency, or DHS's Division of Family and Children Services at 1-877-423-4746 or visit their website at [www.dfcs.dhs.georgia.gov](http://www.dfcs.dhs.georgia.gov) for more information.

Other Sources of Aid: Heating Energy Assistance Team (H.E.A.T.) at 678-406-0212 and Project SHARE (a Salvation Army program) at 404-873-3101 in metro Atlanta or 1-800-257-4273 outside Metro Atlanta.

## Security Deposit

A service security deposit may be collected in advance of commencing any service with respect to which True Natural Gas determines that such deposit is needed to assure payment of the bill.

If a deposit is required, True Natural Gas will hold the consumer's deposit in an interest bearing account. True Natural Gas will pay interest on deposits held six (6) months or longer equal to the rate paid by the financial institution where the escrow account is located.

The receipt for the deposit will show the following information:

- a. Name of customer/applicant
- b. Amount of deposit
- c. Date of receipt
- d. Name of marketer
- e. Current interest rate
- f. Address where service is to be rendered
- g. Statement of the terms under which the deposit may be refunded.

For residential customers the cash deposit shall be refunded, with accrued interest, upon termination of service; less any amounts the consumer may then owe True Natural Gas, within sixty (60) days of notification of a marketer switch. After six (6) consecutive months of gas service to the same customer at the same location if the bills have been paid promptly and regularly and if there is a zero balance the deposit will be refunded to the customer with accrued interest within sixty (60) days.

For commercial customers deposits are held until termination of service.

In determining the need for service security deposits, and in fixing the amount of such deposits, True Natural Gas will give careful regard to the following factors:

- Type of service involved
- Risk involved in a new business enterprise
- The reputation of the involved premises
- The credit rating of the consumer
- History of connects, disconnects, and reconnects at the involved premises or for the involved consumer
- Any other factor having a realistic bearing on the consumer's financial dependability

The deposit amount for residential customers may be determined from the score of a Vantage Score Credit Report. The deposit can be up to \$150.

The security deposit of a residential customer won't exceed \$150. A commercial business or industry (non-residential firm retail customer) may be required to pay a deposit amount not to exceed twenty percent (20%) of the estimated annual bill.

Individuals with Vantage Score Credit Report scores below the minimum standard of 559 will be referred to other marketers or the Regulated Marketer for service.

#### Heating Assistance Programs

For information on the Low-Income Home Energy Assistance Program (LIHEAP) Contact:

Georgia Department of Human Resources  
Community Services Section, Energy Assistance Program  
2 Peachtree Street, N.W.; 19<sup>th</sup> Floor, Room 252  
Atlanta, GA 30303-3142  
(404) 657-9109  
(404) 657-3377

#### Disconnection Policy

True Natural Gas will not request disconnection on any account for nonpayment of a bill that was not sent to the customer in a timely manner. True Natural Gas will not request disconnection until a written notice of the proposed disconnection has been delivered at least fifteen (15) days prior to the date of disconnection. Such notice will include:

1. The earliest date for the proposed disconnection;
2. The amount due and the reason for the proposed disconnection;
3. A local or toll-free telephone number which the affected customer may call for information about the proposed disconnection;
4. A list of pay stations in the state, or a local or toll-free number for information on pay stations in the state where a cash payment can be processed for immediate posting to the consumer's account;
5. The procedure for preventing disconnection of service, including one wherein there may exist a medical emergency;
6. Information concerning any programs known to True Natural Gas which might assist the customer in paying the past-due bill including the division name and telephone number for information regarding heating assistance administered by the Department of Human Resources;
7. A statement that the customer is entitled to a least one reasonable payment arrangement in writing prior to disconnection, unless such customer failed to honor a previous payment arrangement. Such statement shall also state that the customer must contact True Natural Gas in order to receive such payment arrangement; and
8. A statement that low-income residential consumers may transfer to the Regulated Provider without termination of service.

No residential gas utility service may be disconnected except for the following reasons:

- Upon consumer request;
- When service to the consumer constitutes an immediate hazard to persons or property;
- By Order of the Georgia Public Service Commission, any court, or any other authorized public agency;
- Violation of applicable utility or marketer rules and regulations approved by and filed with the Georgia Public Service Commission;
- A bill for past service is not paid within at least forty-five (45) days after the date of the bill, provided that said bill is rendered to the consumer in compliance with O.C.G.A. §§§ 46-4-158.1, 46-4-158.2, and 46-4-160 and Commission Rule 515-7-6, is not for service to a previous occupant of the premise served, is not for the purchase of merchandise,

appliances, or a non-gas utility and is not for service rendered at a different metering point.

True Natural Gas will make a good-faith effort to make personal contact by phone or mail at least two (2) days prior to the proposed disconnection date if personal contact has not been made previously. True Natural Gas will not prevent a customer from obtaining distribution and commodity sales service from another marketer or provider.

Proposed disconnection dates will only be on normal business days excluding Fridays. All actual disconnections will be performed by AGLC. It is further noted that all reconnects will be performed by AGLC. *AGLC charges a \$25 fee for reconnection which will be passed through to the customer.*

#### Reconnection Policy

The actual reconnection of disconnected meters is solely the responsibility of AGLC. True Natural Gas will notify AGLC when sufficient payment has been made to reconnect the service. Such notice will usually be transmitted to AGLC the same day the payment is posted but in any case, not later than the next business day. True Natural Gas is not responsible for, nor can it control, the length of time AGLC takes to reconnect the meter. *Any AGLC fees relative to reconnection will be passed through to the customer.*

If your gas service is shut off for nonpayment, you will be required to pay all past due amounts before service with True Natural Gas is restored. In addition, you will be charged \$50 of which \$25 is an AGLC Service Connection Charge plus a service deposit of \$150.

#### Extension of Credit

True Natural Gas may deviate from its policy on cut-off for delinquent bills only in accordance with the following standards:

- A. When it is determined that enforcement of the policy will constitute an undue hardship in relation to the amount of the delinquent bill, or that extension of credit for a fixed time, or arrangement for installment payment of the bill will not unduly impair True Natural Gas' ability to effectuate final collection of the bill; or
- B. When the customer involved establishes to the satisfaction of True Natural Gas that his/her failure to pay the bill has resulted from some mistake on True Natural Gas' part or some mistake for which the customer was not responsible; or
- C. When to disconnect service might pose immediate danger to the customer or other persons due to illness or when the household is immediately and directly affected by a death; or
- D. When it is determined that the consumer has maintained a high credit rating with True Natural Gas and the risk involved in extending the credit will not jeopardize the ability of True Natural Gas to collect the full amount of the bill.

#### Late Fees

Accounts that remain unpaid as of the past due date will have a late fee of \$10.00 or 1.5% of the past due amount, whichever is greater, added to the account balance. A late fee shall not apply to a customer's account if the past due balance is less than \$50.00.

#### Collection Fees

Accounts that have a previous unpaid balance which remains unpaid as of the disconnect date on the delinquent notice will be subject to collection and/or disconnection. *Any AGLC fees relative to reconnection will be passed through to the customer.*

#### Returned Check Fees

##### A. Non-Delinquent Accounts

When a check received in payment of a consumer's non-delinquent account is returned unpaid by the bank for any reason (not the fault of True Natural Gas), True Natural Gas will notify such consumer by letter allowing ten (10) business days for payment. A charge of \$25.00 will be added to the consumer's account to cover the additional cost involved in processing the returned check.

##### B. Delinquent Accounts

Returned checks received in payment of a customer's delinquent account will be charged \$25.00. All amounts owed to True Natural Gas shall be paid in full with cash, money order or certified funds or service may be disconnected. Please note that three (3) returned checks in twelve (12) months would prohibit us from accepting checks for a twelve (12) month period.

#### Budget Billing/Levelized Billing

A residential customer may be offered the option with True Natural Gas' approval to use a Budget/Levelized Bill payment method. Often called levelized billing, a budget bill is the average of your bills over the past twelve (12) months. It brings your highest bills down and your lowest bills up to nearly the same amount each month.

## HOW TO CONTACT US:

### Hours

Front Counter  
Weekdays, 8 AM to 5 PM  
Call Center  
Weekdays, 8 AM to 5 PM  
Gas leaks and emergencies only:  
24 Hours, 365 Days-Call  
Atlanta Gas Light-Inside Metro Atlanta  
770-907-4231  
Outside Metro Atlanta  
1-877-427-4321

### Office Phones and Locations

Palmetto Corporate Office  
770-502-0226 • 770-251-9788 (fax)  
807 Collinsworth Road, Palmetto

Newnan District Office  
770-502-0226 • 770-251-8641 (fax)  
14 Hospital Road, Newnan

Fayette District Office  
770-502-0226 • 770-254-0379 (fax)  
103 Sumner Road, Fayetteville

### Internet

[www.truenaturalgas.com](http://www.truenaturalgas.com)

### Mail

Bill Payments Only  
True Natural Gas  
SEDC  
P.O. Box 530812  
Atlanta, GA 30353-0812

### All Other Correspondence

True Natural Gas  
Attention: Customer Service Supervisor  
807 Collinsworth Road  
Palmetto, Georgia 30268-9442

You have the right, if you are not satisfied with True Natural Gas' response to your inquiry, to contact the following agencies:

Georgia Public Service Commission  
244 Washington Street, SW  
Atlanta, GA 30334  
404-656-4501  
Out of the Atlanta area – 800-282-5813  
Fax: 404-656-2341  
[www.psc.state.ga.us](http://www.psc.state.ga.us)