

DEFINITIONS

BTU (British Thermal Unit)
The heating content of natural gas.

CCF (Hundred Cubic Feet)
The amount of gas used in hundreds of cubic feet.

DEGREE DAYS
Indicates how cold the weather was during the billing period. A degree day is the average temperature for a day (high + low) ÷ 2 subtracted from 65° F. Degree days are totaled for the billing period.

MUNICIPAL/COUNTY TAX
The amount of municipal tax or gross receipts tax assessed by the municipality in which you receive service. This amount is collected by Missouri Natural and paid directly to the municipality.

SUPPLIER COST OF GAS
The amount Missouri Natural pays others for the purchase, transportation and storage of natural gas.

THERMS
The result of multiplying CCFs by the BTU factor.
ISRS (Infrastructure System Replacement Surcharge)
The ISRS covers a portion of the expenses we incur in connection with local, state and federal public improvement projects and safety requirements.

OTHER WAYS TO PAY YOUR BILL

Go to www.lacledegas.com to get more information about, or to enroll in, the following payment programs:

PAY ONLINE
For information regarding the various methods to pay your bill online, go to www.lacledegas.com.

EASY-PAY DIRECT PAYMENT PLAN
To have your bill paid automatically each month directly from your bank account, go online or call us for an enrollment form. This is a free service.

PAY BY PHONE
To pay your bill from your bank account or with a Visa, MasterCard or Discover credit card, call ChoicePay at 1-877-839-2478. A convenience fee will be charged.

PAY IN PERSON
To pay by cash, check or money order, visit your nearest District Business Office or go to an authorized payment agent. A convenience fee is charged by most agents.

CALL THE GAS EXPERTS

For service of clean-burning, cost-efficient natural gas appliances, call the natural gas experts at your nearest District Business Office.

- Furnaces
- Water Heaters
- Ranges
- Generators
- Dryers
- Lights
- Patio Heaters
- Pool Heaters
- Logs
- Grills

Gas appliance service work is not subject to PSC regulations.

If you detect the odor of natural gas, let Missouri Natural track it down. Don't turn on or off any electrical appliances, even light switches. Warn others and leave the building immediately. Then, from another location, call Missouri Natural.

HELPFUL INFORMATION

Residential rates are seasonal; rates are lower May through October, and higher November through April.

A late payment charge of 1.5% will be applied to all amounts remaining unpaid after the delinquent date.

Before you dig, call **1-800-DIG-RITE** or **811** to have underground utilities located and marked.

Interested in managing your natural gas account online? You can through **Customer Connection**; a secure, self service online option available at www.lacledegas.com. Access your account, pay your bill at any time, obtain valuable information specific to your natural gas usage, and much more. Register online today!

Visit www.originalgreenenergy.com to learn about the environmental and economic benefits of using natural gas, as well as tips on energy efficiency. You can also research natural gas appliances and equipment and find local dealers and installers.

DISTRICT BUSINESS OFFICES

105 South Washington, Farmington, MO 63640
573-431-2020 or 573-783-6451

410 West Main St., P.O. Box 219, Festus, MO 63028
636-931-8383 or 1-877-664-2726

313 South Broadway, Poplar Bluff, MO 63901
573-785-9681

6 Progress Parkway, Union, MO 63084
636-584-8440 or 1-800-675-6577

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Please do not send correspondence to Drawer 2.
Send correspondence to the appropriate District
Business Office listed above.