

## 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), divided by 2 and 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 us and paid directly to the municipality.

**SUPPLIER COST OF GAS** – the amount we pay 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

Please visit [www.lacledegas.com/bill/pay](http://www.lacledegas.com/bill/pay) for more information about, or to enroll in, the following payment options:

### EASY-PAY DIRECT

Pay your bill automatically each month directly from your bank account. This is a free service. Go online or call us for an enrollment form.

### PAY ONLINE

Make an online payment from your bank account or with a credit card (Visa, MasterCard or Discover). Convenience fees apply.

### PAY BY PHONE

Use ChoicePay to pay your bill from your bank account or with a credit card (Visa, MasterCard or Discover). Convenience fees apply. Call ChoicePay at 1-877-839-2478.

### PAY IN PERSON

Pay your bill by cash, check or money order through one of our authorized payment agents, including Schnucks and Dierbergs. A complete list is available at [www.lacledegas.com/bill/pay/agents](http://www.lacledegas.com/bill/pay/agents). Most agents charge a convenience fee.

## CALL THE GAS EXPERTS

If you detect the odor of natural gas, let us track it down. Avoid creating a spark, do not turn on or off any electrical appliances, even light switches or cell phones. Warn others, leave the building immediately, and call us from another location.

For servicing of clean-burning, cost-efficient natural gas appliances, call the natural gas experts:

Laclede Gas – 314-621-6960 or 1-800-887-4173

Missouri Natural Gas – please contact your nearest District Office

**Gas appliance service work is not subject to PSC regulations.**

## 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 facilities located and marked.

Customer Connection allows you to manage your natural gas account online. Monitor and track usage, view and pay your bill, enroll in Budget Billing, donate to Dollar-Help, and more. Register at [www.lacledegas.com](http://www.lacledegas.com).

Visit [www.OriginalGreenEnergy.com](http://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.

## CONTACT INFORMATION

### Laclede Gas – [www.lacledegas.com](http://www.lacledegas.com)

Emergency: 314-342-0800 or 1-800-887-4173

All other calls: 314-621-6960 or 1-800-887-4173

Correspondence: Drawer 9, St. Louis, MO 63166

### Missouri Natural Gas – [www.lacledegas.com](http://www.lacledegas.com)

Contact your nearest District Office for all circumstances, including gas odors and emergencies:

**Farmington:** 105 S. Washington St., 63640; 573-431-2020, 573-783-6451 (Fredericktown) or 573-546-3539 (Iron County)

**Festus:** 410 W. Main St., 63028; 636-931-8383 or 1-877-664-2726

**Poplar Bluff:** 313 S. Broadway St., 63901; 573-785-9681

**Union:** 6 Progress Parkway, 63084; 636-584-8440 or 1-800-675-6577

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**Do not send correspondence to Drawer 2.  
See “Contact Information” for the appropriate  
correspondence address.**