



Customer Service: 1-877-267-4764 • 7 a.m.-7 p.m. Monday-Friday
Call volume generally is higher on Mondays; for faster service, please call Tuesday-Friday.
www.gpng.com

Ways to Pay Your Bill

Online: Go to www.gpng.com for our free online payment service. Once you have registered, simply log in each month to make your payment using any active U.S. checking account.

Pay by Bank: Automatically pay your bill each month by authorizing Great Plains Natural Gas Co. to withdraw your payment from your financial institution on your bill's due date.

By Phone: Our self-service automated telephone system allows you to pay your gas bill or deposit anytime it is convenient - 24/7. To make a debit, credit card or check-by-phone payment, simply call our customer service number and follow the prompts to be connected with our independent service provider.

Payment Locations: Pay by check or money order at one of our payment locations, there is no charge for this service. Call Customer Service or visit our website for the nearest payment location.

By Mail: Mail your payment along with your bill stub to Great Plains Natural Gas Co., P.O. Box 5600, Bismarck, ND 58506-5600. Be sure to allow time for mailing so that your payment is received by the due date.

Balanced Billing: This billing plan levels out your monthly bill so you can reduce fluctuations brought on by changes in the weather and the cost of energy. If interested, sign up through your account using Online Account Services at www.gpng.com or contact Customer Service at 1-877-267-4764.

Payment Due Date: Your bill is past due if not paid by the due date shown on the front of this billing statement. If you are paying with a credit card or paying at one of our payment locations in response to a Disconnection of Service Notice, please contact Great Plains Natural Gas at 1-877-267-4764 and let us know that payment has been made.

Billing Terms and Definitions

The rates reflected on your bill have been approved by the Public Service Commission or Public Utilities Commission in the state where service is provided. Copies of the company's current tariffs are available at www.gpng.com.

Basic Service Charge: A monthly or daily charge designed to recover a portion of the fixed costs incurred in providing utility service regardless of how much energy is used.

City Franchise Fee: This is a fee charged by a city to Great Plains Natural Gas for operating within the city. If applicable, Great Plains Natural Gas will collect this city-imposed franchise fee from its gas service customers located within that city.

Constant: A fixed value used to convert meter readings to actual energy use when gas service is delivered at an elevated pressure.

Cost of Gas: This charge recovers the cost of gas itself as well as other related costs Great Plains Natural Gas incurs from its pipeline suppliers in providing natural gas service. The cost is strictly a pass-through to customers and does not provide Great Plains Natural Gas with a profit.

CCRA: Conservation Cost Recovery Adjustment is the charge that provides funding for Conservation Programs. In addition to the CCRA, a base charge is billed as part of the distribution delivery charge.

Distribution Charge: A volumetric charge to recover the costs of delivering energy to your meter. This amount varies with the amount of energy used.

Dk - Dekatherms: The Dk billed is reflective of the total amount of natural gas used in the billing period. The amount of natural gas used as measured by the gas meter is converted to Dk by applying a therm factor to the measured use in order to reflect the heating value of natural gas delivered.

Gas Affordability Plan (GAP): Volumetric surcharge paid by residential and firm general service customers to fund GAP that helps qualified customers manage their monthly gas heating bills and pay past-due balances.

Therm Factor: The therm factor adjusts the amount of natural gas measured by the meter for the heat content and atmospheric pressure of the gas delivered to a customer's premise. This conversion ensures that all customers are billed based on the heat value of the gas during the applicable billing period.

Important Customer Information

If you have questions regarding your bill or service, please call Great Plains Natural Gas FIRST at 1-877-267-4764. If you cannot pay your bill at this time, we are willing to make satisfactory payment arrangements. Register any inquiry or complaint at 1-877-267-4764 or write to PO Box 5603, Bismarck, ND 58506-5603. If your questions are not resolved after you have called Customer Service, you may contact the regulatory agency governing in the state service is provided.

Customers With Service in Minnesota:

Minnesota Public Utilities Commission regulates this utility and is available for mediation upon written request.

- MN PUC: Email consumer.puc@state.mn.us, write to 121 Seventh Place E., Suite 350, Saint Paul, MN 55101-2147, or call 1-800-657-3782.

Customers With Service in North Dakota:

- ND PSC: Write to 600 E. Boulevard Ave., Dept. 408, Bismarck, ND 58505-0480.

Payments made by check or electronically that are dishonored by the bank will be assessed a returned payment fee.

When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer (EFT), funds may be withdrawn from your account as soon as the same day we receive your payment. The transaction will appear on your bank statement as EFT and you will not receive a copy or an image of your check from your financial institution.

Payments marked with a restrictive legend (Paid in Full, for example) will not act as an accord and satisfaction without our express prior written approval.

Save a Stamp! Receive, view and pay your bill online at www.gpng.com.

Moving? To avoid being billed for service you have not used, please contact us at least two business days before you want service disconnected.

Has your mailing/email address or phone number changed?

Please provide details here and check the box on the front of this stub.

Account No.: _____

Name: _____

Mailing Address: _____

City: _____ State: _____ ZIP: _____

Home Phone: (____) _____ Cell Phone: (____) _____

Email: _____