

Pay by Mail

Mail your payment (check or money order) payable to Great Plains Natural Gas, along with your bill stub in the return envelope provided. Mail to Great Plains Natural Gas, P.O. Box 5600, Bismarck, ND 58506-5600.

Convenience PaySM Locations

Pay your Great Plains bill with cash, check or money order at one of our authorized Convenience Pay locations. To pay at an area pay station, take your bill to a nearby Western Union Convenience Pay location.

- There is no charge for this service.
- It typically takes one business day for a payment at a Convenience Pay location to be processed by Great Plains.
- Visit our website, www.gpng.com, for your nearest Convenience Pay location.

Disconnections of Service Notice:

If you are paying on a disconnection of service notice at a payment location, please contact Customer Service between 7 a.m.-7 p.m. to let us know a payment has been made and provide the receipt number.

If you need assistance with connects, disconnects, billing and credit, contact Customer Service at the number listed or contact us through our website at www.gpng.com.



A Division of MDU Resources Group, Inc.

In the Community to Serve[®]

03/18

CUSTOMER SERVICE
1-877-267-4764
www.gpng.com
7 a.m.-7 p.m. Monday-Friday

Payment and Billing Options

Great Plains Natural Gas offers many convenient payment and billing options designed to make your bill paying as easy as possible.



Online Account Services:

Make payments 24/7 from your active U.S. checking account and enjoy the flexibility of managing your account online - FREE of charge.

- Review your account information.
- Make service requests.
- Schedule a payment / request a payment plan.
- Update profile.
- Monitor your monthly usage history.
- Enroll in Pay by Bank.

It's an easy and secure way to receive, view and/or pay your bill from any device. Visit www.gpng.com to sign up.

Choose the Payment Option That Fits Your Needs

Go paperless with eBills and ePayment services

Once registered for Online Account Services, you can select eBill as your bill delivery method and receive an email notification when your bill is ready to view.

- This free option saves valuable time and trees.
- eBills look exactly like your paper bills.
- An email alert will let you know when bills are ready for payment.
- View and print any of your previous 24 months of billing statements.
- Pay in full or make multiple partial payments.
- Your online payment will be withdrawn from the checking account you designate, on the date you select.
- No sign-up waiting period.

Pay by Bank

Take advantage of Great Plain's convenient, no-cost automatic payment plan that ensures your monthly bill is always paid on time. Each month your preauthorized payment will be automatically withdrawn from your active U.S. checking account.

- Enroll electronically at www.gpng.com by logging into your account online and completing the online form.
- Your bill will show the amount and date your payment will be made.
- Your preauthorized payment is withdrawn on your bill's due date.

Balanced Billing

Balanced Billing takes the guesswork out of budgeting and levels out your monthly Great Plains bill so you can reduce fluctuations brought on by changes in the weather and price of energy.

- To enroll, log in to your account online or contact Customer Service.
- When you enroll in Balanced Billing, your monthly bill is computed by taking an average of your natural gas usage during the previous 11 months and the current month's usage. Current energy rates are then applied to this average monthly usage to calculate the current payment due.

Credit/Debit Card Payments (Western Union® Speedpay®)

Payments can be made by phone or online using your credit, debit card or an electronic check through Western Union® Speedpay® Bill Payment Service. ATM or Debit cards with the "NYCE," "PULSE," or "STAR" logo can be used for payment. Visa®, MasterCard® or Discover® credit cards can be used as well.

Be sure to have your 11-digit account number ready when making a payment.

- Speedpay® is an independent service provider and charges a \$1.99 fee per transaction.
- **Pay-by-phone** by calling our Speedpay® toll-free number, **1-866-364-5829**, and following the prompts.
- **Online card payments** also can be accessed through the Speedpay® link on our website under Payment Options.
- Payments made after 4 p.m. Central Time will be processed the following business day.

Drop Boxes

Great Plains has several authorized drop box locations throughout its service territory. Do not deposit cash in our payment drop boxes. Paying by personal check or money order is more secure and makes the possibility of missing payments less likely. Please allow five business days for payment processing. For a list of drop box locations, visit www.gpng.com.