

UNDERSTANDING YOUR PIEDMONT NATURAL GAS BILL

Piedmont Natural Gas is committed to delivering safe and affordable natural gas to customers. Part of our commitment includes being transparent about the charges on your monthly bill. Please take a moment to review the following explanation of line item charges present on your bill each month.

Gas – Current Month Charges

Current month charges can be broken down into five categories. Utility regulators in Tennessee regulate the amount Piedmont Natural Gas can charge to customers.

- **Gas Cost Recovery Charge:** This charge covers the actual cost of natural gas as well as other related costs Piedmont incurs from its pipeline suppliers. This cost is strictly a pass-through to customers and does not provide Piedmont with a profit.
- **Monthly Customer Charge:** This fixed monthly charge covers a portion of Piedmont's costs to provide utility service. This charge does not vary with how much natural gas a customer uses.
- **Base Charge:** This variable charge covers a portion of Piedmont's costs to provide utility service. This charge varies with how much natural gas a customer uses.
- **Integrity Management Rider Charge:** This charge covers Piedmont's costs for complying with federal gas pipeline safety requirements since Piedmont's last general rate case.
- **Tax Rider Credits:** There is currently a rate decrease applied to customer bills due to changes in federal income tax rates.

Local Franchise Fee

The city where natural gas service is provided assesses this fee. This fee varies depending on customer location, and Piedmont pays it directly to that city.

Additional Line Items

Customers may see additional line items on their Piedmont Natural Gas bill, depending on the individual services and payment plans they have chosen.

If you have any questions about your bill and the line items displayed, please contact the Piedmont Natural Gas Customer Service Center at 800.752.7504.