



Important Notice for North Carolina Customers

COVID UPDATE: AS ORDERED BY THE NORTH CAROLINA UTILITIES COMMISSION (NCUC), PIEDMONT IS OFFERING SPECIAL PAYMENT ARRANGEMENTS OF AT LEAST 12 MONTHS FOR YOUR PAST-DUE BALANCE INCURRED THROUGH 8/31/2020 TO CUSTOMERS THAT ARE UNABLE TO PAY THEIR BILLS. THIS OPTION SUPERSEDES THE SIX-MONTH TIME FRAME INCLUDING ESTIMATED CHARGES DETAILED BELOW. NO LATE-PAYMENT CHARGES WILL BE APPLIED TO A CUSTOMER'S ACCOUNT UNTIL FURTHER ORDERED BY THE NCUC.

If you feel an action was made in error, please call Customer Service at 800.752.7504.

To avoid interruption of gas service, the past-due amount must be paid or deferred arrangements made by 5 p.m. on the payment date specified above. **IF IT BECOMES NECESSARY TO DISCONNECT YOUR SERVICE, A RECONNECTION FEE WILL BE CHARGED AND YOU WILL BE REQUIRED TO PAY A SECURITY DEPOSIT OR INCREASE AN EXISTING DEPOSIT AMOUNT.**

To avoid delay, immediate payment can be made over the phone by calling Speedpay toll free at 866.316.3356 or by using customer self-service on our website at piedmontng.com.

Your natural gas service will not be terminated if, prior to the scheduled termination date, you are able to establish that you are unable to pay your account in full and you agree to enter into a reasonable installment agreement. An approved late-payment charge of 1% per month will apply to the balance in arrears. The installment agreement shall encompass both the sum of the outstanding balance and the estimated charges for gas usage, which are reasonably projected by the company to occur during the period of the agreement. Estimated charges shall be based upon an analysis of past usage.

If the "Billing Date" on the enclosed bill is between the period November 1 and March 31, your service will not be terminated without the approval of the North Carolina Utilities Commission if you can establish ALL of the following:

- a. That a member of your household is either certifiably handicapped or elderly (65 years of age or older), or both.
- b. That you are unable to pay your account in full or through a reasonable installment agreement designed to bring your account into balance not later than six (6) months from the date of such agreement.
- c. That your household is certified by the local social service office as being eligible (whether funds are then available or not) to receive assistance under the Energy Crisis Assistance Program or other similar programs. Contact Piedmont Natural Gas immediately to discuss credit arrangements if full payment is not possible. Or, if you are unable to pay your account in full, you may desire to call your local social service agency to determine what federal, state, or private assistance may be available.

Should you have any questions regarding your bill and this termination notice, you should first contact Piedmont Natural Gas. In case of a dispute, this Notice of Termination may thereafter be appealed informally to the North Carolina Utilities Commission by calling the Consumer Services Division of the Public Staff - North Carolina Utilities Commission at 919.733.9277 or by appearing in person, or by writing the Consumer Services Division, Public Staff - North Carolina Utilities Commission, 4325 Mail Service Center, Raleigh, North Carolina 27699-4300.