



Important Notice for South Carolina Customers

If you have a past-due balance on your utility account and feel this information is in error, please call Customer Service at 800.752.7504.

To avoid interruption of natural gas service, past-due balances must be paid or deferred arrangements made by 5 p.m. on the payment date specified. **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.

During the months of December through March, your gas service will not be terminated if you or a member of your household can furnish, not less than three (3) days prior to the proposed termination date, or to the termination crew at the time of termination, a medical certificate form signed by a licensed physician stating that termination of service would be dangerous to your health. Such medical certification must be signed by you stating that you are unable to pay the bill in full or in installments. The signed medical certification shall expire on the thirty-first day from the date of execution by the physician and may be renewed up to three (3) times for an additional thirty (30) day period each.

If you are unable to pay your bill, you may desire to call your local service agency to determine what public or private assistance may be available.

In case of an unresolved dispute, you may contact the Consumer Services Division of the South Carolina Office of Regulatory Staff at the toll-free number 800.922.1531. Should you have any questions regarding your bill or a disconnect notice, please contact Piedmont Natural Gas at 800.752.7504.