

**How to Contact Us**

1-888-460-4332

For DirectLink self-service 24 hours/day

For billing questions or complaints, please

call 7 a.m. - 5:30 p.m., Mon. - Fri. before due date

For quickest response,

call 11 a.m. - 3 p.m., Mon. - Fri.

1-888-460-4332

For gas leaks or odor of gas 24 hours/day

Press option 2 after the greeting

711

For hearing-impaired relay

www.columbiagas.com

Click on DirectLink e-Services for account information, online billing and payment services, financial assistance, and other useful tools.

**Billing Options**

**Budget Payment Plan** Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.

**Customer CHOICE** Purchase your natural gas from an unregulated supplier and have more control over the gas cost portion of your bill, which amounts to nearly two-thirds of your bill. Columbia Gas will still deliver the gas and provide safe, reliable service.

**Payment Options**

**Online** Pay free by electronic check at our Web site.

**CheckFree E-bill** Receive and pay bills online through CheckFree. Enroll at our Web site.

**ZipCheck** Authorize your bank to pay your bill automatically each month. Enroll online.

**NCO EasyPay** Call 1-800-284-8572 or link from our Web site to pay by credit/debit card, or e-check. A convenience fee will apply.

**Authorized Payment Centers** Call or visit us online to find a payment center near you. Agents charge a fee for each transaction.

Mail Return coupon below with payment to:

Columbia Gas of Pennsylvania

P.O. Box 742537

Cincinnati, OH 45274-2537

**Gas Meter Information**

**Actual Reading** A meter reader has read the meter. You're required to provide us access to read the meter at least once a year or risk shut-off. Please contact us to make arrangements if access is required.

**Estimated Reading** During the months we don't read the meter, we accurately estimate your reading based on the history of usage at the service address and normal temperatures for the billing period. We verify the reading the next time we read the meter to make sure you pay only for the energy you've used.

**Gas Usage** We measure your gas usage in Ccf equal to 100 cubic feet.

**Billing & Payment Summary**

**Customer Name**

Previous Amount Due on 12/18/2008	\$231.03
Payments Received by 12/22/2008	\$231.03
<b>Balance on 12/26/2008</b>	<b>-\$0.00</b>
Charges for Gas Service This Period	+\$40.68

**Amount Due by 01/21/2009 - \$40.68**

**Billing & Payment Notes**

A late payment fee of 1.25% per month will be charged on any balance of the current total Amount Due that remains unpaid on or after the due date.

See back of bill for Detail of Charges for Gas Service.

**Service Summary**

Service Location  
930 Glass Run Rd  
Pittsburgh PA 15236-1041

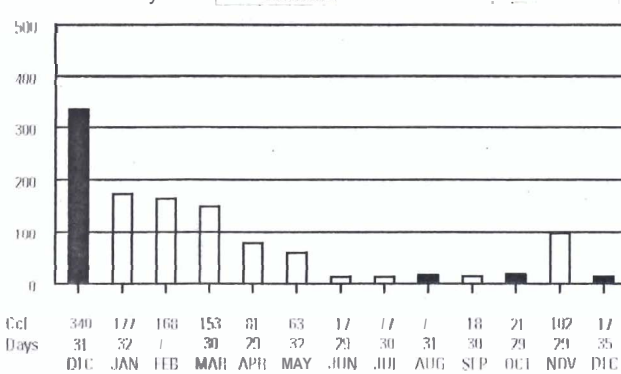
Meter Number	Meter Readings (35 Billing Days)	
D101246	Actual Reading on 12/26	180
	Estimated Reading on 11/21	163
	Gas Used (Ccf)	17

**Service Summary Notes**

Your next actual meter reading date is 2/25/2009

To avoid a calculated bill next month, report your meter reading at 1-800-837-3721 from a touch-tone phone, or 1-888-460-4332 from a rotary phone, on January 27, 2009. Your PSID number is 400242135. See meter reading instructions in the left column of your bill.

**Gas Use History**



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Dec '08	31.0°	0.5
Nov '08	44.2°	3.5
Dec '07	34.4°	11.0

Your Average Monthly Usage is 71 Ccf

Your Total Annual Usage is 854 Ccf