



# Introducing an easier-to-read natural gas bill

Thanks to suggestions from customers like you, we've improved the layout of our monthly bill. With the new, larger, easier-to-read format, details are more clearly presented and you can better understand and manage your energy usage. Offering clear and accurate billing is just one way The Gas Company<sup>SM</sup> strives to provide exceptional customer service.

- 1 Contact information is more clearly presented.
- 2 New Account Summary clearly shows your previous balance and payment, plus current charges.
- 3 New, easier-to-find due date and bill amount.
- 4 New bar graph provides at-a-glance usage comparison.
- 5 Simplified gas usage information.
- 6 New location for important messages and ways to manage your gas bill.
- 7 For customers enrolled in CARE, the discount is now reflected as a separate line item on your bill.
- 8 Our online bills have also changed. We offer paperless billing and payment through "My Account" at [socialgas.com](http://socialgas.com).

**ACCOUNT NUMBER** 128 102 5990 8  
**SERVICE FOR** JOHN Q PUBLIC  
123 TEST ST  
PLACENTIA CA 92870-1127

**DATE MAILED** Jun 24, 2010  
24 Hour Service  
1-800-427-2200 English  
1-800-343-4545 Español  
1-800-252-0259 TTY  
[www.socialgas.com](http://www.socialgas.com)

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**DATE DUE** Jul 16, 2010  
**AMOUNT DUE** \$34.82

**Account Summary**

Previous Balance	\$28.53
Payment Received	-28.53
Current Charges	+34.82
<b>Total Amount Due</b>	<b>\$34.82</b>

**Current Charges**

Rate: GR - Residential Climate Zone: 1 Baseline Allowance: 16 Therms  
Meter Number: 01580545 (Next scheduled read date: Jul 14 2010) Cycle: 8

Billing Period	Days	Current Reading	Previous Reading	Difference	Billing Factor	Total Therms
05/13/10 - 06/15/10	33	5448	5411	35	1.017	36

**GAS CHARGES**

Customer Charge	33 Days x \$1.6438	Amount	5.42
Gas Service (Details below)	36 Therms		
Therms used	16	Over Baseline	
Rate/Therm	\$ 7.5625	\$ 9.9000	
Charge	\$12.10	+ \$19.92	32.02
CARE Program Discount			-7.49
<b>Total Gas Charges</b>			<b>\$29.95</b>

**TAXES & FEES ON GAS CHARGES**

State Regulatory Fee	36 Therms x \$ 0.0058	Amount	.21
CARE Public Purpose Surcharge	36 Therms x \$ 0.0471		1.68
Los Angeles City Users Tax	\$31.65 x 10.00%		3.17
<b>Total Taxes and Fees on Charges</b>			<b>\$4.87</b>
<b>Total Current Gas Charges</b>			<b>\$34.82</b>

**Gas Usage History (Total Therms used)**

Month	Therms
Jun 09	32
Jul 10	34
Aug 10	36

**In your bill inserts this month:**

- What can you do to reduce your energy costs?
- What is the clean fuel of choice?
- Easy, secure and good for the environment

**PLEASE KEEP THIS PORTION FOR YOUR RECORDS. (PLEASE DO NOT CHECK OFF THIS PORTION ON THE BACK OF THIS BILL.)**

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. (PLEASE DO NOT CHECK OFF THIS PORTION ON THE BACK OF THIS BILL.)

**Save Paper & Postage**  
PAY ONLINE  
[socialgas.com](http://socialgas.com)

**ACCOUNT NUMBER** 128 102 5990 8

**DATE DUE** Jul 16, 2010  
**AMOUNT DUE** \$34.82

Please enter amount enclosed.

Write account number on check and make payable to The Gas Company.

**THE GAS COMPANY**  
PO BOX C  
MONTEREY PARK CA 91756-5111

80 1261025990 00003482 85 1261025990 0000062984  
Printed on Recycled Paper

For more information on how to read your new bill, visit [www.socialgas.com](http://www.socialgas.com).  
Tell us what you think – e-mail your feedback to [billredesign@socialgas.com](mailto:billredesign@socialgas.com).



# Presentamos una factura de gas natural que es más fácil de leer

Gracias a las sugerencias de clientes como usted, hemos mejorado el diseño de nuestra factura mensual. Con un nuevo formato más grande y más fácil de leer, ahora se muestran más claramente los detalles y puede comprender y controlar mejor su consumo de energía. Ofreciendo una facturación clara y precisa es tan sólo una de las formas en que The Gas Company<sup>SM</sup> se esfuerza por proveer un excepcional servicio al cliente.

- 1 Información de contacto presentada de manera más clara.
- 2 Nuevo resumen de la cuenta muestra con claridad su saldo y pago anterior, más los cargos actuales.
- 3 Ahora puede ubicar más fácilmente el monto y la fecha de vencimiento de la factura.
- 4 Un nuevo historial gráfico para observar tendencias y pronosticar mejor el consumo.
- 5 Información simplificada del consumo de gas.
- 6 Nueva ubicación de mensajes importantes y formas de controlar su factura de gas.
- 7 Para clientes matriculados en el programa CARE, el descuento ahora es reflejado en una línea separada en su factura.
- 8 Nuestras facturas en línea también cambiaron. Ofrecemos facturas y pagos "sin papel" a través de "My Account" en [socalgas.com](http://socalgas.com) (disponible en inglés únicamente).

**ACCOUNT NUMBER** 128 102 5990 8  
**SERVICE FOR**  
JOHN Q PUBLIC  
123 TEST ST  
PLACENTIA CA 92870-1127  
**DATE MAILED** Jun 24, 2010  
24 Hour Service  
1-800-427-2200 English  
1-800-342-4545 Español  
1-800-252-0259 TTY  
[www.socalgas.com](http://www.socalgas.com)

**DATE DUE** Jul 16, 2010  
**AMOUNT DUE** \$34.82

**Account Summary**  
Previous Balance \$28.53  
Payment Received 06/04/10 -28.53  
Current Charges + 34.82  
**Total Amount Due \$34.82**

**Current Charges**  
Rate: GR - Residential Climate Zone: 1 Baseline Allowance: 18 Therms  
Meter Number: 01580545 (Next scheduled read date Jul 14 2010) Cycle: 8

Billing Period	Days	Current Reading	Previous Reading	Difference	Billing Factor	Total Therms
05/13/10 - 06/15/10	33	5446	5411	35	1.017	36

**GAS CHARGES**  
Customer Charge 33 Days x \$16438 Amount \$5.42  
Gas Service (Details below) 36 Therms

Baseline	Over Baseline
Therms used 16	20
Rate/Therm \$7.5625	\$99600
Charge \$12.10	+ \$19.92

CARE Program Discount -7.40  
**Total Gas Charges \$29.95**

**TAXES & FEES ON GAS CHARGES**  
State Regulatory Fee 36 Therms x \$0.0068 02  
CARE Public Purpose Surcharge 36 Therms x \$0.4671 1.68  
Los Angeles City Users Tax 3.17  
**Total Taxes and Fees on Gas Charges \$4.87**  
**Total Current Charges \$34.82**

**Gas Usage History (Total Therms used)**  
Bar chart showing usage from April to June. Daily average Therms: 1.1, 1.2, 1.1. Days in billing cycle: 30, 29, 33.

**In your bill inserts this month:**  
• What can you do to reduce your energy costs?  
• What is the clean fuel of choice?  
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**Save Paper & Postage**  
Pay ONLINE  
[www.socalgas.com](http://www.socalgas.com)

**ACCOUNT NUMBER** 128 102 5990 8  
**DATE DUE** Jul 16, 2010  
**AMOUNT DUE** \$34.82

Payment instructions: Please enter amount enclosed. Web amount number for check and mobile payments to The Gas Company.

JOHN Q PUBLIC  
123 TEST ST  
PLACENTIA CA 92870-1127

THE GAS COMPANY  
PO BOX C  
MONTEREY PARK CA 91756-5111

80 1261025990 00003482 85 1261025990 0000062984  
© Printed on Recycled Paper

Para más información sobre cómo leer su nueva factura, visite [www.socalgas.com/sp/](http://www.socalgas.com/sp/).  
Su opinión es importante – envíenos comentarios por correo electrónico a [billredesign@socalgas.com](mailto:billredesign@socalgas.com).