



## Welcome to the Neighborhood!

Texas Gas Service is your natural gas provider. We provide safe, reliable and efficient natural gas to more than 689,000 customers in Texas. We are a division of ONE Gas, Inc., one of the largest 100% regulated natural gas utilities in the United States.



**Texas  
Gas Service**®

*A Division of ONE Gas*



## Excess Flow Valve Notification (EFV)

It is our duty to notify residential and small commercial natural gas customers of the option to request installation of an excess flow valve on existing service lines. An EFV is a safety device installed below ground inside the natural gas service line between the natural gas main and the meter. It is designed to restrict uncontrolled release of natural gas by automatically closing if the service line is completely severed or severely damaged.

EFVs are not designed to protect against an appliance or other leak in your home or business, meter leaks or partial damage to your service line. You are not required to have an EFV installed, and Texas Gas Service will install one at no cost to you when, during the normal course of business, any eligible service line is replaced or the service tap connection is exposed. You may read more about EFVs on our website.



## Checking the Natural Gas Meter

If you are concerned about the accuracy of your meter, we will come and check it. The first test is free of charge. We will remove the meter, replace it and test it. If the test indicates that the meter is not functioning accurately, we will adjust your bill. The acceptable range of accuracy for a natural gas meter is established at 2%, fast or slow.

If, after the first test, you still believe that the meter is not functioning properly, you may request additional testing. However, if we test the meter and it is found to be within the acceptable range of accuracy, you will be charged a fee for the second test.





## Your Pipeline Responsibility

Texas Gas Service maintains the underground natural gas pipes that deliver natural gas to the primary structure (i.e., house or building). Any natural gas piping within the house or running to secondary structures or outdoor appliances (such as natural gas grills, pool heaters, customer-owned distribution networks, etc.) are not maintained by Texas Gas Service. You, the customer, are responsible for the maintenance of these lines.

Buried piping should be periodically inspected for leaks or corrosion and repaired if any unsafe condition is discovered. Inspections and any needed repairs should be completed by a licensed contractor. When excavating near buried gas piping, the piping should be located in advance and the excavation done by hand, in accordance with state 811 laws.

**Always call 811 at least 48 hours, excluding weekends and holidays, before digging.**



**Know what's below  
Call before you dig.**



## Discontinuance of Service

**Natural gas service may be disconnected for any of the following reasons:**

- » A dangerous condition exists\*
- » Failure to make timely payment of a final notice
- » Failure to comply with deposit or guarantee arrangements or terms of a payment arrangement on a past due balance
- » Use of natural gas in violation of Texas Gas Service rules or any law, ordinance or regulation
- » Failure to allow Texas Gas Service representatives access to the premises for lawful, professional purposes
- » Tampering with or damaging a meter or other equipment\*
- » Failure to curtail natural gas use that endangers supply for consumers in higher priority classes\*

*\* Natural gas service may be terminated without notice for these reasons.*

A written notice will be given at least five working days before natural gas service is terminated due to non-payment of a bill. The earliest termination date will be printed on the notice. Unless a dangerous condition exists, or unless the customer requests disconnection, service will not be disconnected for non-payment on Saturday, Sunday, company-observed holidays or the day before these days unless the company can provide customers with the ability to reconnect their service the following day.

When you schedule your natural gas service to be turned off, it could remain on and active at the location for up to 30 calendar days following the requested date for discontinuance.

Natural gas service will be restored after the cause for termination has been corrected, unless termination was due to theft or fraud.



# Customer Billing and Payment Options

## **Average Bill Calculation (ABC) or Average Payment Plan (APP)**

Reduces the fluctuations in your bill amount each month by spreading your natural gas expenses evenly throughout the year. This allows you to avoid wide swings in monthly payments, which can fluctuate seasonally. The amount you are billed is based upon your previous billing history. Periodically, we review the plan and make adjustments if you are using more or less than your average.

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## **E-Statements (Electronic Statements)**

Enjoy the convenience of receiving your monthly bill by email with electronic statements. A link in the email will take you directly to our website where you can log in, review your account balance and pay your bill directly from your bank account. Log in to your online account to sign up today.

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## **Automatic Bank Draft**

Sign up for our Automatic Bank Draft Plan and have your monthly bill automatically deducted, on the due date, from your checking or savings account.



### **Mobile App**

Pay bills, manage account options, start, stop or transfer service and more from the convenience of your smartphone with the Texas Gas Service mobile app, available in both Apple® and Android® app stores. You must have a Texas Gas Service online account to gain account access using the mobile app.

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### **Website**

Some of the features require an online Texas Gas Service account. You may register and pay your bill at TexasGasService.com. We accept Visa, Mastercard, Discover, debit cards and electronic checks.

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### **In Person at a Payment Center**

If you prefer to pay in person, take your natural gas billing statement to an authorized payment center. Locations can be found on our website or by calling 800-700-2443. The use of any payment location or method not specifically authorized by Texas Gas Service may cause a delay in your payment posting to your account in a timely manner.

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### **Telephone**

Pay your Texas Gas Service bill by electronic check or by credit or debit card using our Interactive Voice Response System (IVR). Call 800-700-2443 and follow the prompts to pay through IVR or to speak with a customer service representative.

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### **U.S. Mail**

Please allow three to seven days for mailed payments to be received and posted to your account.

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### **Payment Arrangements**

If you are not able to pay your bill in full, call us. We will work with you to determine if a payment arrangement can be made that will allow you to pay your account over a specific period. Log in to your online account or call us at 800-700-2443. Financial assistance for energy bills may be available from community or government agencies, visit our website for a list. Our representatives can direct you to these agencies according to specific needs.

## Telecommunications Devices

We are equipped to communicate with speech- and hearing-impaired customers who have Telecommunications Devices for the Deaf (TDD). Call Texas Relay at 800-735-2989.

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## Third-Party Notification

You can arrange for a third party, such as a relative, friend or social service agency, to receive a copy of your monthly bill by contacting our customer service line at 800-700-2443.

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## Share the Warmth

A partnership with local organizations around the state and Texas Gas Service that provides energy assistance to those whose immediate financial resources cannot cover their home heating expenses. To contribute or learn more about the program, call 800-700-2443 or visit [TexasGasService.com/ShareTheWarmth](https://TexasGasService.com/ShareTheWarmth).

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## LIHEAP Energy Assistance

LIHEAP is a federally funded program that provides home energy assistance for eligible low-income households. The funds are distributed among several programs including the Crisis Emergency Assistance Program (CEAP). For a detailed list of agencies in your area, visit [TexasGasService.com/LIHEAP](https://TexasGasService.com/LIHEAP).



LIHEAP

## **Registering a Complaint With the Regulatory Authority**

Complaints not handled to your satisfaction may be registered with the company's regulatory authority. Complaints should be submitted in writing. Customers inside the city limits should contact their local officials at city hall. Customers in unincorporated areas may contact:

**Director  
Gas Utilities Division  
Railroad Commission of Texas  
P.O. Box 12967  
Austin, TX 78711**

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## **Billing Questions and Appeals**

If you believe your bill is incorrect, call our customer service line at 800-700-2443 before the final service date printed on the bill. We will promptly investigate and advise you of the results. In the event the dispute is not resolved, we will inform you of the complaint procedures of the appropriate regulatory authority.

Natural gas service will not be disconnected for the bill you are disputing but subsequent months must be paid while the bill is being investigated. You will not be required to pay the disputed portion of your bill that exceeds the average usage for the billing period at current rates.

If you have a serious health problem that will result in someone residing at your residence becoming seriously ill or more seriously ill if service is discontinued, we may be able to continue your service for an additional 20 days. We must receive a written request from you or a written statement from a licensed physician no later than five working days after the due date of the bill. Our customer service representatives can work with you to provide a deferred payment agreement. Customers 60 years or older may request a payment extension of up to 10 days past the due date without penalty.

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## **Rules of Service and Rates**

Texas Gas Service is regulated by municipalities and the Railroad Commission of Texas and operates under Rules of Service approved by these authorities. Copies of the Rules of Service and our rate structure are available online at [TexasGasService.com/RateInformation/Home](http://TexasGasService.com/RateInformation/Home).





## Understanding Your Bill

Your Texas Gas Service billing statement will be issued about the same time each month and you will have at least 15 days to pay your bill. Below are explanations of some of the terms from your statement:

**Cost of Gas Factor** changes monthly to reflect charges by natural gas suppliers and transporters.

**Service Charge** partially covers the fixed costs of providing natural gas service to our customers.

**Franchise Fees** are local fees established by and paid to cities. Texas Gas Service simply collects these fees on behalf of the city.

**Meter Readings Previous/Present** shows your meter reading for the current and previous month. If an “E” appears after the “previous” or “present” date, your meter reading has been estimated.

**For more information about how to read your bill, visit our website at [TexasGasService.com](https://www.texasgasservice.com), click on “Pay Bill,” and then choose “Understanding Your Bill.”**



## Reading the Meter

If you have questions about your usage, you may learn how to read your own meter. For complete instructions, visit our website at [TexasGasService.com](https://www.texasgasservice.com), click on “Save Money,” and then choose “Read Your Meter.”

### Did You Know?

With natural gas, you can decrease expenses while improving efficiency.

Visit [TexasGasService.com](https://www.texasgasservice.com) for more information about your natural gas account, customer choice programs, safety information, energy-saving tips, factors affecting the cost of natural gas and industry-related information.