



USE YOUR SENSES TO DETECT NATURAL GAS



SMELL

If you smell a rotten egg or sulfur-like odor, it may be the result of a natural gas leak. Natural gas is naturally colorless and odorless, so we have added an odorant to warn you of a natural gas leak.



LOOK

If you see unexplained dead vegetation, blowing dirt or bubbling puddles of water in or around your yard or your natural gas meter, you may have a natural gas leak.



LISTEN

If you hear a hissing or roaring around natural gas piping, meter or appliance, or if your natural gas appliance fails to ignite, you may have a natural gas leak.

If you think you have any of these warning signs, leave the area immediately and don't operate any electrical equipment. Then, use a phone located away from the area to call 911 and Texas Gas Service at 800-959-5325.

FLAMMABLE LIQUID SAFETY

Do not use or store flammable liquids or combustible materials near your appliances. Invisible vapors from flammable liquids such as gasoline, paint, solvents and adhesives are heavier than air and can travel great distances along the floor. A pilot light or lighted burner of a natural gas appliance can ignite these vapors.

CARBON MONOXIDE AWARENESS

Carbon monoxide is an odorless, colorless and tasteless gas that can make you sick and, in certain circumstances, may be deadly. Carbon monoxide is created when fuel does not burn completely. Sources include improperly vented or malfunctioning appliances, auto exhaust and blocked chimney flues.

Potential Signs of Carbon Monoxide

- Yellow flame instead of a blue flame on appliance burners
- Black soot around vents, flues, furnace filters, burners or appliance access openings
- Headache, dizziness, ringing in the ears, fatigue, increased perspiration, nausea, weakness and vomiting

Helpful Prevention Tips

- Install and maintain a carbon monoxide detector.
- Check and maintain proper ventilation of flue and chimney.
- Do not use a stove, oven or range to heat your home.
- Do not use any space heater to heat your home that is not designed for safe indoor use.

For more information, visit [TexasGasService.com/carbonmonoxide](https://www.texasgasservice.com/carbonmonoxide).

SCALDING HAZARDS

Make sure your water heater is set to a safe temperature. Check the water temperature before any shower or bath.

EMPLOYEE AND CONTRACTOR IDENTIFICATION

Texas Gas Service employees carry a company photo identification card. Before allowing anyone to enter your home, please ask to see proof of identification. If you suspect someone is impersonating a Texas Gas Service employee or authorized agent, please call 911.

ACCESS TO YARDS AND METERS

We are required by federal and state regulations to periodically survey our pipelines. To do that, our employees and contractors must have direct access to our equipment and pipelines, which may be buried in your yard. A leak survey will typically take only a few minutes, and because it does not require access inside the home, you may not even notice it has been done. These routine surveys help ensure that our systems are operating properly and safely. Only authorized Texas Gas Service personnel may adjust the meter or turn natural gas service on or off.

CALL BEFORE YOU DIG

If you are planning to dig or perform excavation work, we need your help in preventing damage to underground facilities. For your safety, before you dig, excavate, plant a tree, till soil, install a deck or set fence posts, call 811 at least two full business days in advance to have underground utility lines marked at no charge to you. It's the law. Visit [TexasGasService.com/Call811](https://www.texasgasservice.com/Call811).

EXCESS FLOW VALVES NOTIFICATION (EFV)

Federal regulations require Texas Gas Service 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 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 in the future 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.

YOUR PIPELINE RESPONSIBILITY

Texas Gas Service maintains the underground natural gas pipes that deliver natural gas to the primary structure (ie: 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. See Call 811 section above for more information.

FAST FACTS

Post this in your home as a quick reference guide.

If you smell natural gas, leave the area immediately and call

**911 and
800-959-5325**

At least two business days before digging

Call 811

Pay your bill, manage your account or learn more about Texas Gas Service at

TexasGasService.com

Contact our Customer Service line at

800-700-2443

Si desea una copia de este folleto en español, por favor llámenos al **800-700-2443** o descargue nuestro folleto de Bienvenida de nuestra página de internet.



Welcome to the Neighborhood!

Texas Gas Service is your natural gas provider. We provide safe, reliable and efficient natural gas to more than 669,000 customers in about 100 communities in Texas. We are a division of ONE Gas, Inc., one of the largest natural gas utilities in the United States.



CUSTOMER BILLING AND PAYMENT OPTIONS

AVERAGE BILL CALCULATION (ABC) PLAN

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.

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 on, review your account balance and even pay your bill directly from your bank account. Log in to your online account to sign up today.

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.

ONLINE

Some of the features require an online Texas Gas Service account. You may register and pay your bill at [TexasGasService.com](https://www.texasgasservice.com). Visa, Mastercard, Discover, Debit Cards and Electronic Checks are accepted.

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. 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.

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.

U.S. MAIL

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

PAYMENT ARRANGEMENTS

If you are not able to pay your bill in full, qualified customers may request a payment arrangement 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. Our representatives can direct customers 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**.

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**.

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://www.texasgasservice.com/ShareTheWarmth).

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://www.texasgasservice.com/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

UNDERSTANDING YOUR BILL

Your Texas Gas Service billing statement will be issued about the same time each month. Below are explanations of some of the terms you will find on your statement:

Cost of Gas reflects the amount of gas you use each month. We calculate what we paid to purchase, store and transport natural gas and pass it on to you. We do not mark up the cost of gas you use. We simply pass that cost through to you.

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.

Delivery Charge reflects the cost of maintaining and operating the company's natural gas delivery system.

Weather Normalization Adjustment is based on a comparison of historical temperature data to normal temperature data resulting in an adjustment that reduces the impact of weather extremes on the Delivery Charge portion of your bill. It appears as a credit if the weather was colder than normal or as a debit if the weather was warmer than normal.

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

City or County Tax includes sales tax assessed on utility service by some cities and counties.

Billing Statement Summary Box shows your bill's total amount and due date. To avoid a late payment charge, please pay your bill by this date.

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.

Ccf Billed is the natural gas energy used during the billing cycle, measured in hundred cubic feet (Ccf).

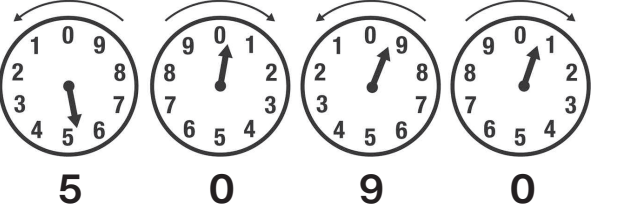
For more information about how to read your bill, visit our website at [TexasGasService.com](https://www.texasgasservice.com), click on the menu button in the upper right corner, select "Customer Resources," "Customer Awareness" and then choose "Understanding Your Bill."



READING THE METER

If you have questions about your usage, you may learn how to read your own meter:

1. Read each dial in the direction of the arrow, starting with the dial on the left.
2. When the hand is between numbers, always use the smaller number.
3. To find out how much natural gas you used since the last time your meter was read, subtract the previous reading from the present reading shown on your natural gas bill.
4. Whenever the arrow is between 9 and 0, 9 is the lower of the two numbers.



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.

Electronic Statements are Faster and Convenient

- » Receive email notifications
- » Easily view and print statement
- » Watch how to sign up at vimeo.com/showcase/onegas

