



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 CompanySM 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.

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

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

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 (Amount)
Customer Charge 33 Days x \$1.6438 5.42
Gas Service (Details below) 36 Therms
Therms used 16 Over Baseline
Rate/Therm \$ 7.5625 x \$9.0000
Charge \$12.10 + \$19.92 = 32.02
CARE Program Discount -7.49
Total Gas Charges \$29.95

TAXES & FEES ON GAS CHARGES (Amount)
State Regulatory Fee 36 Therms x \$ 0.0058 .02
CARE Public Purpose Surcharge 36 Therms x \$ 0.0471 1.68
Los Angeles City Users Tax \$31.65 x 10.00% 3.17
Total Taxes and Fees on Gas Charges \$4.87
Total Current Gas Charges \$34.82

Gas Usage History (Total Therms used)
Bar graph showing usage from Jun 09 to Jun 10. Total Therms used: 32, 34, 36. 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?
• Easy, secure and good for the environment

DATE DUE Jun 16, 2010
AMOUNT DUE \$34.82

Pay Paper & Postage ACCOUNT NUMBER 128 102 5990 8 DATE DUE Jun 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.
Tell us what you think – e-mail your feedback to 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 CompanySM 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 (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

1 You are currently receiving the CARE discount. The discount now appears as a separate credit on your bill.

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

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

4 **Gas Usage History (Total Therms used)**
Bar chart showing usage from June 1 to June 15, 2010. Daily average Therms: 1.1, 1.2, 1.1. Days in billing cycle: 30, 29, 33.

5 **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: 05/13/10 - 06/15/10 33 5446 5411 35 1.017 36

6 **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

7 **GAS CHARGES**
Customer Charge 33 Days x \$16438 Amount \$5.42
Gas Service (Details below) 36 Therms
Therms used 16 20
Rate/Therm \$7.5625 \$99600
Charge \$12.10 + \$19.92 = 32.02

8 **TAXES & FEES ON GAS CHARGES**
State Regulatory Fee 36 Therms x \$0.0068 02
CARE Public Purpose Surcharge 36 Therms x \$0.4871 1.68
Los Angeles City Users Tax \$31.65 + 10.00% 3.17
Total Taxes and Fees on Gas Charges \$4.87

8 **Save Paper & Postage**
Pay ONLINE
www.socalgas.com

AMOUNT DUE Jul 16, 2010
AMOUNT DUE \$34.82

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

80 1281025990 00003482 85 1281025990 0000062984
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Para más información sobre cómo leer su nueva factura, visite www.socalgas.com/sp/.
Su opinión es importante – envíenos comentarios por correo electrónico a billredesign@socalgas.com.