



VALLEY ENERGY

523 Keystone Avenue  
P.O. Box 340  
Sayre, PA 18840-0340JOHN A SMITH\*  
123 MAIN ST  
ANYTOWN PA 55555-00004 1942  
C- P- #  
#

Account Number 51311700

Rate: RESIDENTIAL

Next Reading Date On or About 12/13/2021

## CURRENT BILLING INFORMATION

IN 30 DAYS YOU USED:

THIS READING	11/11/21	2512	ACTUAL
LAST READING	10/12/21	2449	ACTUAL
		63	CCF

CUSTOMER CHARGE		11.79
BASIC SERVICE CHARGE	63 CCF @ .287230	18.10
GAS COST RATE	63 CCF @ .417480	26.30
STATE TAX ADJUSTMENT		-0.02

CURRENT CHARGES 56.17

This Bill includes \$4.45810 per MCF which is our average cost of gas acquired for your use

Approximate State Taxes included in current period charges 1.91

Retain this portion for your records. See back of this bill for more information and explanations of codes.

Please detach and return this portion with your payment. If paying by check, please write account number on check.

Please indicate address changes on back of this form.

TO PAY OVER THE PHONE BY CHECK OR CREDIT CARD PLEASE CALL 855-356-6347. A CONVENIENCE FEE OF \$3.95 WILL BE APPLIED.

If you would like to participate in the \$ Energy Fund, please designate the amount you would like to donate each month.

 \$1  \$2  \$3  \$4  \$5  Other

More information about the fund on the back of the bill.

JOHN A SMITH\*  
123 MAIN ST  
ANYTOWN PA 55555-0000

Account Number	51311700
Amount Due 12/06/2021	61.00

EFFECTIVE NOVEMBER 1, 2021 THE GAS COST RATE INCREASED FROM 0.34856 TO 0.41748. THIS IS AN INCREASE OF 0.06892 PER CCF AND IS INCLUDED IN THIS BILL.

Service Address: 123 MAIN ST  
ANYTOWN PA 55555

## DUE DATE 12/06/2021

Please register any question or complaint prior to the Due Date. Valley Energy's office hours are 7:30AM-4:30PM Monday-Friday. Phone: 570-888-9664 or 800-998-4427 website: www.valley-energy.com

## SUMMARY

PREVIOUS BALANCE	-88.12
PAYMENTS RECEIVED	-61.00
BALANCE AT BILLING	-149.12
CURRENT CHARGES	56.17

PRESENT BALANCE DUE -92.95

## BUDGET PLAN INFORMATION

MONTHLY BUDGET AMOUNT	61.00
BUDGET-AMOUNT-DUE	61.00

## Shopping Information Box

When Shopping for gas with a Natural Gas Supplier, please provide the following:  
Account number: 51311700  
Rate Schedule: RES5  
If you are already shopping, know your contract expiration date.

Valley Energy's price to compare rate is .417480 per ccf

Account Number	51311700 PA
Amount Due 12/06/2021	61.00

Pay by 12/06/2021 to avoid a 1.25% late payment charge.

VALLEY ENERGY  
PO BOX 340  
SAYRE PA 18840-0340

## HOW TO READ YOUR BILL

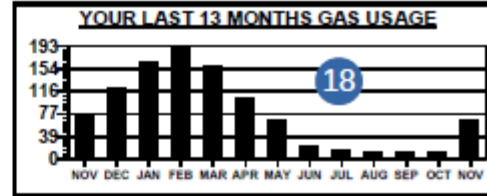
- ACCOUNT NUMBER** – This is your account number with Valley Energy. Please mark all correspondence and payments with this number to ensure your account is properly identified.
- AMOUNT DUE** – This is the amount you owe on this bill.
- MESSAGES** – These messages contain information regarding conservation, safety and other important announcements.
- MAILING ADDRESS** – This is the mailing address where we'll send your statement each month. Please help us keep this information current by updating your address whenever it changes.
- SERVICE ADDRESS** – The service address is the location where your gas service is provided.
- DUE DATE** – Although your monthly bill is due and payable upon presentation, it becomes past due if not paid by the "Due Date" on your bill. A late charge may be added to the bill if payment is not received before the next bill is rendered.
- RATE SCHEDULE** – The rate schedule represents the gas rate used to calculate your account. You can view Rates & Tariffs on valley-energy.com.
- CURRENT BILLING** – Valley Energy bills customers on a volumetric basis, which is the volume of gas delivered. The current reading minus the previous reading, equals the number of total CCF's used in the current billing period.
- CHARGES** – This includes charges to your account such as: Customer Charge; Basic Service Charge; Gas Cost Rate Charge.
- AVERAGE COST OF GAS** – Is the actual cost of gas.
- BILL SUMMARY** – This section will show your total amount due. This includes: the previous balance; payment(s) made toward that balance; any unpaid balance forward from the prior month's bill; your current month's bill amount; and your current balance.
- BUDGET** – If you are enrolled in Budget Billing, your Budget Billing summary displays your current month's installment and amount due.
- SUPPLIER INFORMATION** – Information needed when shopping for gas with a Natural Gas Supplier.
- PRICE-TO-COMPARE** – Compare Valley Energy's current gas commodity charge (Gas Cost Rate) with the rate offered by other eligible suppliers.
- PAY OVER THE PHONE** – The number to pay by debit or credit card.
- \$ ENERGY FUND** – The \$ Energy Fund partners with 130 community based agencies and utility companies to provide energy assistance to those less fortunate. The amount you designate will be added each month to your bill until you notify the Company otherwise.
- PAYMENT STUB** – If you are mailing your payment, detach this portion and send with your check.



**GENERAL INFORMATION**

Valley Energy's business office is at 523 S. Keystone Ave., Sayre, PA 18840.

Rate schedules, an explanation of how to verify the bill, and an explanation of the gas cost rate are available upon request from Valley Energy's office and on the utility's website at [www.valley-energy.com](http://www.valley-energy.com)



- 18. **MONTHLY USAGE GRAPH** - This section displays your gas usage over the past 13 months. It's measured by CCF's used each month.
- 19. **DEFINITIONS** – Definitions of important billing terminology that is used to calculate and prepare your bill.
- 20. **PHONE NUMBERS** – Important phone numbers to report gas emergencies 24/7.
- 21. **CONTACT INFORMATION UPDATE** - Permanent or temporary changes to your mailing address, email or phone number changes can be completed here.

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**UNDERSTANDING YOUR BILL**

<b>CCF</b>	equals one hundred cubic feet of gas. This is a measure of gas usage. One ccf is the amount of gas that will heat approximately 160 gallons of your tap water to 130 F, the average hot water temperature.
<b>METER MULTIPLIER</b>	due to meter design, some meters may record only a part of actual use. A multiplier is used to convert readings from those types of meters to total use. For meters that do record total use, the meter multiplier is 1.
<b>ESTIMATED READING</b>	an estimated reading is arrived at by using previous months actual readings, when an actual reading can not be taken. It is noted as an estimated reading on the front of the bill.
<b>CUSTOMER CHARGE</b>	a monthly charge to cover costs to maintain gas lines, and provide meter reading and billing.
<b>BASIC SERVICE CHARGE</b>	the charge that covers the basic fixed costs of providing you with gas service.
<b>GAS COST RATE</b>	the amount billed or credit each month to correct any differences between projected and actual gas supply costs. This is a direct-pass-through. We earn no profit from this charge.
<b>BUDGET BILLING</b>	it is the spreading of your gas charges in equal monthly amounts over a period of 12 months. This budget is set up to ease your way through seasonal differences in your monthly gas bills and is reviewed quarterly.
<b>PAYMENT ARRANGEMENTS</b>	We will work with any customer experiencing a financial or personal hardship to help you continue receiving gas service. If you need assistance, please call us at the number on the front of the bill.
<b>\$ ENERGY FUND</b>	The sole purpose of the Fund is to work together with utilities and community leaders to aid low-income households. The amount you designate will be added each month to your bill until you notify the Company otherwise. The Company will match your contribution.

**IMPORTANT PHONE NUMBERS** Valley area (570)888-9864  
 To report a Gas Leak (24 hours) Towanda area 1-800-998-4427

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PLEASE MAKE CHECKS PAYABLE TO: **VALLEY ENERGY**

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Billing Address Change	Service Address Change
_____	_____
_____	_____
_____	_____

PLEASE MAIL BILLS TO:  
 P. O. Box 340  
 Sayre, PA 18840