

Important CenterPoint Energy Numbers

Customer Service: 800-227-1376 | Call Before You Dig: 811 or 800-382-5544 | Indiana Relay Service: 800-743-3333 | CenterPointEnergy.com

Customer Service questions or concerns: To contact CenterPoint Energy regarding your bill or service, visit us online at CenterPointEnergy.com or contact us between 7 a.m. and 7 p.m. Eastern, Monday through Friday, at 800-227-1376. Please do not include any correspondence to P.O. Box 209, Evansville, IN 47702-0209.

Natural Gas Service Terms & Definitions

Distribution and Service Charges - Portion of the bill which reflects the costs to deliver natural gas to your home or business. The customer facilities charge that is billed each month regardless of consumption is included in this line item.

Gas Cost Charge - Portion of the bill which reflects how much CenterPoint Energy Indiana North and CenterPoint Energy Indiana South paid for the natural gas used in your home or business. This cost is passed on to you. The Indiana Utility Regulatory Commission reviews and approves these natural gas costs on a quarterly basis.

Demand - Charge for some larger customers based on their highest usage within a defined period. The billing demand for gas is stated in therms.

CCF (100 Cubic Feet) - Gas consumption is measured by your meter in hundreds of cubic feet.

Therm - The volume of gas in CCF multiplied by the therm conversion factor.

Therm Conversion Factor - The heat content of the gas used to convert the measured gas consumption from CCF to therms.

Pressure Factor - Factor used to calculate consumption on meters in which delivery pressure is higher than standard pressure and a pressure compensation instrument is not used.

Miscellaneous Charges - Examples for miscellaneous charges may include but are not limited to deposits, reconnect charges, etc.

Disclaimer - Programs and services are operated under the brand CenterPoint Energy by Indiana Gas Company d/b/a CenterPoint Energy Indiana North, Southern Indiana Gas and Electric Company d/b/a CenterPoint Energy Indiana South in their respective service territories.

Electric Service Terms & Definitions (where applicable)

Current Electric Charges - Includes the following three components that are reviewed and approved by the Indiana Utility Regulatory Commission.

- **Energy Charge** - Charges billed each month for the amount of electric consumption during the billing period. This charge includes base commodity and delivery charges.
- **Energy Adjustment** - Portion of the bill which reflects the market cost of purchasing fuel and electricity as well as other environmental and regulatory cost adjustments.
- **Service Charges** - Charges billed each month to recover various costs the company incurs regardless of consumption. This includes metering, meter reading, operation and maintenance of service delivery facilities, billing and administrative costs incurred by CenterPoint Energy Indiana South.

Demand - Rates for some larger customers are based on their highest usage with a defined period. The billing demand for electric is stated in kilowatts (kW) or kilovolt-amperes (kVA).

kWh (kilowatt hours) - Electric energy consumption is measured by your meter in kilowatt hours.

Multiplier - Used to calculate the kWh consumption on high usage meters.

Miscellaneous Charges - Examples for miscellaneous charges may include but are not limited to reconnect charges, returned check charges, etc.

Meter Abbreviations

A = Actual meter reading

E = Estimated meter reading

Natural Gas Residential Rate Codes	RES 110 - Residential Sales Service, RES 210 - Residential Sales Service, RES 211 - Unmetered Gas Lighting Sales Service
Natural Gas Commercial Rate Codes	COM 120 - General Sales Service, COM 125 - School/Government Transportation Service, COM 129 - Natural Gas Vehicle Service, COM 220 - General Sales Service, COM 225 - School/Government Transportation Service, COM 229 - Natural Gas Vehicle Service, COM 240 - Interruptible Sales Service
Electric Residential Rate Codes	RS - Residential Service, B - Water Heating Service
Electric Commercial Rate Codes	SGS - Small General Service, DGS - Demand General Service, OSS - Off-Season Service