

**How to Contact Us**

**1-800-552-3044**  
For DirectLink self-service 24 hours/day  
For credit questions, call  
7 a.m. - 5.30 p.m., Mon. - Fri.  
9 a.m. - 2 p.m. Sat.

**1-800-552-3043**  
For billing questions,  
call 8 a.m. - 5 p.m., Mon. - Fri.  
For quickest response,  
call 11 a.m. - 3 p.m., Tues. - Fri.

**1-800-552-8464**  
For heating/water heating repairs 24 hours/day  
To open/close account, please allow at least 5 days.

**1-800-525-8222**  
For gas leaks or odor of gas 24 hours/day

**711**  
For hearing-impaired relay

[www.northernutilities.com](http://www.northernutilities.com)  
For account information, descriptions of our services,  
and safety and conservation tips.

**Billing Options**

**Budget Payment Plan** Reduce the impact of higher, unstable natural gas prices by spreading the cost of winter heating more evenly throughout the year. Know how much to expect to pay each month.

**Extended Payment Plans** Special payment arrangements and energy assistance are available, if eligible.

**Payment Options**

**E-bill** Receive and pay your bill online. To enroll, visit our Web site, [www.northernutilities.com](http://www.northernutilities.com).

**Direct Payment** Authorize your bank to pay your bill automatically each month.

**Authorized Payment Centers** Visit DirectLink e-Services on our Web site or call for the location of an authorized payment center near you. The agent charges a service fee for each transaction.

**Mail** Detach and return the coupon below with payment to:

Northern Utilities  
P.O. BOX 9001848  
LOUISVILLE, KY 40290-1848

**Consumer Protections**

**Your Right to Dispute Your Bill** If you think your bill is incorrect, call us at 1-800-882-5454 before the due date. We will review your account and notify you of the results, in writing if you wish. If you are not satisfied with our response, you have the right to appeal to the New Hampshire Public Utilities Commission (PUC) in writing at: New Hampshire PUC, 21 S. Fruit St, Concord, NH 03301-2429, by phone at 1-800-852-3793, or on the internet at [www.puc.nh.gov](http://www.puc.nh.gov). Until the PUC rules on your appeal, your service cannot be shut off for non-payment of the disputed part of your bill. However, you must continue to pay any portion of that bill and other bills that are not part of the dispute.

**Bankruptcy Notices** Mail to Northern Utilities, Revenue Recovery, 2025 Roosevelt Ave., P.O. Box 2025, Springfield, MA 01102.

**Third-party Notification** If you would like us to notify someone else about any deposits, unpaid bills, disconnections, or unsafe conditions you might face, please write to us. Be sure to include the other person's name, address and phone number. The third party will not be responsible for any payments on your account, but will be alerted that you might need help.

**Billing & Payment Summary**

**Customer Name**

Previous Balance on 08/01/2007		\$62.32
Late Payment Charge on 08/07/2007	+	\$0.36
Payments Received on 08/07/2007	-	\$36.18
Payments Received on 08/27/2007	-	\$26.14
Balance on 09/05/2007	=	\$0.36
Charges for Gas Service This Period	+	\$29.62

**Amount Due by 10/01/2007 = \$29.98**

If paid after 10/01/2007, the amount due will be \$30.28.

**Billing & Payment Notes**

If payment is not received by 10/01/2007, a 1.00% late payment charge of \$0.30 will be added to your account.

See back of bill for Detail of Charges for Gas Service.

**Service Summary**

**Service Location**

**Service Summary Notes**

Your next actual meter reading date is between 10/01/2007 - 10/03/2007

**Meter Number**

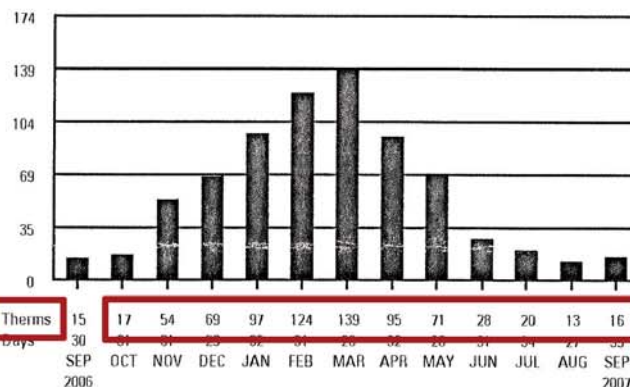
H89307

**Meter Readings (35 Billing Days)**

Actual Reading on 09/05		4525
Actual Reading on 08/01	-	4510
Gas Used (Ccf)	=	15
Therm Factor	x	1.054
Total Gas Used (Therms)	=	16

**Gas Use History**

Estimated Customer Actual



**Daily Comparisons**

Month	Avg Daily Temp	Avg Daily Usage
Sep '07	63.7°	0.5
Aug '07	64.9°	0.5
Sep '06	63.3°	0.5

**Add your monthly gas consumption together for the last 12 months to obtain the yearly total.**

**In this example, the yearly total is 743 therms.**