

# NORTH AMERICAN POWER AND GAS, LLC

## Disclosure Statement

This Disclosure Statement provides additional information about your services and rights as a consumer. It has been prepared in accordance with GPSC rules, and should be read in conjunction with your Terms and Conditions of Service for a complete statement of your agreement with NAPG.

A consumer shall have a three-day right of rescission following the receipt of this disclosure at the time of initiating service or when informed of a change in terms or conditions. You, the consumer, may cancel in writing or electronically by contacting NAPG.

### Rate Plan

**Fixed:** Your new fixed rate plan begins [TBD] and expires on [TBD] ("Fixed Price Period"). Your price is \$0.529 per therm and will not change for the duration of the Fixed Price Period. Components of this price include the cost of natural gas to serve your account, transportation costs, losses, storage costs, administrative costs, costs to acquire, marketing costs, profit, applicable taxes, and other business and market costs. NAPG will use this price to calculate your natural gas charge for all billing cycles with a start date during the Fixed Price Period. This rate does not include AGL base charges, your NAPG monthly Customer Service Charge, or applicable federal, state and local taxes. These items will be charged separately on your monthly bill. This rate plan does not have minimum usage requirements. This rate plan has a monthly Customer Service Charge of \$5.95.

If you have a fixed term agreement with us and it is approaching the expiration date, or whenever we propose to change our terms of service in any type of agreement, you will receive written notification from us prior to the date of expiration of or change to the agreement. We will explain your options to you in this advance notification.

### Credit and Deposits

NAPG typically performs a credit review on all customers establishing or reconnecting service. Review of your creditworthiness may impact your rate plan, customer service charge, and deposit requirement. If your request for service is declined, NAPG will send you a letter explaining the reason(s) for the decision.

NAPG may require a deposit as security for your service pursuant to a review of credit criteria and/or past payment history with NAPG. The deposit shall not exceed \$150.00 for a residential customer who primarily uses gas for personal family or household purposes. The deposit shall not exceed 20% of the consumer's annual estimated bill for any non-residential firm retail customer who meets the definition under Commission Rule 515-7-9-.01(i).

### Billing

**Budget Billing** – If NAPG offers you a Budget Billing plan, your monthly payment will be determined by averaging the projected annual bills over a 12 month period. At least once every 12 months, NAPG will reconcile the difference between what you have already paid and what your actual energy costs have been during that period. If you cancel your Budget Billing plan or if you fail to make a timely payment, your plan shall be cancelled and any balance owed becomes due.

**Estimates** – NAPG will not send estimated bills, except when the actual meter readings are not made available, and in that event, such estimated bills will be limited to no more than two consecutive months.

**Late Payment** – Payment is due in full on or before the due date on your bill. You will have at least 20 days from the date the bill is mailed to you to pay the balance due. After the due date, NAPG reserves the right to bill a late charge in the amount of \$10.00 or 1.5% of the past due balance, whichever is greater. A late fee will not be applied if the past due balance is less than \$30.00.

**Collections** - NAPG reserves the right to collect any outstanding balance on your account, even if you no longer receive natural gas service from NAPG. The account may be sent to a third party and/or collections attorney, and NAPG retains the right to seek additional costs associated with collecting the debt.

### Payment

NAPG offers the following options for payment:

**Mail** – Check or money order can be mailed to the address on your bill. Your payment may take up to 7 days to process.

**Automatic Bank Draft** – When you enroll in automatic bank drafting, the full balance due on your account will be automatically withdrawn from your financial institution on or near the due date on your bill. To enroll, please call or visit [www.napower.com](http://www.napower.com)

**Pay by Phone** – Please call NAPG at 1-(800) 319-4224. A nominal fee will be charged to process your payment via check or credit/debit card.

**Online Payment** – Please visit [www.napower.com](http://www.napower.com) to enroll your account and select your desired payment option. A nominal fee will be charged to process your payment via check or credit/debit card.

**Payment Locations** – Please contact us at 1-(800) 319-4224 to receive information on how to pay in person and locate the nearest payment center. Cash payments are accepted at in-person payment centers. A nominal fee will be charged to process your payment.

### Contact Information

If you have any questions about your service, need to make a service request, or have a complaint, please contact NAPG Customer Service using the following information:

- **Toll Free:** 1-(800) 319-4224
- **Email:** [customer@napower.com](mailto:customer@napower.com)
- **Corporate Headquarters Mailing Address:**  
North American Power and Gas  
1500 Rankin Rd., Suite 200  
Houston, TX 77073

If you are not satisfied with the response from NAPG, you have the right to contact the Georgia Public Service Commission and the Consumers' Utility Counsel Division of the Governor's Office of Consumer Affairs using the following information:

- **Georgia Public Service Commission**  
244 Washington Street  
Atlanta, Georgia 30334  
404-656-4501 (within metro Atlanta)  
1-800-282-5813 (Toll Free outside of metro Atlanta)
- **Consumers' Utility Counsel**  
**Governor's Office of Consumer Affairs**  
2 Martin Luther King, Jr. Drive, Ste 356  
Atlanta Georgia 30334  
404-651-8600 (within metro Atlanta)  
1-800-869-1123 (Toll Free outside of metro Atlanta)

### Energy Assistance

NAPG accepts payments from energy assistance groups. You may contact LIHEAP or the Department of Human Resources using the following information:

Low Income Home Energy Assistance Program ("LIHEAP")

Toll Free: 1-800-869-1150 for information on this program

Department of Human Resources

Division of Family and Children Services, Energy Assistance Program

Toll Free: 1-800-869-1150

### Cancellation

**You may cancel service with NAPG by contacting NAPG customer service using the information provided under "Contact Information" above.** If you have a fixed term agreement and cancel service early (after your 3-day right of rescission has expired, as described above and in your Terms of Service), or service is canceled by NAPG due to disconnection for nonpayment, we will have the right to charge you an early cancellation charge. The charge shall be calculated by multiplying the number of months remaining in your Fixed Price Period by \$12.50. (Example: If you have four months remaining on your Fixed Price Period, you would pay \$50.00.) You will not be subject to an early cancellation charge if you are relocating outside of the AGL service area, if you relocate to another location and continue your service with NAPG, or if you are a low-income residential consumer seeking service for the first time from the regulated provider.

### Disconnection of Service

Your natural gas service with NAPG will be disconnected for failure to pay your monthly bill only if NAPG is your current marketer, and it has been at least 15 days since the you were notified that the service would be disconnected. Your service will not be disconnected for nonpayment if a bill was not sent to you in a timely manner. Prior to a disconnection for nonpayment, NAPG will offer you at least one reasonable payment arrangement in writing.

### Reconnection of Service

If your service is disconnected for non-payment, you will be assessed reconnection charge up to \$75.00, of which \$25.00 is an AGL pass-through charge. You must pay the delinquent balance on your account and meet credit criteria, including but not limited to payment of a deposit, prior to the completion of a reconnection service request.

### Switching Marketers

NAPG will not prevent you from obtaining distribution and commodity sales service from another marketer or provider.