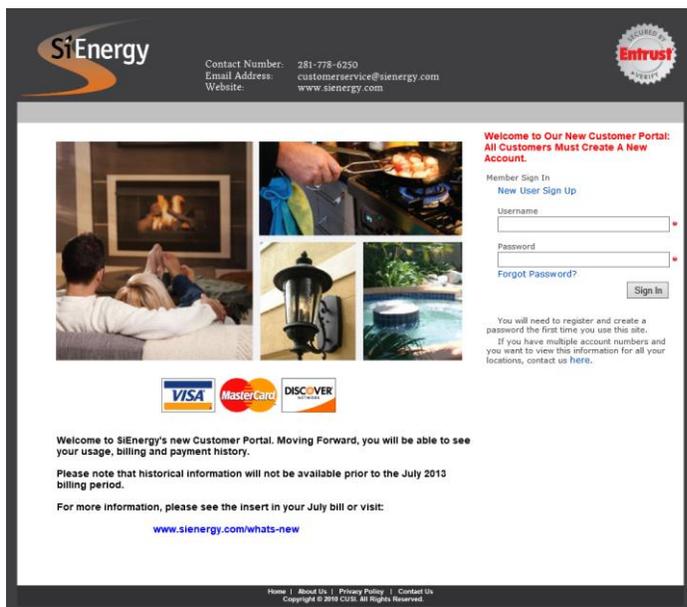


# IMPORTANT INFORMATION ABOUT YOUR ACCOUNT

In order to better serve you, we have implemented several new capabilities that include:

- A new, more functional web payment portal
- Ability to receive eBills
- Ability to pay your bill via phone 7x24
- A new, easier to read and more informative monthly bill format

This insert provides some information about these changes. You can also visit [www.sienergy.com/whats-new](http://www.sienergy.com/whats-new) to learn more.



## This is our new payment portal.

We apologize for the inconvenience, but you will have to re-create your account and payment options if you used our previous portal.

You will find that the tool offers you:

- Usage, billing and payment history, starting with May 2013.
- Ability to sign up for eBills.
- One time and recurring credit card payment options.
- One time and recurring echeck and bank drafts options.
- Lower credit card processing fees.

## Would you like to pay your bill by voice over the phone?

Beginning August 7, 2013, you will be able to call our (281) 778-6250 number and select the "Pay by Phone" option. This will allow you to pay your bill, at your convenience, 7x24 via credit card. You can still contact our office during normal business hours to speak with a representative.



## Your monthly bill has a new look.

The new design groups your usage and charges together so that you can easily see your account summary, current charges and up to 13 months of usage history at a glance. For those who have multiple meters, you will see the meter usage and charges consolidated onto a single bill with usage broken out by meter. See opposite side for bill overview.

Historical chart of gas usage measured in Ccfs (American standard measurement of water and natural gas volume).

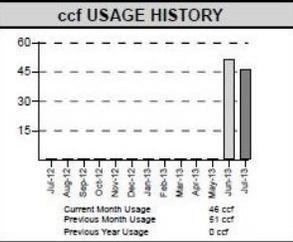


**Your Natural Gas Provider**  
 P.O. Box 660141  
 Dallas, TX 75266-0141  
 281-778-6250 Fax: 832-201-7286  
[www.sienenergy.com/payonline](http://www.sienenergy.com/payonline)  
 "Redefining the Future of Energy"

This is your Natural Gas Bill

|                   |              |
|-------------------|--------------|
| 1 Account Number  | 123456789    |
| 2 Location Number | 9876543      |
| Bill Date         | 07/01/2013   |
| Name              | SALLY SAMPLE |

**ccf USAGE HISTORY**



|  |               |                                   |
|--|---------------|-----------------------------------|
| <b>Account Summary</b>                   |               | <b>Service Address</b> 1234 AVE A |
| Previous Balance                         |               | \$142.15                          |
| Payments Received                        |               | \$142.15                          |
| Previous Adjustments                     |               | \$0.00                            |
| 4 Account Balance Before Current Charges |               | \$0.00                            |
| <b>Current Charges</b>                   |               |                                   |
| Customer Charge Base Rate                |               | 15.00                             |
| Customer Charge                          | .3158 per ccf | 14.53                             |
| PGA Cost                                 | .5029 per ccf | 23.13                             |
| 5 Total Charges Due by 07/28/2013        |               | \$52.66                           |

|                    |            |
|--------------------|------------|
| Meter Number       | 34567899   |
| District-Cycle     | 1-1        |
| From               | 05/22/2013 |
| To                 | 06/25/2013 |
| Number of Days     | 34         |
| Previous Read      | 756        |
| Current Read       | 802        |
| ccf Used           | 46         |
| ccf Used 1 Mo Prev | 51         |
| ccf Used 1 Yr Prev | 0          |

For billing inquires contact: Web: [www.sienenergy.com](http://www.sienenergy.com)  
 Email: [customerservice@sienenergy.com](mailto:customerservice@sienenergy.com)  
 Phone: (281) 778-6250

CONTACT THE OFFICE IMMEDIATELY IF YOU HAVE A PAST DUE AMOUNT

You can now pay your bill at many convenient locations. visit: [www.sienenergy.com/paylocations](http://www.sienenergy.com/paylocations)

All online checks and ACH payments are subject to \$1.00 convenience fee. All CC payments subject to a 2.50% convenience fee. Only Visa, Mastercard and Discover are accepted.

Please detach and return bottom portion with payment.



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|                                  |         |
|----------------------------------|---------|
| 10 Account Number 123456789      |         |
| Current Charges                  | \$52.66 |
| Past Due Amount as of 07/01/2013 | \$0.00  |
| Total Amount Due by 07/28/2013   | \$52.66 |
| Amount Paid                      |         |

\*\*\*\*\*AUTO\*\*S-DIGIT 77459  
 502 0 3980 AV 0 360 2 1 264  
 SALLY SAMPLE  
 1234 AVE A  
 SAMPLEVILLE TX, 12345-1111

SiEnergy  
 PO Box 660141  
 Dallas, TX 75266-0141

Billing and payment information for your account, including your previous balance, last payment, current billing and other charges and adjustments if applicable.

Current costs for maintaining and operating the natural gas system, like reading meters, issuing bills, assessing applicable taxes, etc.

Payment Coupon: to be returned with payment.

- 1 Account number: unique to the customer.
- 2 Location number: unique to each service address.
- 3 Bill date: date the bill was generated.
- 4 Account Balance Before Current Charges: Total of previous balance, payments and adjustments.
- 5 Total Charges Due: The total of natural gas and other non-gas charges due for the billing period. To avoid service interruption, amount due must be paid in full by due date shown.
- 6 Meter Number: serial number unique to each meter.
- 7 District-Cycle: District is the specific meter read area. Cycle is the billing cycle.
- 8 Billing Period: last meter read date to current meter read date.
- 9 Messages: this section is used for payment options, contact information and annual notices.
- 10 Current, past due charges and due date.
- 11 Customer Name and Mailing Address.
- 12 SiEnergy's payment address.