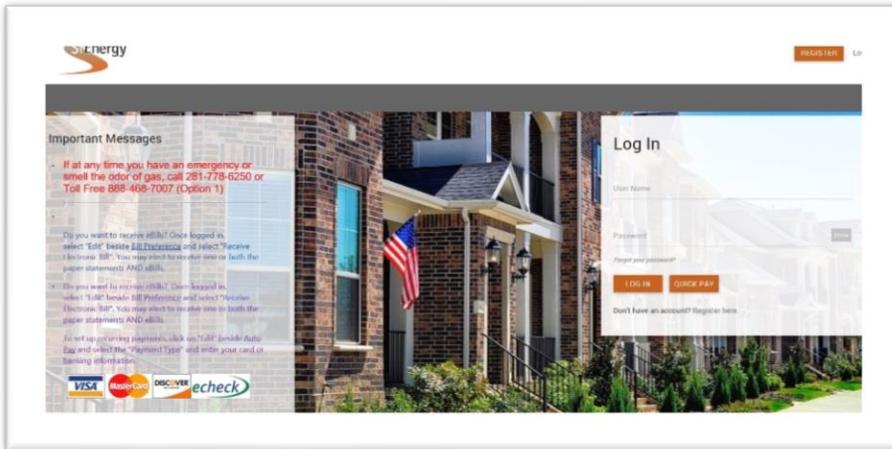




## IMPORTANT UPDATES ABOUT YOUR ACCOUNT

We make excellent service a priority and strive to continuously do more for our customers. We have implemented several new features to enhance your user experience:

- A new, more functional web payment portal.
- An updated monthly bill format with new features.



**Your current login and payment information will not be affected! Your existing login credentials and recurring payments will remain the same.**

You will find that your online account provides the same great benefits, plus more:

- An easier-to-understand bill status summary; includes a clear bill status, due date, amount due, and last payment made!
- Usage, billing and payment history for up to 5 years!
- The same, convenient, online billing statements available for current and previous billing periods.
- Ability to manage payment and notification preferences.
- One-time and recurring credit card payment options. *\*Login to see expanded payment options!*
- One-time and recurring e-check and bank drafts options.
- Convenient resources and links regarding your bill and services.
- A new online form to schedule your final bills.

Your monthly statement has also been updated! We have added deposit information for those with an active deposit on the account and important notices to let you know if you are past due.

For those who have multiple meters at the same address, you will have a single bill with the meter and usage information detailed by meter. If you have service at multiple locations, you will receive a separate billing statement for each location.



Use our Usage History chart to track seasonal trends regarding your usage!

Use our convenient payment coupon to mail checks or money orders. Check your mailing address to ensure we have the most up-to-date address.

Your Natural Gas Provider  
 P.O. Box 660141  
 Dallas, TX 75266-0141  
 281-778-6250 Fax: 832-201-7286  
 Toll Free: 888-468-7007  
<http://www.sienenergy.com/payonline>

This is your Natural Gas Bill  
 1 Account No. 1234567801  
 2 Location No. 12345678  
 3 Bill Date 12/28/2018  
 Name Your Name  
 District-Cycle 1-1  
 SERVICE ADDRESS: 123 ANYWHERE STREET 4

9 **ccf Usage History**

Meter No	12M34567
District-Cycle	1-1
From	11/20/2018
To	12/17/2018
Number of Days	27
Previous Read	9,000
Current Read (Actual)	9,105
ccf Used	105.0000
ccf Used (1 Mo prev)	81.0000
ccf Used (1 Yr prev)	125.0000

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Account Summary	
5 Previous Balance	\$72.91
Payments Received	-872.91
Previous Adjustments	\$0.00
Account Balance before Current Charges	\$0.00 6
Deposit Information	
7 Deposit Charges	\$0.00
Deposit Payments	\$0.00
Deposit Applied/Refunded	\$0.00
Current Charges	
8 Customer Charge	\$17.00
Volumetric Charge	0.473900 per ccf \$49.76
PGA Cost	0.506500 per ccf \$53.18
Rate Case Expense	0.011900 per ccf \$1.25
WNA	-0.016400 per ccf \$-1.72
<b>Total Current Charges Due by 01/28/2019</b>	<b>\$119.47</b>

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12 For billing inquiries contact: Web: [www.sienenergy.com](http://www.sienenergy.com)  
 Email: [customerservice@sienenergy.com](mailto:customerservice@sienenergy.com)  
 Phone: 281-778-6250  
 Toll Free: 888-468-7007  
 Visit: [www.sienenergy.com/paylocations](http://www.sienenergy.com/paylocations)  
 You can now pay your bill at many convenient locations.  
 All online checks are subject to \$1.00 convenience fee. All CC payments subject to a 2.5% convenience fee. Only Visa, Mastercard and Discover

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 281-778-6250 Fax: 832-201-7286  
 Toll Free: 888-468-7007  
<http://www.sienenergy.com/payonline>  
 "Redefining the Future of Energy"

Account No.	1234567801	Location No.	12345678
Current Charges Due 01/28/2019	\$119.47		
Past Due Amount as of 12/28/2018	\$0.00		
Total Amount Due	\$119.47		
Amount Paid			

14 YOUR NAME  
 123 ANYWHERE STREET  
 MISSOURI CITY, TX 77459

15 SiEnergy LP  
 P.O. Box 660141  
 Dallas, TX 75266-0141

001234567801 032819 0000033447 5

Use your **Account Summary** to confirm payments and adjustments. Contact Customer Service if you have a **Past Due balance** to avoid service interruptions. Deposits information is available for those with an active deposit.

Itemized billing and rates for **current** costs for maintaining and operating the natural gas system, like reading meters, issuing bills, assessing applicable taxes, etc. The **new** due date does **not** extend to **past due** balances.

Review account messages for annual notices and important information regarding past due balances.

- 1) **Account number:** unique to the customer.
- 2) **Location number:** unique to each service address.
- 3) **Bill date:** date the bill was generated.
- 4) **Service address:** the location for the billed service. *Use this reference when managing multiple locations.*
- 5) **Account Summary:** payments and adjustments for previous period.
- 6) **Account Balance before Current Charges:** total of previous balance. *If past due, contact Customer Service.*
- 7) **Deposit Information:** applicable information for accounts requiring deposits.
- 8) **Current Charges:** the total of natural gas and other non-gas charges due for the monthly billing period. To avoid service interruption, amount due must be paid in full by due date shown.
- 9) **ccf Usage History:** usage history for past 13 months
- 10) **Meter Number:** serial number unique to each meter.
- 11) **Meter Reading:** last meter read date to current meter read date.
- 12) **Messages:** this section is used for contact information, payment options, important information about past due balances, and annual notices.
- 13) **Payment Coupon:** Tear-off portion that may be sent with your payment. Includes account summary.
- 14) **Customer Name & Mailing Address:** verify to ensure we have the correct spelling and address for notices.
- 15) **SiEnergy's payment address:** our address for our payment center.