

D&H Gas Company 1008 E 4th Street DeQuincy, Louisiana 70633

Office /24 Hr Emergency Number 337-786-6251 Office hours: 9:00 to 3:00 M – F

Customer Billing & Quality of Service Information

Your gas bill is due no later than 15 days from the date of the bill. Your payment is late if received after the Due Date. If no bill is received please contact D&H Gas Co. and get the Balance Due to avoid disconnection

What's On your Bill: Meter Reading, Reading Dates , Consumption in CCF, Due Date, Amount Due

Options to Pay Your Bill:

- Mail your payment before the Due Date and allow at least 5 business days for payments to process.
- Payments can be made by phone during business hours using a Debit or Credit card.
- You can provide your Information to us and we will use your Debit/Credit Card to make your payment for you prior to the Due Date
- Payments can be made in person during business hours or dropped off at our Office anytime.

Cause for termination of Service

- Without Notice where a dangerous condition exists for as long as the condition exists
- Unsafe and/or sub-standard conditions involving customer owned piping, appliances. (ie leaking gas, faulty appliances)
- Failure to Pay Bill rendered with Disconnection Notice per the terms of that Notice
- Failure to comply with Deposit or guaranty arrangements
- Failure to comply with terms of Deferred Payment arrangements
- Tampering or damaging Companies Meter or other equipment
- Use of gas in violation of any law, ordinance or regulation
- Refusal of access for company to read, maintain or repair lines and equipment

Reconnecting Service after Termination

We will reconnect your service after termination once

- You pay all outstanding Balances to D&H Gas Company
- The reason for termination has been corrected (except in cases involving theft or fraud)

Deferred Payment Arrangements

If you cannot pay your bill contact us to make arrangements before the Cut-Off Date.

Health Emergency

If discontinuance of gas service would cause someone at your home to become seriously ill or more seriously ill you may avoid termination of service for 20 days.

- Prior to Date of termination D&H Gas Co must receive a written request
- Agree to a Deferred Payment Plan

For Customers over 60 Years Old

We offer a due date extension of 10 days to allow for payment after receipt of Social Security or Pension Checks. This is available upon request once eligible age is verified.

Help Agencies

Call 211 to find various Agencies in your area that may be able to help with your gas bill

Accessibility to Your Meter

Access to your meter is very important for Meter Reading, normal maintenance and in case of Emergency we may need to turn off the Meter. Also, if the Meter cannot be accessed due to vegetation, unfriendly animals or locked gates we may need to estimate your bill.

Rule 7.460 Service Disconnection Prohibited During Weather Emergency

Except where there is a known dangerous condition service shall not be disconnected to a delinquent customer if the previous day's high temperature did not reach 32F and the temperature is predicated to stay at or below that temperature for the next 24 hrs. Should the weather emergency occur during a weekend or Holiday, disconnection of service for delinquent customers will be suspended until regular business hours resume and when the weather emergency has ended.

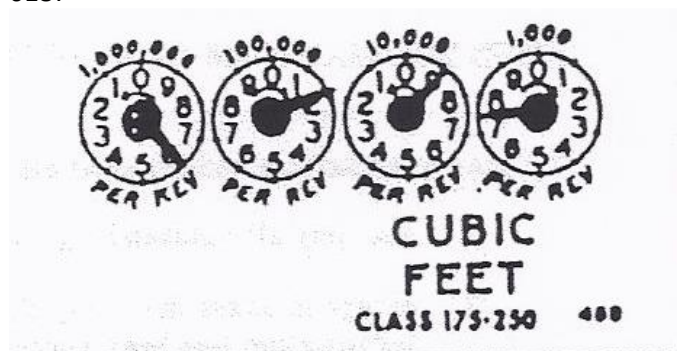
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How to Read Your Meter

-Read the dials left to right
-If the hand is between two numbers, always select the lower number. When the hand is between "9" and "0", then "9" is considered the lower number.
-When the hand looks as though it is DIRECTLY on the number, look at the dial to the right. If the dial on the right has passed "0", use the number on the hand. If the dial on the right has not passed "0", use the number less than what the hand is on. The Reading below is 6187



Requesting a Meter Test

You can request a test to determine the accuracy of your gas meter. We'll let you know the time and place of the test so someone can be present, if desired. There may be a fee assessed if the test has been performed within the previous four years for the same location. However, meters found to have more than 2% deviation from the accurate registration will result in a refund of any fees charged for testing.

Natural Gas Rates

To see a list of D&H gas Co Rates go to:

rrc.texas.gov/gas-services/natural-gas-tariffs-rate-schedules

Or call our office during regular business hours

Quality of Service Rules

Gas Utility Service to Residential and Small Commercial customers in Texas must follow Texas Railroad Commission Quality of Service Rules. For the complete text of Texas Railroad Commission Quality of Service Rules please go to:

www.rrc.state.tx.us>media>chapter7-all-effective-may15-2017

Filing a Complaint

The Texas Railroad Commission has jurisdiction over D&H Gas Company. If a customer files a Complaint with the Railroad Commission, the utility must respond within 24 hours and has 15 days to resolve your complaint

To File a Complaint Call, Write, Email or FAX

TRRC, Director of Safety & Oversight Section
P.O. Box 12967, Austin, Texas 78777-2967
Call 1-877-228-5740 FAX 512-463-7962
TDD 800-735-2989

Email: gascomplaints@rrc.state.tx.us

We appreciate your business. Please contact us at any time with any questions or concerns you may have.