

****CONFIDENTIAL****

Questions & Answers

This plan provides...

a convenient and economical way to pay your monthly Citizens Gas bill. All you need to do is authorize us to charge your bank, savings & loan or credit union checking account in the amount of your monthly Citizens Gas bill.

How the Automatic Bill Payment Plan Works

Each month you will receive your monthly Citizens Gas bill as usual, with a notation stating "DO NOT PAY. AUTOMATIC BILL PAYMENT PLAN". We will notify your financial institution of the amount due electronically through the ACH (automatic clearing house). On the due date, this amount will be deducted from your account automatically. The deduction will be shown on your regular bank statement and the payment will show on your next Citizens Gas bill.

It Is Easy To Enroll

- Complete the attached enrollment form
- Attach a checking account deposit slip (for your bank account number)
- Return the form to us

The plan will begin with the next bill issued after enrollment—within 30 days. Once you are enrolled, your monthly bill will state "DO NOT PAY. AUTOMATIC BILL PAYMENT PLAN."

What if I have a question concerning the amount of my bill?

Simply telephone or stop by our office at least 10 days prior to the due date. We will see that your bank will not make any deduction until your question has been satisfactorily answered.

What happens if there is not enough money in my bank account?

There should be time for you to deposit the money as the deduction will not take place until 20 days after we mail your bill. Otherwise, as in any such situation, your bank will notify you of insufficient funds.

If I receive more than one bill from Citizens gas, will the bank pay them automatically?

Yes, you can use the Plan to pay as many gas bills as you receive from Citizens Gas. However, you will need to fill out a separate authorization form for each account. Contact our office if you need additional forms. Invoices for merchandise or repairs will not be paid through the Automatic Bill Payment Plan.

What if I change banks?

The authorization form provides for deduction by one particular bank. Therefore, you must complete a new authorization form from Citizens Gas when a change is made.

What if I move?

If you will be receiving service from Citizens Gas at your new residence, you may continue with the Plan. However, you will need to sign a new authorization form with your new customer account number.

Must I agree to have my bills paid by the bank for a specific length of time?

No. You may cancel automatic bill payments on thirty-day notice by contacting Citizens Gas in writing.

**AUTOMATIC BANK PAYMENT PLAN
Authorization Form**

Citizens Gas Account
Holder Name: _____

Citizens Gas Account #: _____

Service Address: _____

Daytime Phone #: _____

Bank Account
Holders Name: _____

Bank Routing #: _____

Bank Account #: _____

I understand that by checking this box below, I am authorizing Citizens Gas Fuel Company to debit the bank account designated above. Citizens Gas Fuel Company will advise me via a bill statement of the amount and date of the payment that will be automatically debited.

It is my responsibility to ensure that sufficient funds are available to complete each scheduled payment. I agree that I may be charged a returned item fee if
 funds are not available at the time of the scheduled payment.

Signature: _____

Attach a checking account deposit slip (for your bank account number)