

# TENNESSEE REGULATORY AUTHORITY



460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

October 7, 2011

C. Scott Jackson, Esq.  
Senior Counsel  
Office of the Attorney General  
P.O. Box 20207  
Nashville, TN 37202

**Re: *Petition of Piedmont Natural Gas Company, Inc., for Adjustment to its Rates***  
**Docket No. 11-00144**

Dear Scott:

I have enclosed a disc in response to item A of your data request dated September 23, 2011. This disc contains confidential information and is being filed under seal. Also enclosed are copies of redacted consumer complaints in response to item B. These items are also being served on counsel for Piedmont Natural Gas and are being filed in Docket No. 11-00144. If there is any problem with the enclosures, or if you have any other concerns, please let me know.

Sincerely,

Jonathan Wike  
General Counsel

Enclosures

Cc: Docket file  
R. Dale Grimes, Esq.

# TENNESSEE REGULATORY AUTHORITY



460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

## MEMORANDUM

To: Jon Wike  
General Counsel

Lisa Cooper  
Chief Consumer Services Division

From: Zenobia Wade  
Consumer Services Division

Date: October 4, 2011

RE: Piedmont Natural Gas Company, Inc.  
Docket No. 11-00144

Attached are copies of consumer complaints filed with the Authority against Piedmont during the period September 22, 2010 to the present.

Serrin - Piedmont - MB

10-0955

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 9/27/2010 2:48 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Monday, September 27, 2010 at 14:13:41

---

next: /www/wwwroot/tra/response.htm

01\_whole: [REDACTED]

02\_streetaddress: [REDACTED]

03\_City: Brentwood

04\_State: Tennessee

05\_ZIP: 37027

06\_County: Willianson

07\_Home\_Telephone: [REDACTED]

08\_Work\_Telephone: na

09\_email: [REDACTED]

10\_Contact\_time: Before Oct 1 or After Oct 11

13\_complaint\_company: Piedmont Gas

14\_contacted\_util: yes

15\_complaint\_descript: On Oct,21st Piedmont Gas shut off our gas to change the meter without notice to us in

violation of rule 1220-4-5-.36(b). We were out of town, and had it not been for a nearby family member who saw a note left by the gas company we would have returned with no service. It took vigorous pressure on my part (poor customer service) and the cooperation of our nearby family member to have service restored that night. TRA should require Piedmont Gas to establish a systematic procedure of notification to the customer in such situations at their mutual convenience.

We are disturbed with the gas company because they previously shut off our service because of their error.

---

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SEP 27 2010

TN REGULATORY AUTHORITY

*Misc. Piedmont - Jm*

*10-1075*

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 11/1/2010 1:00 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Monday, November 01, 2010 at 12:25:10

---

next: /www/wwwroot/tra/response.htm

01\_whole: [REDACTED]

02\_streetaddress: [REDACTED]

03\_City: Brentwood

04\_State: TN

05\_ZIP: 37027

06\_County: Williamson

07\_Home\_Telephone: [REDACTED]

09\_email: [REDACTED]

10\_Contact\_time: Evening

13\_complaint\_company: Piedmont Gas

14\_contacted\_util: yes

15\_complaint\_descript: Piedmont ripped me off for an \$820 deposit last year based on the previous renter's usage. We were told we would get this back in a year. We are both disabled. So we called and although our bills hae never approached \$800 they said we had to be current on all our payments. It didn't matter that they were all paid. So they are holding money that we need. If they hadn't screwed us for such a high deposit we could have kept the bill current all the time.

---

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CONSUMER SERVICES DIVISION  
NOV 02 2010  
TN REGULATORY AUTHORITY

*Billing - Piedmont - Jm*

10-1093

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 11/5/2010 12:57 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Friday, November 05, 2010 at 12:21:19

RECEIVED  
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NOV 08 2010

TN REGULATORY AUTHORITY

next: /www/wwwroot/tra/response.htm

01\_whole: [REDACTED]

02\_streetaddress: [REDACTED]

03\_City: Antioch

04\_State: Tennessee

05\_ZIP: 37013

06\_County: Dadiyson

07\_Home\_Telephone: [REDACTED]

08\_Work\_Telephone: [REDACTED]

09\_email: [REDACTED]

10\_Contact\_time: anytime

13\_complaint\_company: Piedmont Natural Gas

14\_contacted\_util: yes

15\_complaint\_descript: ACCOUNT [REDACTED]

I began service in August 2010. Based on my Piedmont Credit score my initial deposit of \$200.00 was waived in August 2010.

I write complaining today because my husband and I have contacted Piedmont Natural Gas three times to ask that our deposit of \$200.00 be removed from our monthly statement.

We have called Piedmont in early October 2010 and then on 10/29, 11/1, 11/5 about this error in our gas bill.

Today we are now in jeopardy of have our gas service disconnected by Piedmont because their billing system shows us owing \$106.40. Who know where that amount came from? We should have a credit on our account of \$60.54!!! Why? We paid ahead for future service!

Today I called and again today I was told that OUR ACCOUNT [REDACTED] DEPOSIT WAS TO BE WAIVED IN AUGUST and the business office is working on fixing their error. What horrible service. I am getting is pleasant customer service representatives who have NO! real control to service residential customer accounts.

I want my bill fixed now and I want my gas service to stay go!!! I'd also like to know that when a customer calls in for service from Piedmont Gas they will speak with staff who are able to service customer accounts! Yea right!

Sincerely,  
New and unhappy customer

[REDACTED]

---

*Billing - Piedmont - ZW*  
*10-1109*

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 11/12/2010 9:48 AM  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION

NOV 12 2010

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Friday, November 12, 2010 at 09:13:19

---

next: /www/wwwroot/tra/response.htm

01\_whole: [REDACTED]

02\_streetaddress: [REDACTED]

03\_City: Nashville

04\_State: Tn

05\_ZIP: 37218

06\_County: Davidson

07\_Home\_Telephone: [REDACTED]

10\_Contact\_time: Friday before 6pm, Monday all day

13\_complaint\_company: Piedmont Gas

14\_contacted\_util: No

15\_complaint\_descript: I am currently trying to establish a new gas service with Piedmont gas and they are asking for a non-credit based deposit of \$653 in which they will not draw out any of my bills from. The \$653 will sit there until I cancel the service in mid-March or April. I will receive that money back with interest, however currently I would describe myself as a low income resident and do not have the funds to front the deposit. I was told i could spread the deposit out over three months with payments of \$217.

That being said, I do not mind paying a deposit. However a deposit of \$653, which the company will only hold and not use, seems almost criminal. I would wish to talk to someone from the TRA to better understand whether this is a fair practice or not. Thank you.

---

**TENNESSEE REGULATORY AUTHORITY  
CONSUMER SERVICES DIVISION COMPLAINT**

12/8/2010

COMPLAINANT: [REDACTED]  
CALLED IN BY: self  
ADDRESS: [REDACTED]  
Greenbriar, TN 37073

EMAIL:

COUNTY: Robertson County

TELEPHONE NO.: [REDACTED]

CONTACT NO.: same

COMPANY: Piedmont Natural Gas

COMPLAINT: The customer would like to know why the meter was updated at her home. When she contacted the company to inquire, she was told that the Public Service Commission chose her home to be updated through a decision made by the Tennessee Regulatory Authority.

CONTACTED: Piedmont Natural Gas

INVESTIGATOR:

RECEIVED BY: MMK

REFERRED BY:



Sauer - Piedmont - ZW

10-1162

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 12/1/2010 12:28 PM  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION

DEC 01 2010

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Wednesday, December 01, 2010 at 11:52:33

next: /www/wwwroot/tra/response.htm

01\_whole: [REDACTED]

02\_streetaddress: [REDACTED]

03\_City: Nashville

04\_State: TN

05\_ZIP: 37211

06\_County: US

08\_Work\_Telephone: [REDACTED]

09\_email: [REDACTED]

10\_Contact\_time: Evenings

13\_complaint\_company: Piedmont Natural Gas

14\_contacted\_util: yes

15\_complaint\_descript: Piedmont is telling me I must pay a \$380 balance before I get my gas turned on. Apparently the balance was on a house I lived in last year with two other roommates. The utilities were in my name but I was not the one who took care of bills. I moved to Chicago for the summer but when I came back and tried to get my gas turned on I was notified of this. My roommate who was responsible for this bill is claiming to "know nothing about it." I was never informed of this balance until I tried to get my heat turned on again. Now it is getting near freezing in Nashville and I have no heat. What are my rights regarding this? I know in Illinois there cannot be a shutoff between Dec 1. and March 1 and the utility company must offer a payment plan. Is a payment plan an option and I can still get my heat turned on?

Misc. Piedmont - ZW  
CNR)

File No. 10- 1155

**TENNESSEE REGULATORY AUTHORITY**  
**CONSUMER SERVICES DIVISION COMPLAINT**

Date: 11/29/10

COMPLAINANT: [REDACTED]  
CALLED IN BY: self  
ADDRESS: [REDACTED]  
Nashville, TN 37218-1822  
COUNTY: Davidson  
TELEPHONE NO.: [REDACTED]  
CONTACT NO.: [REDACTED]  
COMPANY: Piedmont Gas

COMPLAINT: Complainant states that he saw a newscast around one year ago saying that Piedmont was going to break ground for a new building where gas customers would have a walk-in office for paying bills. He states that Piedmont said they have enough customers in the Nashville area to support this office. [REDACTED] would like to know the status of this facility, which was to be in the vicinity of the airport, around Elm Hill Pike. Complainant wishes to find a place to pay his bill locally without incurring a fee for making a payment.

INVESTIGATOR:

RECEIVED BY: Mary Kraycirik

REFERRED BY:

Printing Authorization # PS-0336 (Rev. 3-04)

Consumer Complaint Questionnaire

10-1171 MB

RETURN TO

Tennessee Regulatory Authority  
Consumer Services Division  
460 James Robertson Parkway  
Nashville, TN 37243-0505  
Facsimile (615) 741-8953

To complete this consumer complaint questionnaire by Internet, please visit our website at [www.state.tn.us/tra](http://www.state.tn.us/tra). Under "Links" click on Consumer Services. You can use this convenient method if you do not have documentation to attach to your complaint.

Your Name \_\_\_\_\_

Address \_\_\_\_\_

City Madison County David State Tn ZIP 37145

Home Phone \_\_\_\_\_

Work/Contact Phone ( ) \_\_\_\_\_

E-mail Address \_\_\_\_\_

Is this complaint for your home or business phone number? \_\_\_\_\_

Write Phone # Here

What company is your complaint against? Piedmont Gas

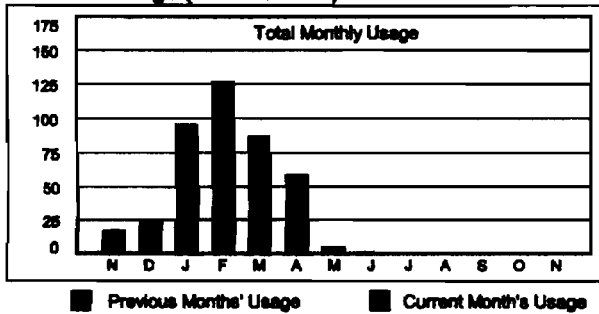
Have you contacted the utility regarding your complaint? yes

Please describe your complaint briefly. Please mail or fax copies of any documentation, such as bills, that our office would need to file your complaint. PLEASE DO NOT STAPLE ANY DOCUMENTATION SENT TO OUR OFFICE.

Bill keeps going up. Have not turn heater  
on yet.

**Message Center**

115-751-2904

**Gas Usage History****13-Month Usage (Total Therms)**

|          |         |         |
|----------|---------|---------|
|          | 11/09   | 11/10   |
| Therms   | 17      | 0       |
| Days     | 29      | 29      |
| Avg Temp | 57      | 62      |
| Amount   | \$27.56 | \$13.90 |

**Service Address:**

MADISON, TN 37115

Billing Date: 11/04/10

Net Amount Due By: 11/18/10

Rate Schedule\*: 321 RES SER STD RATE

\*Rate schedule and calculation information is available on our website.

Page 1 of 1

**Account Summary**

|   |         |
|---|---------|
| Previous Bill Amount                            | \$10.19 |
| Payment(s) Received through 11/3/10 - Thank you | \$10.19 |
| Past Due Balance                                | \$0.00  |
| Current Billing and Other Basic Charges         |         |
| Gas - Current Month Charges                     | \$13.00 |
| Local Franchise Fee                             | \$0.90  |
| Total Current Balance                           | \$13.90 |

**Net Amount Due By 11/18/10** **\$13.90**

Gross Amount Due After 11/18/10 \$14.55

Purchase Gas Adjustment .567790

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

**Current Reading - based on actual read**

| Meter Number      | Service Period |          | Meter Reading |         | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|----------------|----------|---------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
|                   | From           | To       | Previous      | Current |                    |                  |                |             |                       |
| T183779           | 09/28/10       | 10/27/10 | 6598          | 6598    | 0 X                | 1.000 =          | 0 X            | 1.0190 =    | 0                     |
| Total Therms Used |                | 0        |               |         |                    |                  |                |             |                       |
| Number of Days    |                | 29       |               |         |                    |                  |                |             |                       |

▼ Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill ▼



Account Number: [REDACTED] www.piedmontng.com

Service Address:

MADISON, TN 37115

Billing Date: 09/07/10

Net Amount Due By: 09/21/10

Rate Schedule\*: 321 RES SER STD RATE

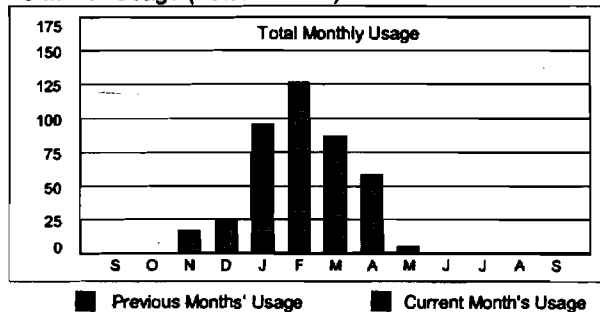
\*Rate schedule and calculation information is available on our website.

Page 1 of 1

## Message Center

## Gas Usage History

## 13-Month Usage (Total Therms)



|        |         |         |
|--------|---------|---------|
|        | 09/09   | 09/10   |
| Therms | 0       | 0       |
| Days   | 29      | 28      |
| Amount | \$10.61 | \$10.69 |

## Account Summary

|  |         |
|--|---------|
| Previous Bill Amount                           | \$10.69 |
| Payment(s) Received through 9/3/10 - Thank you | \$10.69 |
| Past Due Balance                               | \$0.00  |
| Current Billing and Other Basic Charges        |         |
| Gas - Current Month Charges                    | \$10.00 |
| Local Franchise Fee                            | \$0.69  |
| Total Current Balance                          | \$10.69 |
| Net Amount Due By 09/21/10                     | \$10.69 |
| Gross Amount Due After 09/21/10                | \$11.19 |
| Purchase Gas Adjustment                        | .619740 |

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

## Current Reading - based on actual read

| Meter Number      | Service Period |          | Meter Reading |         | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|----------------|----------|---------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
|                   | From           | To       | Previous      | Current |                    |                  |                |             |                       |
| T183779           | 07/29/10       | 08/26/10 | 6598          | 6598    | 0 X                | 1.000 =          | 0 X            | 1.0190 =    | 0                     |
| Total Therms Used |                | 0        |               |         |                    |                  |                |             |                       |
| Number of Days    |                | 28       |               |         |                    |                  |                |             |                       |



Account Number:

www.piedmontng.com

Service Address:

MADISON, TN 37115

Billing Date: 07/07/10

Net Amount Due By: 07/21/10

Rate Schedule\*: 321 RES SER STD RATE

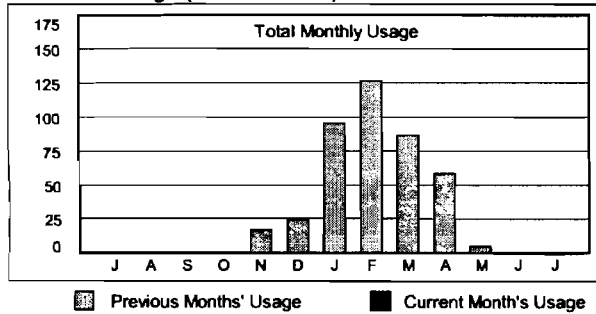
\*Rate schedule and calculation information is available on our website.

Page 1 of 1

## Message Center

## Gas Usage History

## 13-Month Usage (Total Therms)



|        |         |         |
|--------|---------|---------|
|        | 07/09   | 07/10   |
| Therms | 0       | 0       |
| Days   | 32      | 32      |
| Amount | \$10.61 | \$10.69 |

## Account Summary

|  |         |
|--|---------|
| Previous Bill Amount                           | \$11.58 |
| Payment(s) Received through 7/6/10 - Thank you | \$11.58 |
| Past Due Balance                               | \$0.54  |
| Current Billing and Other Basic Charges        |         |
| Gas - Current Month Charges                    | \$10.00 |
| Local Franchise Fee                            | \$0.69  |
| Total Current Balance                          | \$10.69 |

Net Amount Due By 07/21/10 \$11.23

Gross Amount Due After 07/21/10 \$11.73

Purchase Gas Adjustment .560050

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

## Current Reading - based on actual read

| Meter Number      | Service Period |          | Meter Reading |         | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|----------------|----------|---------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
|                   | From           | To       | Previous      | Current |                    |                  |                |             |                       |
| T183779           | 05/27/10       | 06/28/10 | 6598          | 6598    | 0 X                | 1.000 =          | 0 X            | 1.0190 =    | 0                     |
| Total Therms Used |                | 0        |               |         |                    |                  |                |             |                       |
| Number of Days    |                | 32       |               |         |                    |                  |                |             |                       |

*Billing - Piedmont - JM*

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 12/16/2010 6:13 AM  
**Subject:** Consumer Complaint Questionnaire

*10-1218*

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, December 16, 2010 at 05:36:50

RECEIVED  
CONSUMER SERVICES DIVISION

DEC 16 2010

TN REGULATORY AUTHORITY

next: /www/wwwroot/tra/response.htm

01\_whole [REDACTED]

02\_streetaddress [REDACTED]

03\_City: nashville

04\_State: tn

05\_ZIP: 37221

06\_County: williamson

07\_Home\_Telephone: [REDACTED]

08\_Work\_Telephone: [REDACTED]

09\_email: [REDACTED]

10\_Contact\_time: daytime

13\_complaint\_company: Piedmont natural gas

14\_contacted\_util: No

15\_complaint\_descript: Clearly natural gas prices are down 25% year over year. Since they already have lobbied to get fixed costs covered as a separate portion of the bill why have they not reflected the lower natural gas costs (per therm) from 2009 to 2010. Either this is poor business management by a company which gets a fixed return and therefore has no incentive to find the best gas price or they have bought someone off.

solution would be to deregulate the natural gas suppliers in this area so that they could still get there fixed costs, but then would have to be competitive on natural gas prices. I have dealt with piedmont before in another state and they werent competitive there either. The only way they can survive is by these sweetheart noncompete deals. Thanks

RECEIVED  
CONSUMER SERVICES DIVISION

10-1240

DEC 28 2018

**Consumer Complaint Questionnaire**

TN REGULATORY AUTHORITY

**RETURN TO**

Tennessee Regulatory Authority  
Consumer Services Division  
460 James Robertson Parkway  
Nashville, TN 37243-0505  
Facsimile (615) 741-8953

*2 pages  
please have the  
person assigned  
to this case  
call me  
ASAP*

To complete this consumer complaint questionnaire by Internet, please visit our website at [www.state.tn.us/tbra](http://www.state.tn.us/tbra). Under "Links" click on **Consumer Services**. You can use this convenient method if you do not have documentation to attach to your complaint.

Your Name

Address

City

Nashville

County

Davidson

State

TN

ZIP

37209

Home Phone

Work/Contact Phone ( )

Same

E-mail Address

Is this complaint for your home or business phone number?

What company is your complaint against?

Piedmont Gas - Nashville

Write Phone # Here

Have you contacted the utility regarding your complaint?

Numerous Times

Please describe your complaint briefly. Please mail or fax copies of any documentation, such as bills, that our office would need to file your complaint. PLEASE DO NOT STAPLE ANY DOCUMENTATION SENT TO OUR OFFICE.

"See attached"



December 27, 2010

I have lived at [REDACTED] for nearly 30 years. The entire time I have used gas to heat my home. EVERY year the gas company (Piedmont and Nashville Gas) has come out and turned my gas on when it was cold, inspected under the house and lit my two stoves, no problem. This year however is a different story. I called several times before I could ever hook up with anyone. I asked if they could call 30 minutes before they arrived so I would be sure to be at home. By this time the temperature was beginning to get unbearable, especially at night. There is no other heat source in the home! The first technician would not crawl under the house, in fact when I pulled up in the alley he was asleep in his truck and I had to knock on the window to wake him up. He would not crawl under the house. He could not light the stoves without crawling under the house to inspect the stoves. He said he would have his supervisor Nelson call me back and try to work something out within the next couple hours. Nelson never called back that day. I left numerous messages, finally the next day I got hold of him and found out he had not even been at work that day. Nelson sent out another man, Andy Sullivan, who would not crawl under the house. He told me I had a problem with one of the stoves and he could not turn it on. That was okay I was just going to light the other stove, that would have been enough. He said when he lit the pilot light on the one stove he could not get it to catch so he lit the other ports. I told him I had this happen once before and it was due to trash in line where the gas had been cut on and off. He agreed with me and said he would come back the next day and light it from the bottom and check out the port assembly and check to see if it was properly vented. The stoves are separately vented coming out of two different chimneys. He made me sign some paperwork stating that one stove would be condemned due to it not having a limit switch which was agreeable to me. Mr. Sullivan told me he would come back the next day if I signed the paper confirming our conversation and would check the thermo coupling on the other stove and get it lit again and check the exhaust vents into the chimney. Instead, he lied to me and came back the next day and put a lock on my gas meter. Mr. Sullivan has NO PROOF THAT BOTH UNITS SHOULD BE CONDEMNED. YOU CANNOT CONDEMN SOMETHING WITHOUT INSPECTING IT FIRST! In fact thru this whole ordeal NOBODY has ever crawled under the house to evaluate anything. They are refusing to crawl under the house because it is a small area and want it dug out more under the house. First of all a man could not get a shovel under there to dig it, second of all, it has not stopped anyone in the last 29 years from crawling under the house and third it is dug out after you get into thru the outside opening. I have told them this repeatedly Why is this year different? Here it is the end of December, I have no heat and I cannot live in my own house because it is so cold. I lost my job and have no funds to seek shelter else where other than with family which cannot last too much longer. A supervisor called me on Thursday (six days after the fact) by the name of Paul Gosslin, he was very rude and said that he was condemning my heating units. After I have called for four days straight with no heat in my house, Mr. Gosslin calls me. I told him that his answer was unacceptable and that one of the units could be lit. I told him that his man refused to crawl under the house to check out the vents he became very rude about this and I told him this was not fair, he has no proof and is guessing to take the easy way out. He said it didn't matter if none of his men would crawl under the house he was condemning them because they were old. He also told me that my furnaces were condemned because they were inaccessible. This is untrue, for the last 29 years the gas company HAS ACCESSED THE AREA. WHY IS IT DIFFERENT THIS YEAR? Please help me in this situation. I have no alternative heat and this is not right to treat a person the way Piedmont Gas has treated me in this situation.

If my pipes burst I feel they are responsible for this due to the nature of this complaint. In the 30 years I have been a customer, I have never ONCE missed paying a bill on time.

*Seneca - Piedmont - MB*  
*10-1130*

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 11/17/2010 7:39 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Wednesday, November 17, 2010 at 19:04:06

RECEIVED  
CONSUMER SERVICES DIVISION

NOV 18 2010

TN REGULATORY AUTHORITY

next: /www/wwwroot/tra/response.htm

01\_whole: [REDACTED]

02\_streetaddress: [REDACTED]

03\_City: Nashville

04\_State: TN

05\_ZIP: 37211

06\_County: Davidson

08\_Work\_Telephone: [REDACTED]

09\_email: [REDACTED]

10\_Contact\_time: 7am-5pm

13\_complaint\_company: Piedmont Gas

14\_contacted\_util: yes

15\_complaint\_descript: My issue has been resolved however, I find myself extremely frustrated everytime I have a customer service issue with Piedmont and wanted to share my concerns with the TRA. Recently I requested to have my service turned back on and after waiting all day on the agreeded to date, I called and was told that someone would be there before 9:00pm. This is a business account and no one is there that late in the evening. In the spring, when I had the gas turned off I experienced similar problems with getting someone to come when schduled. I also spent quite a bit of time going up the chain of command when I called customer service to resolve a billing issue trying to find someone who would assist. Simply stated, my experience is that Piedmont does not care about the customer as they realize I have no choice but to purchase from them.

*Serna - Piedmont - Jm*

*10-1135*

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 11/19/2010 3:16 PM  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION

NOV 22 2010

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Friday, November 19, 2010 at 14:40:29

next: /www/wwwroot/tra/response.htm

01\_whole: [REDACTED]

02\_streetaddress: [REDACTED]

03\_City: Mt. Juliet

04\_State: TN

05\_ZIP: 37122

06\_County: Wilson

08\_Work\_Telephone: [REDACTED]

09\_email: [REDACTED]

10\_Contact\_time: During the day any day of the week

13\_complaint\_company: Piedmont

14\_contacted\_util: No

15\_complaint\_descript: Piedmont gas has a \$500 deposit but has recently disconnected my service and charged \$85.00 to re-connect. I am recently divorced and trying to raise two college age children on my own. I have athsma & COPD and can not afford to be in the cold. I think it is very unfair to charge people who are already struggling such an excessive fee. If I had difficulty paying the regular bill what makes anyone think I have an extra \$85.00 to throw away. I have recently filed bankruptcy and this fee is causing more hardship.

Betting - Piedmont - MB

11-0006

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 1/3/2011 4:03 PM  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION

JAN 04 REC'D

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Monday, January 03, 2011 at 15:26:56

next: /www/wwwroot/tra/response.htm

01\_whole: [REDACTED]

02\_streetaddress: [REDACTED]

03\_City: Nashville

04\_State: TN

05\_ZIP: 37205

06\_County: Davidson

07\_Home\_Telephone: [REDACTED]

09\_email: [REDACTED]

13\_complaint\_company: Piedmont Natural Gas

14\_contacted\_util: yes

15\_complaint\_descript: I consider the billing timeframe of Piedmont to be unreasonably short, thus generating more late fees than Nashville residents should incur. For example, my most recent invoice shows the billing date as 12/13 and the amount due by 12/28. When you calculate 2-3 days for the invoice to reach my home (probably longer with the increased holiday mail and then the postal holiday of 12/25), it is really unreasonable for me to have this payment mailed back to North Carolina by the 28th. Not to mention the fact that most people, including me, were not paying bills on Christmas Eve or Christmas day. So I am expected to pay a 5% late fee. I have discussed this issue with Piedmont during the summer, when I, like many people, take vacations that sometimes last a week. They waived the late fee that one time, yet every bill continues to have a due date of fewer than 14 days from the time I receive it. Thank you for any help you can provide in having Piedmont extend their billing cycle by at least a few days.

*need bill*

11-0262 JM

From: Nobody <nobody@ag03uw21.state.tn.us>  
To: <consumercomplaint.tra@tn.gov>  
Date: 2/18/2011 2:28 PM  
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Friday, February 18, 2011 at 13:51:08

RECEIVED  
CONSUMER SERVICES DIVISION  
FEB 22 2011  
TN REGULATORY AUTHORITY

next: <http://www.root/tra/response.htm>

01\_whole: [REDACTED]

02\_streetaddress: [REDACTED]

03\_City: Franklin

04\_State: TN

05\_ZIP: 37064

06\_County: Williamson

07\_Home\_Telephone: [REDACTED]

08\_Work\_Telephone: [REDACTED]

10\_Contact\_time: anytime

13\_complaint\_company: Piedmont Natural Gas Co

14\_contacted\_util: yes

15\_complaint\_descript: Moved and transferred service from one residence to another in April of 2009. Paid final bill for 1st residence and then faithfully paid all bills as they came due at second residence for as long as we were there. Unknowing to me, Piedmont never disconnected the service from the first residence. The bill went unpaid for over 18 months, yet they still didn't disconnect the service. After 18 months, they sent me a bill. Other people rented the residence on and off during that time.

[REDACTED]

DD 171 BIL/CYC 04-014  
ACT OPN ~~12/6/08~~ RD/CYC 04 FINAL BILL \*NOTES\*  
RATE 313-802 OFF 120110 DC

NASHVILLE TN 37206-0000

\*NM\*

LAST-TRAN 12/17/10

\*\*\*\*\* 01-23 BILL HISTORY \*\*\*\*\* 12/17/10 \*\*\* 0821 \*\*

| LN | READ   | METER   | R # | OF METER | HEAT | ACTL    | WNA    | BILL AMT |         |         |
|----|--------|---------|-----|----------|------|---------|--------|----------|---------|---------|
| NO | DATE   | NUMBER  | C   | DAYS     | READ | FACTOR  | THERMS | DDAYS    | FACTOR  | INC TAX |
| 01 | 091203 | T113742 | J   | 31       | 1031 | 1.02200 | 17     | 443      | .03306  | 29.68   |
| 02 | 091102 | T113742 | J   | 31       | 0984 | 1.02000 | 7      | 280      | .08774- | 19.42   |
| 03 | 091002 | T113742 | J   | 30       | 0977 | 1.02000 | 6      | 13       |         | 15.67   |
| 04 | 090902 | T113742 | J   | 29       | 0971 | 1.02300 | 6      |          |         | 15.67   |
| 05 | 090804 | T113742 | J   | 33       | 0965 | 1.02400 | 8      |          |         | 17.36   |
| 06 | 090702 | T113742 | J   | 30       | 0957 | 1.02300 | 6      |          |         | 15.67   |
| 07 | 090602 | T113742 | J   | 29       | 0951 | 1.02400 | 6      | 29       |         | 15.67   |
| 08 | 090504 | T113742 | J   | 32       | 0945 | 1.02300 | 12     | 225      |         | 20.73   |
| 09 | 090402 | T113742 | K   | 29       | 0933 | 1.02800 | 19     | 288      |         | 26.63   |
| 10 | 090304 | T113742 | J   | 29       | 0915 | 1.02500 | 51     | 629      | .00455  | 59.75   |
| 11 | 090203 | T113742 | J   | 29       | 0865 | 1.03100 | 73     | 900      | .04012- | 91.19   |
| 12 | 090105 | T113742 | J   | 30       | 0794 | 1.03300 | 48     | 672      | .03951  | 70.72   |

No one lived  
at address  
during these  
months

No one lived  
at address  
during these  
months

\*\*\* ARE THERE MORE RECORDS NO \*\*\*  
DSPLY 24 KEY TO NEW SS DSPLY KEY

[REDACTED]

pd. final bill in April, 2009

[REDACTED]



1SDNANB02  
PO Box 1022  
Wixom MI 48393-1022  
ADDRESS SERVICE REQUESTED



Nashville Adjustment Bureau  
(615)256-7100 / (800)264-7156

February 7, 2011

**MAIL ALL CORRESPONDENCE TO:**

**NASHVILLE ADJUSTMENT BUREAU**  
PO Box 198988  
Nashville TN 37219-8988

BH1966-0Z2 482595864



Franklin TN 37064-5000

|  |          |
|--|----------|
| Signature of Card Holder                                 | Date     |
| Card Holder Name   | \$ Amt   |
| Card Number Plus 3 Digit Security Code (on back of card) | Exp Date |

\*\*\*Detach Upper Portion and Return with Payment\*\*\*

**This is a communication from a debt collector.  
This is an attempt to collect a debt.  
Any information obtained will be used for that purpose.**

Account Number: [REDACTED]  
Total Balance: \$394.81

**YOU OWE: PIEDMONT NATURAL GAS COMPANY [REDACTED] 394.81**

**IMPORTANT COLLECTION NOTICE**

Your account has been placed with this agency for collection.

Please mail your remittance to our office so this claim may be cleared and released from your record. If you are unable to pay in full at this time, you should contact this office to request payment arrangements.

Unless you notify this office within 30 days after receiving this notice that you dispute the validity of this debt or any portion thereof, this office will assume this debt is valid. If you notify this office in writing within 30 days from receiving this notice, this office will obtain verification of the debt or obtain a copy of a judgment and mail you a copy of such judgment or verification. If you request this office in writing within 30 days after receiving this notice, this office will provide you with the name and address of the original creditor, if different from the current creditor.

This collection agency is licensed by the Collection Service Board, State Department of Commerce and Insurance,  
500 James Robertson Parkway, Nashville TN 37243.

1SDNANB02022

*Handwritten signature*

**NOTICE:** When you pay your bill by check, you authorize us to electronically process your payment. If your check is processed electronically, your checking account may be debited on the same day we receive the check and it will not be returned with your checking account statement. If someone other than you or a bill paying service pays your bill, you must give a copy of this notice to them before the payment is sent to us. Any check returned for insufficient funds or account closed may be assessed a processing fee pursuant to state laws.

NASHVILLE ADJUSTMENT BUREAU • 480 JAMES ROBERTSON PKWY NASHVILLE, TN 37219 • (615)256-7100 / (800)264-7156

*Handwritten initials*

*please contact my attorney*

**JEREMY R. DURHAM**  
ATTORNEY AT LAW

120 Old Liberty Pike  
Franklin, Tennessee 37064

615-858-3792

Fax: 615-589-1091

Cell: 615-891-0803

Email

JEREMYRDURHAM@gmail.com



**TENNESSEE REGULATORY AUTHORITY  
CONSUMER SERVICES DIVISION COMPLAINT**

DATE: March 21, 2011

COMPLAINANT: [REDACTED]

CALLED IN BY: Self

ADDRESS: [REDACTED]  
Nashville, TN 37211

COUNTY: Davidson

TELEPHONE NO. [REDACTED]

CONTACT NO. [REDACTED]

COMPANY: Piedmont Gas

COMPLAINT: [REDACTED] has contacted the company at least 4 times about his bill. Since June, he has not occupied the home. The thermostat was set at 60 degrees. He has a gas hot water heater and gas heating system. The February 2010 bill showed 29 days with an average temperature of 34 degrees with 250 therms used. The February 2011 bill shows 27 days with an average temperature of 44 degrees with 420 therms used. [REDACTED] disputes the therms consumption could almost double from of an occupied home last year over an unoccupied home this year. When an inspector came out 14 days after the February bill was received, only 34 therms has been used since the last reading. The inspector could not find anything wrong with any appliance that would cause an increase in the reading.

CONTACTED:

INVESTIGATOR:

RECEIVED BY: ZW

REFERRED BY: Phone

**TENNESSEE REGULATORY AUTHORITY**  
**CONSUMER SERVICES DIVISION COMPLAINT**

DATE: March 22, 2011

COMPLAINANT: [REDACTED]  
CALLED IN BY: self  
ADDRESS: [REDACTED]  
Nashville, TN 37221  
COUNTY: Davidson  
TELEPHONE NO. [REDACTED]  
CONTACT NO. [REDACTED]  
COMPANY: Piedmont Natural Gas

COMPLAINT: Complainant was informed that the gas meter at her home had been replaced because the old meter was not reading. She received a letter indicating she was responsible for payment of the bill shortages based on estimates from prior periods. Although, the company revised their estimated bills based on documentation that her gas hot water heater and home heating system had been replaced, the complainant still feels the amount being billed is not justified.

CONTACTED:

INVESTIGATOR: ZW  
RECEIVED BY: ZW  
REFERRED BY: Phone

To: Piedmont Natural Gas  
From: [REDACTED]  
Nashville, TN 37221  
Date: March 9, 2011  
Subject: The ASSUMED Non-Registering Meter

Dear Pamela,

I am writing because you are billing me for natural gas you ASSUME I have used. You also state you believe that your equipment "was not registering the flow of gas." Your equipment failure is not my financial responsibility.

Also, if you had contacted me, I would have told you there were a number of valid reasons why my natural gas usage was lower than normal for the periods of 9/3/2010 through 12/21/2010. They are:

- My daughter moved out of my home August 2010
- I installed a new gas heat and air system in my home 9/20/2010 to replace a 21 year old unit that stopped working
- I installed a new gas water heater in my home 11/29/2010 to replace a 15 year old unit that was leaking profusely
- I was out of town for two weeks during the month of November
- I was out of town for two weeks during the month of December

I expect your assessed \$219.35 adjustment to be reduced to \$0.00 because it is invalid and unjustifiable, you are trying to assess money for a product you yourself admit I have not used (extortion) and this causes an **extreme hardship** for a single mother with two children in college.

cc: [REDACTED]

attachments



March 3, 2011

[REDACTED]  
NASHVILLE TN 37221

Account Number: [REDACTED]  
Subject: Non-Registering Meter  
Service Address: [REDACTED]  
NASHVILLE TN 37221

Dear Ms. Wilson,

Meter number T150126 was removed from your premises on December 21, 2010 and testing was completed on February 18, 2011. The results of this test indicated that the flow of gas was not being registered by the meter.

Due to the non-registering meter, your natural gas account has been adjusted for the identified billing period(s) enclosed. A revised bill is being sent showing the same adjustments.

The computation for the adjustment period (attachment A) was based comparing it to your historical rate of usage (attachment B) allowing for changes in the weather.

At the time of the adjustment, there was a \$0.00 balance on your account and the adjustment of \$219.35 brings your new current total owed to \$219.35.

If you have any additional questions and/or need to make a payment arrangement, please feel free to contact me at the number below.

We apologize for any inconvenience this may have caused.

Sincerely,

*Pamela Hilchey*

Pamela Hilchey  
Centralized Business Office  
(704) 587-6992

PAM

DD 171 BIL/CYC 05-026  
ACT OPN 110698 RD/CYC 05 ACTIVE NOR \*NOTES\*  
RATE 313-802 ON 110698 DC  
NASHVILLE TN 37221-0000 LAST-TRAN 02/23/11  
\*\*\*\*\* 01-23 BILL HISTORY \*\*\*\*\* 03/02/11 \*\*\* 1107 \*\*

| LN | READ   | METER   | R # OF METER | HEAT | ACTL    | WNA    | BILL AMT |         |         |
|----|--------|---------|--------------|------|---------|--------|----------|---------|---------|
| NO | DATE   | NUMBER  | C DAYS       | READ | FACTOR  | THERMS | DDAYS    | FACTOR  | INC TAX |
| 01 | 110203 | T826185 | J 29         | 0190 | 1.01800 | 138    | 890      | .03705- | 139.45  |
| 02 | 110105 | T826185 | J 15         | 0054 | 1.01800 | 55     | 423      | .05383- | 62.95   |
| 03 | 101221 | T150126 | B 18         | 4685 | 1.01800 | 0      | 566      | .05383- | .00     |
| 04 | 101203 | T150126 | K 30         | 4685 | 1.01600 | 0      | 479      | .00133  | 13.90   |
| 05 | 101103 | T150126 | K 29         | 4685 | 1.01800 | 0      | 120      | .16870  | 13.90   |
| 06 | 101005 | T150126 | J 32         | 4685 | 1.01900 | 0      | 49       |         | 10.69   |
| 07 | 100903 | T150126 | J 30         | 4685 | 1.01900 | 2      |          |         | 12.60   |
| 08 | 100804 | T150126 | J 33         | 4683 | 1.01900 | 10     |          |         | 20.21   |
| 09 | 100702 | T150126 | J 29         | 4673 | 1.02000 | 9      |          |         | 18.68   |
| 10 | 100603 | T150126 | J 29         | 4664 | 1.01900 | 13     | 40       |         | 22.23   |
| 11 | 100505 | T150126 | J 30         | 4651 | 1.01900 | 19     | 110      |         | 27.56   |
| 12 | 100405 | T150126 | J 32         | 4632 | 1.01900 | 61     | 390      |         | 64.33   |
| 13 | 100304 | T150126 | J 27         | 4572 | 1.02000 | 140    | 822      | .08989- | 131.18  |

\*\*\* ARE THERE MORE RECORDS YES \*\*\*  
DSPLY 24 KEY \_\_\_\_\_ TO NEW SS \_\_\_\_\_ DSPLY \_\_\_\_\_ KEY \_\_\_\_\_

PAM

[REDACTED]

[REDACTED]

DD 171 BIL/CYC 05-026

ACT OPN 110698 RD/CYC 05 ACTIVE NOR \*NOTES\*

RATE 313-802

ON 110698 DC

NASHVILLE TN 37221-0000

LAST-TRAN 02/23/11

\*\*\*\*\* 01-23 BILL HISTORY \*\*\*\*\* 03/02/11 \*\*\* 1108 \*\*

| LN | READ   | METER   | R # | OF METER | HEAT | ACTL    | WNA    | BILL AMT |         |         |
|----|--------|---------|-----|----------|------|---------|--------|----------|---------|---------|
| NO | DATE   | NUMBER  | C   | DAYS     | READ | FACTOR  | THERMS | DDAYS    | FACTOR  | INC TAX |
| 01 | 100304 | T150126 | J   | 27       | 4572 | 1.02000 | 140    | 822      | .08989- | 131.18  |
| 02 | 100205 | T150126 | J   | 30       | 4435 | 1.02300 | 153    | 865      | .01874- | 148.36  |
| 03 | 100106 | T150126 | J   | 33       | 4285 | 1.02200 | 166    | 949      | .04076- | 155.91  |
| 04 | 091204 | T150126 | J   | 31       | 4123 | 1.02200 | 71     | 458      | .02779  | 79.74   |
| 05 | 091103 | T150126 | J   | 29       | 4054 | 1.02100 | 36     | 272      | .08180- | 42.94   |
| 06 | 091005 | T150126 | J   | 32       | 4019 | 1.02000 | 13     | 36       |         | 21.57   |
| 07 | 090903 | T150126 | J   | 29       | 4006 | 1.02300 | 11     |          |         | 19.89   |
| 08 | 090805 | T150126 | J   | 30       | 3995 | 1.02400 | 12     |          |         | 20.73   |
| 09 | 090706 | T150126 | J   | 33       | 3983 | 1.02300 | 13     |          |         | 21.57   |
| 10 | 090603 | T150126 | J   | 29       | 3970 | 1.02400 | 15     | 29       |         | 23.26   |
| 11 | 090505 | T150126 | J   | 32       | 3955 | 1.02300 | 29     | 212      |         | 35.06   |
| 12 | 090403 | T150126 | J   | 29       | 3927 | 1.02800 | 42     | 290      |         | 46.02   |
| 13 | 090305 | T150126 | J   | 29       | 3886 | 1.02500 | 94     | 597      | .01648  | 99.69   |

\*\*\* ARE THERE MORE RECORDS YES \*\*\*  
DSPLY 24 KEY \_\_\_\_\_ TO NEW SS \_\_\_\_\_ DSPLY \_\_\_\_\_ KEY \_\_\_\_\_



Piedmont  
Natural Gas

ADJUSTMENT TO BILL DUE TO NON-REGISTERING METER

|                  |                                  |                     |                   |
|------------------|----------------------------------|---------------------|-------------------|
| Customer Name:   | [REDACTED]                       | Meter Number:       | T150126           |
| Service Address: | [REDACTED]<br>NASHVILLE TN 37221 | Meter Removal Date: | December 21, 2010 |
| Account Number:  | [REDACTED]                       | Meter Test Date:    | February 18, 2011 |

| SERVICE PERIOD       |                       |             | METER INFORMATION |                      |                        | BILLING INFORMATION  |                      |          |
|----------------------|-----------------------|-------------|-------------------|----------------------|------------------------|----------------------|----------------------|----------|
| Read Date            | Number of Days Billed | Degree Days | Meter Reads       | Original CCFs Billed | Adjusted CCFs          | Original Bill Amount | Adjusted Bill Amount |          |
| 12/21/10             | 18                    | 566         | 4685              | 0                    | 93                     | \$62.95              | \$147.67             |          |
| 12/03/10             | 30                    | 479         | 4685              | 0                    | 79                     | \$13.90              | \$69.96              |          |
| 11/03/10             | 29                    | 120         | 4685              | 0                    | 19                     | \$13.90              | \$36.37              |          |
| 10/05/10             | 32                    | 49          | 4685              | 0                    | 21                     | \$10.69              | \$30.67              |          |
| 09/03/10             | 30                    |             | 4685              | 2                    | 20                     | \$12.60              | \$29.72              |          |
| Pre-read             |                       |             | 4683              |                      |                        |                      |                      |          |
| Original CCFs =      |                       |             |                   | 2                    | Original Amount Billed |                      |                      | \$114.04 |
| Adjusted CCFs =      |                       |             |                   | 232                  | Adjusted Bill Amount = |                      |                      | \$333.39 |
| Net CCF Difference = |                       |             |                   |                      | Net Amount Due =       |                      |                      |          |



P.O. Box 50416  
Nashville, TN 37205

6153568811

# Invoice

Date: 9/20/2010  
Invoice No.: 115691

Bill to: [REDACTED]  
Nashville, TN 37221

Service at: [REDACTED]  
Nashville, TN 37221

Customer ID: [REDACTED]

Description: Work Order 81262 H-Install

Reference: Work Order 81252

Terms: Due upon Receipt

PO Number:

Scope / Service Requested:

Install Goodman GPG153706041 - 3.0 Ton Gas Package System  
Serial # 1008314157  
Honeywell 8000 T-stat

| Item                   | Description   | Quantity | Unit Price | Amount   |
|------------------------|---------------|----------|------------|----------|
| Miscellaneous          | Final Billing | 1.00     | 4,495.00   | 4,495.00 |
| Miscellaneous Subtotal |               |          |            | 4,495.00 |

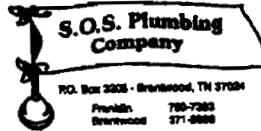
My heat and air  
unit was 21 years old that I  
replaced. [REDACTED]

Thank you for choosing Myers Plumbing Services, Inc. - HVAC Division

Payment for Services is Due upon Receipt. All unpaid balances will incur finance charges of 1.5% per month after 30 days from date of original invoice.

|            |          |
|------------|----------|
| Subtotal:  | 4,495.00 |
| Sales Tax: | 0.00     |
| Total Due: | 4,495.00 |





# JOB INVOICE

|                |  |
|----------------|--|
| INVOICE NUMBER | DATE ORDERED   |
| 17-29-10       |  |
| ORDER TYPE BY  | DATE RECEIVED  |
|                | <input type="checkbox"/> A.M.<br><input type="checkbox"/> P.M. |

|   |  |
|---|--|
| BILL TO   |  |
| [REDACTED]  |  |
| CITY <u>Nashville TN 37221</u>  |  |
| JOB NAME AND LOCATION   |  |
| DESCRIPTION OF WORK <u>hot water heater leaking</u>   |  |
| <input checked="" type="checkbox"/> DAY WORK<br><input type="checkbox"/> CONTRACT<br><input type="checkbox"/> EXTRA |  |

| QUANTITY | DESCRIPTION OF MATERIAL USED   | PRICE | AMOUNT   |
|----------|--|-------|----------|
| 1        | 50 Gallon State Select Gas hot water heater heater, parts, misc welding materials & hauling away of old water heater |       | 1,175.00 |
| 1        | year labor warranty  |       |          |
| 6        | year tank warranty   |       |          |

*I need pressure relief valve*  
*paid*  
**NO GUARANTEE ON DRAIN-CLEANING**  
**SERVICE CALL**

| MECHANICS      | HELPERS | TOTAL LABOR | TOTAL MATERIALS | TOTAL    |
|----------------|---------|-------------|-----------------|----------|
| 2              | 2       |             |                 |          |
| TOTAL LABOR    |         |             |                 |          |
| DATE COMPLETED |         |             |                 |          |
| TOTAL          |         |             |                 | 1,175.00 |

*My gas water heater I replaced was 15 years old.*

Warranty: Customer acknowledges by receipt of the goods and services that S.O.S. Plumbing has not given any express or implied warranties on the services so provided. Further, customer acknowledges that the only warranty extended is a 30 day warranty on parts provided by S.O.S. Plumbing.

Collection of Unpaid Accounts: Unless arrangements have been made with the office, full payment is due at the completion of services rendered. All past due accounts will bear the interest rate of 1.5% per month on the unpaid balance, and in the event said account is placed in the hands of an attorney for collection, customer agrees to pay all cost of said collection including reasonable attorneys fees.

**\$35.00 Service Charge on All Returned Checks.**

Billing - Piedmont - Jm

11-0275

**Consumer Complaint Questionnaire**

**RETURN TO**

Tennessee Regulatory Authority  
Consumer Services Division  
460 James Robertson Parkway  
Nashville, TN 37243-0505  
Facsimile (615) 741-8953

RECEIVED  
CONSUMER SERVICES DIVISION  
MAR 24 2011  
TN REGULATORY AUTHORITY

To complete this consumer complaint questionnaire by Internet, please visit our website at [www.tn.gov/tra](http://www.tn.gov/tra). Under "Links" click on **Consumer Services**. You can use this convenient method if you do not have documentation to attach to your complaint.

Your Name

Address

City Nashville County Davidson State TN ZIP 37211

Home Phone

E-mail Address

Is this complaint for your home or business phone number?

Write Phone # Here

What company is your complaint against? Piedmont Natural Gas

Have you contacted the utility regarding your complaint? Yes

Please describe your complaint briefly. Please mail or fax copies of any documentation, such as bills, that our office would need to file your complaint. PLEASE DO NOT STAPLE ANY DOCUMENTATION SENT TO OUR OFFICE.

Inaccurate billing due to Piedmont's admitted fault  
for the period of March 2007 - July 2009,  
(see enclosed detailed letter)

Re: Previous home:

Printing Authorization # PS-0367

March 22, 2011

Tennessee Regulatory Authority

Re: Piedmont Natural Gas, [REDACTED] Brentwood, TN Acct. [REDACTED]

To Whom It May Concern:

I am submitting my formal complaint to you regarding billing and service inaccuracies by Piedmont Natural Gas. The amount I am disputing is \$547.42.

I lived in my home at [REDACTED] from August 2002 until July 31, 2009 at which time I sold it. I paid the monthly amount due each month in full (copies of bills enclosed). I received my final bill from Piedmont Gas and it was extremely high \$903.14. I called them to find out why it was high and the only answer I could get was that there was a problem with the Index reading, when the new meter was installed on March 06, 2007.

I have attempted to get this resolved with Piedmont and they still contend that I owe ½ of their mistake!

I am enclosing my correspondence to Piedmont upon discovering they had added past due amounts for a period of 27 months due to their mistake of inaccurately reading and billing. Upon my investigation with Piedmont's engineering department, I discovered that the subcontractor that Piedmont hired to install new meters in 2007 set them incorrectly!

I am very frustrated in trying to resolve this with Piedmont. As you will see in my original letter to Mr. Thomas Skains, dated October 29, 2009, I explained that I could not get complete and accurate information on how the INDEX works and how a problem like this could have happen to the point of being billed 27 months AFTER the fact! I question their auditing systems and was told that they only audit every 36 MONTHS! Their personnel in customer service did not know what an INDEX was, or how it worked! Also I questioned how their Meter Reader could have overlooked this on a monthly basis for 27 months!

Piedmont sent a letter (enclosed) ADMITTING that they were at FAULT, but were only willing to remove a portion of THEIR oversight; still requiring payment for 12 months prior to us moving (when terminating service. This is still not acceptable to me and I do not feel that I should pay for their oversight and incompetency's of running their company. I have always been accountable and paid my bills in full each and every month while at that home in August 2002 and in my prior home [REDACTED]

[REDACTED]

For Piedmont to bill me retroactively would not give me an opportunity to reduce my usage, which I would have done had I known. An analogy of this would be if after pumping gas for my vehicle, paying

the amount shown on the pump, then to have the owner of the gas station show up at my door demanding that I pay him double the amount, because his meter was incorrectly set. This of course, would be ridiculous!

I appreciate anything you can do to remedy this situation.

Thank you in advance.

Sincerely,



October 29, 2009

Piedmont Natural Gas  
4720 Piedmont Row Drive  
Charlotte, North Carolina 28210  
Attn: Thomas E. Skains

Property: [REDACTED] Brentwood, TN 37027

Mr. Thomas E. Skains:

I received Piedmont's letter dated October 8, 2009 stating amount due in the amount of \$547.42. The letter states that "further investigation identified that the electronic reading device present on the meter was programmed incorrectly". This is Piedmont's mistake and I do not feel that I owe this or any amount due.

Piedmont or their representative/contractor set the meter incorrectly and I had nothing to do setting the meter, checking or verification of the information and subsequently this is not anything that I caused.

I have been the one to call and try to resolve this problem. Upon calling neither the customer service representative, nor manager could not explain to me how the INDEX reading worked. I insisted that someone from the field, Operations Dept, call me explain how this inaccuracy could have occurred and how the Index reading worked.

I asked why Piedmont did not have an Auditing system so this situation could be avoided. I found out that only Auditing of Piedmont's meters and their accuracy is done on a 36 month basis (and this occurred 27 months after the meter was set).

For Piedmont to bill me after this long period time creates a hardship upon my finances of which I can not pay. Also, given that it is AFTER THE FACT, allows me NO opportunity to adjust my usage.

I lived in the house starting August 2002 and paid the amount billed and did so in a timely manner. Therefore, this is Piedmont's mistake and I do not feel that I owe this or any amount due.

[REDACTED]



October 8, 2009

[REDACTED]  
BRENTWOOD, TN 37027

**Subject:** High Final Bill  
**Account Number:** [REDACTED]  
**Service Address:** [REDACTED]  
Brentwood, TN 37027

Dear [REDACTED]

Recently your service was turned off on 7/31/09 per your request and we were advised of your concerns regarding your final bill. To address the situation, meter number [REDACTED] was investigated on 8/06/09.

During the course of this investigation, it was confirmed that the mechanical side of the meter was registering accurately, including the index (dials).

However, further investigation identified that the electronic reading device present on the meter was programmed incorrectly. (Note: The reads from the electronic device are used for billing.)

This error in programming caused the electronic reading device to register only one-half of the actual usage consumed from the time it was set on 3/06/07 until your service was discontinued on 7/31/09.

In the meantime, the index continued to accurately register the gas flowing through the meter. Therefore the final read taken from the index (dials) reflected the gas used but not billed.

Although the error occurred over a period of 29 months, only the most recent 12 months have been adjusted to account for the gas used but not billed. At the time of the adjustment, there was a balance of \$903.14 on your account. After the adjustment, the balance is now \$547.42.

We apologize for any inconvenience this may have caused. If you have any questions or would like to set up a payment schedule, please contact me at the number listed below.

Sincerely,

Ms. Barnett  
Centralized Business Office  
(704) 587-6924



Account Number: [REDACTED] www.piedmontng.com

Message Center

Final Bill

BRENTWOOD2, TN 37027

Billing Date: 10/08/09

Net Amount Due By: 10/22/09

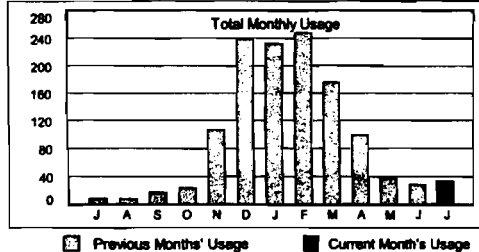
Rate Schedule\*: 321 RES SER STD RATE

\*Rate schedule and calculation information is available on our website.

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## Gas Usage History

## 13-Month Usage (Total Therms)



Previous Months' Usage Current Month's Usage

07/08 07/09

|        |         |         |
|--------|---------|---------|
| Therms | 9       | 34      |
| Days   | 30      | 46      |
| Amount | \$25.19 | \$49.88 |

## Account Summary

|   |            |
|---|------------|
| Previous Bill Amount                    | \$0.00     |
| Payment(s) Received through 10/7/09     | \$0.00     |
| Previous Balance                        | -\$980.15  |
| Current Billing and Other Basic Charges |            |
| Gas - Current Month Charges             | \$1,439.60 |
| Local Franchise Fee                     | \$87.97    |
| Total Current Balance                   | \$1,527.57 |

## Net Amount Due By 10/22/09

\$547.42

Gross Amount Due After 10/22/09 \$547.42

Purchase Gas Adjustment .524630

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

## Current Reading - based on estimate

| Meter Number | Service Period |          | Meter Reading |         | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|--------------|----------------|----------|---------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
|              | From           | To       | Previous      | Current |                    |                  |                |             |                       |
| T123711      | 09/16/08       | 09/16/08 | 628           | 628     | 0 X                | 1.000 =          | 0 X            | 0.0000 =    | 0                     |
| T123711      | 08/15/08       | 09/16/08 | 1227          | 1245    | 18 X               | 1.000 =          | 18 X           | 1.0240 =    | 18                    |
| T123711      | 09/16/08       | 10/16/08 | 1245          | 1269    | 24 X               | 1.000 =          | 24 X           | 1.0290 =    | 25                    |
| T123711      | 10/16/08       | 11/14/08 | 1269          | 1373    | 104 X              | 1.000 =          | 104 X          | 1.0310 =    | 107                   |
| T123711      | 11/14/08       | 12/15/08 | 1373          | 1605    | 232 X              | 1.000 =          | 232 X          | 1.0340 =    | 240                   |
| T123711      | 12/15/08       | 01/16/09 | 1605          | 1831    | 226 X              | 1.000 =          | 226 X          | 1.0340 =    | 234                   |
| T123711      | 01/16/09       | 02/16/09 | 1831          | 2073    | 242 X              | 1.000 =          | 242 X          | 1.0270 =    | 249                   |

Continued...

044819 / 006814 PCJT64 PNG00208 RTP 12

Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill.

PO BOX 33068  
CHARLOTTE NC 28233-3068

Please check here and fill out reverse to enroll in Share the Warmth Round Up.



44819.1 AT 0.357 000204819 0000814 144 2 PCJT64

BRENTWOOD, TN 37027-3924



000PCJT64000529075 173 00 4 001527570005474200054742 0

Account Number:

Net Amount Due By 10/22/09: \$547.42

Gross Amount Due After 10/22/09: \$547.42

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.

Amount Enclosed \$

Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500





Account Number: [REDACTED] www.piedmontng.com

Service Address:

BRENTWOOD2, TN 37027

Billing Date: 09/04/09

Net Amount Due By: 09/04/09

Message Center Final Bill Past Due

Page 1 of 1

### Account Summary

|   |          |
|---|----------|
| Previous Bill Amount                    | \$0.00   |
| Payment(s) Received through 9/3/09      | \$0.00   |
| Past Due Balance                        | \$903.14 |
| Current Billing and Other Basic Charges |          |
| Total Current Balance                   | \$0.00   |

Net Amount Due By 09/04/09 \$903.14

Gross Amount Due After 09/04/09 \$903.14

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

IF PAYMENT HAS NOT BEEN RECEIVED WITHIN 15 DAYS FROM THE DATE OF THIS BILL,  
IT MAY BE NECESSARY TO REPORT YOUR ACCOUNT TO A COLLECTION AGENCY.

7/17/09

7/31

1 ft drive - pass thru once

Back Bill 12 mths

tech gone, meter not program directly.

chgd index (not meter) not picking up - (ent reading incorrectly)

back date all bills at corrected rate

new index 8/6/09 put at 00000

043410 / 005002 PCJDPG PH080208 RTP 1 3

▼ Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill. ▼



PO BOX 33068  
CHARLOTTE NC 28233-3068

Please check here and fill out reverse to enroll in Share  
the Warmth Round Up.



43410 1 AT 0.357 4700013110 00005002 152 1 PCJDPG

BRENTWOOD, TN 37027-3924



000PCJDPG0000318899 173 00

Account Number:

Net Amount Due By 09/04/09: \$903.14

Gross Amount Due After 09/04/09: \$903.14

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.

Amount  
Enclosed \$



Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500



4 000000000009031400090314 8



Account Number: [REDACTED] www.piedmontng.com

## Message Center

Service Address:

BRENTWOOD, TN 37027

Billing Date: 07/23/09

Net Amount Due By: 08/06/09

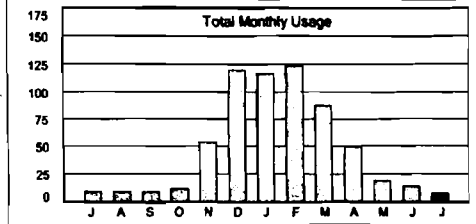
Rate Schedule\*: 321 RES SER STD RATE

\*Rate schedule and calculation information is available on our website.

Page 1 of 1

## Gas Usage History

### 13-Month Usage (Total Therms)



□ Previous Month's Usage ■ Current Month's Usage

|        | 07/08   | 07/09   |
|--------|---------|---------|
| Therms | 9       | 8       |
| Days   | 30      | 31      |
| Amount | \$25.19 | \$17.36 |

## Account Summary

|   |                |
|---|----------------|
| Previous Bill Amount                            | \$71.00        |
| Payment(s) Received through 7/22/09 - Thank you | \$71.00        |
| Past Due Balance                                | \$0.00         |
| <b>Current Billing and Other Basic Charges</b>  |                |
| Gas - Current Month Charges                     | \$16.36        |
| Local Franchise Fee                             | \$1.00         |
| <b>Total</b>                                    | <b>\$17.36</b> |
| EPP Payment Amount                              | \$71.00        |

**Net Amount Due By 08/06/09 \$71.00**

Gross Amount Due After 08/06/09 \$71.00

Purchase Gas Adjustment .524630

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

Your actual account balance as of this billing is a credit of \$93.83. This is the result of total gas charges less EPP payments made since 04/09.

### Current Reading - based on actual read

| Meter Number      | Service Period From | To       | Meter Reading Previous | Current | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|---------------------|----------|------------------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
| T123711           | 06/15/09            | 07/16/09 | 1210                   | 1218    | 8 X                | 1.000 =          | 8 X            | 1.0240 =    | 8                     |
| Total Therms Used |                     | 8        |                        |         |                    |                  |                |             |                       |
| Number of Days    |                     | 31       |                        |         |                    |                  |                |             |                       |

7/31/09 1218 2443 = 1225

001825 / 001828 PC/208 PH080201 RTP 12

▼ Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill. ▼



PO BOX 33068  
CHARLOTTE NC 28233-3068

Please check here and fill out reverse if you would like to establish automatic Bank Drafts.



1825 1 AV 0 335

BRENTWOOD, TN 37027-4779



000PCJ248000271920 173 00

Account Number:

Net Amount Due By 08/06/09: \$71.00

Gross Amount Due After 08/06/09: \$71.00

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.

Amount Enclosed \$

8-4-09 \$71 970V1-9Y2SC



Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500



4 000071000000710000007100 1



Account Number: [REDACTED] www.piedmontng.com

Service Address:

BRENTWOOD2, TN 37027

Billing Date: 06/23/09

Net Amount Due By: 07/08/09

Rate Schedule\*: 321 RES SER STD RATE

\*Rate schedule and calculation information is available on our website.

Page 1 of 1

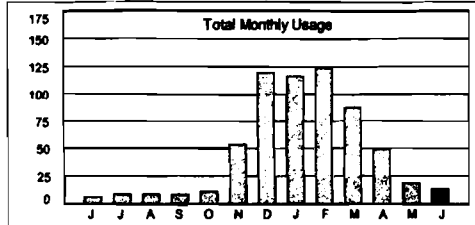
## Message Center

Broilmaster Grills from Piedmont Natural Gas

Get your FREE BBQ set - while supplies last! (Offer good with purchase of gas grill from Piedmont) Call us (1.877.279.3636) or go to (www.piedmontng.com) We deliver, we install, we set up, you enjoy!

## Gas Usage History

13-Month Usage (Total Therms)



Legend: Previous Month's Usage (light bar), Current Month's Usage (dark bar)

|        | 06/08   | 06/09   |
|--------|---------|---------|
| Therms | 7       | 14      |
| Days   | 32      | 31      |
| Amount | \$21.95 | \$22.41 |

## Account Summary

|   |                |
|---|----------------|
| Previous Bill Amount                            | \$71.00        |
| Payment(s) Received through 6/22/09 - Thank you | \$71.00        |
| Past Due Balance                                | \$0.00         |
| <b>Current Billing and Other Basic Charges</b>  |                |
| Gas - Current Month Charges                     | \$21.12        |
| Local Franchise Fee                             | \$1.29         |
| <b>Total</b>                                    | <b>\$22.41</b> |
| EPP Payment Amount                              | \$71.00        |

**Net Amount Due By 07/08/09 \$71.00**

|                                 |         |
|---------------------------------|---------|
| Gross Amount Due After 07/08/09 | \$71.00 |
| Purchase Gas Adjustment         | .524630 |

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

Your actual account balance as of this billing is a credit of \$40.19. This is the result of total gas charges less EPP payments made since 04/09.

## Current Reading - based on actual read

| Meter Number      | Service Period |          | Meter Reading |         | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|----------------|----------|---------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
|                   | From           | To       | Previous      | Current |                    |                  |                |             |                       |
| T123711           | 05/15/09       | 06/15/09 | 1196          | 1210    | 14 X               | 1.000 =          | 14 X           | 1.0230 =    | 14                    |
| Total Therms Used |                |          |               |         |                    |                  |                |             | 14                    |
| Number of Days    |                |          |               |         |                    |                  |                |             | 31                    |

001840 / 001843 PCHUY1 PND00201 RTP 12

▼ Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill. ▼



PO BOX 33068  
CHARLOTTE NC 28233-3068

Please check here and fill out reverse if you would like to establish automatic Bank Drafts.



1840.1 AV 0.335 1840.1 AV 0.335 1840.1 AV 0.335

BRENTWOOD, TN 37027-4779



000PCHUY1000338055 173 00

Account Number:

Net Amount Due By 07/08/09:

\$71.00

Gross Amount Due After 07/08/09:

\$71.00

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.

Amount Enclosed \$



Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500



4 000071000000710000007100 2



Account Number: [REDACTED] www.piedmontng.com

Service Address:

BRENTWOOD2, TN 37027

Billing Date: 05/21/09

Net Amount Due By: 06/05/09

Rate Schedule\*: 321 RES SER STD RATE

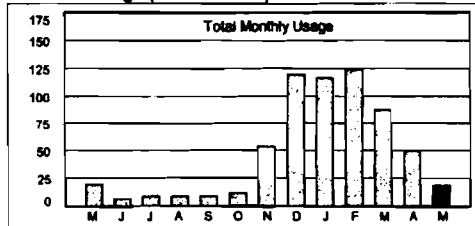
\*Rate schedule and calculation information is available on our website.

Page 1 of 1

## Message Center

## Gas Usage History

## 13-Month Usage (Total Therms)



Previous Month's Usage Current Month's Usage

|          |         |         |
|----------|---------|---------|
|          | 05/08   | 05/09   |
| Therms   | 20      | 19      |
| Days     | 30      | 29      |
| Avg Temp | 62      | 63      |
| Amount   | \$36.89 | \$26.63 |

## Account Summary

|   |         |
|---|---------|
| Previous Bill Amount                            | \$71.00 |
| Payment(s) Received through 5/20/09 - Thank you | \$71.00 |
| Past Due Balance                                | \$0.00  |
| Current Billing and Other Basic Charges         |         |
| Gas - Current Month Charges                     | \$25.10 |
| Local Franchise Fee                             | \$1.53  |
| Total   | \$26.63 |
| EPP Payment Amount                              | \$71.00 |

Net Amount Due By 06/05/09 \$71.00

Gross Amount Due After 06/05/09 \$71.00

Purchase Gas Adjustment .524630

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

Your actual account balance as of this billing is an underpayment of \$8.40. This is the result of total gas charges less EPP payments made since 04/09.

## Current Reading - based on actual read

| Meter Number      | Service Period |          | Meter Reading |         | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|----------------|----------|---------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
|                   | From           | To       | Previous      | Current |                    |                  |                |             |                       |
| T123711           | 04/16/09       | 05/15/09 | 1177          | 1196    | 19 X               | 1.000 =          | 19 X           | 1.0240 =    | 19                    |
| Total Therms Used |                |          |               |         |                    |                  |                |             | 19                    |
| Number of Days    |                |          |               |         |                    |                  |                |             | 29                    |

001842 / 001846 PCHLVN PWS00201 RTP 2

▼ Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill. ▼

PO BOX 33068  
CHARLOTTE NC 28233-3068

Please check here and fill out reverse if you would like to establish automatic Bank Drafts.



1842 1 AV 0.335 1842001842 00001848 S 1 PCHLVN

BRENTWOOD, TN 37027-4779



000PCHLVN000246670 173 00

Account Number:

Net Amount Due By 06/05/09:

Gross Amount Due After 06/05/09:

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.

Amount Enclosed \$

Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500

4 000071000000710000007100 1



Account Number: [REDACTED] www.piedmontng.com

Service Address:

BRENTWOOD2, TN 37027

Billing Date: 04/23/09

Net Amount Due By: 05/07/09

Rate Schedule\*: 321 RES SER STD RATE

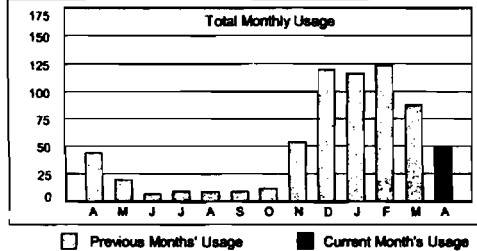
\*Rate schedule and calculation information is available on our website.

Page 1 of 1

## Message Center

## Gas Usage History

## 13-Month Usage (Total Therms)



|          |         |         |
|----------|---------|---------|
|          | 04/08   | 04/09   |
| Therms   | 44      | 50      |
| Days     | 29      | 30      |
| Avg Temp | 55      | 55      |
| Amount   | \$68.43 | \$52.77 |

## Account Summary

|   |         |
|---|---------|
| Previous Bill Amount                            | \$59.80 |
| Payment(s) Received through 4/22/09 - Thank you | \$59.80 |
| Past Due Balance                                | \$0.00  |
| Current Billing and Other Basic Charges         |         |
| Gas - Current Month Charges                     | \$49.73 |
| Local Franchise Fee                             | \$3.04  |
| Total   | \$52.77 |
| EPP Payment Amount                              | \$71.00 |

Net Amount Due By 05/07/09 \$71.00

Gross Amount Due After 05/07/09 \$71.00

Purchase Gas Adjustment .524630

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

Your actual account balance as of this billing is an underpayment of \$52.77. This is the result of total gas charges less EPP payments made since 04/09.

## Current Reading - based on actual read

| Meter Number      | Service Period From | To       | Meter Reading Previous | Current | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|---------------------|----------|------------------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
| T123711           | 03/17/09            | 04/16/09 | 1128                   | 1177    | 49 X               | 1.000 =          | 49 X           | 1.0250 =    | 50                    |
| Total Therms Used |                     | 50       |                        |         |                    |                  |                |             |                       |
| Number of Days    |                     | 30       |                        |         |                    |                  |                |             |                       |

002788 / 002796 PCHD88 PNC0201 RTP 1 4

▼ Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill. ▼

PO BOX 33068  
CHARLOTTE NC 28233-3068

Please check here and fill out reverse if you would like to establish automatic Bank Drafts.



2789 1 AV 0 324 278902789 00002789 12 1 PCHD88

BRENTWOOD, TN 37027-4779



000PCHD98000257498 173 00

Account Number: [REDACTED]

Net Amount Due By 05/07/09: \$71.00

Gross Amount Due After 05/07/09: \$71.00

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.

Amount Enclosed \$

Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500

4 000071000000710000007100 2



Account Number:

www.piedmontng.com

## Message Center

Service Address:

BRENTWOOD2, TN 37027

Billing Date: 03/24/09

Net Amount Due By: 04/07/09

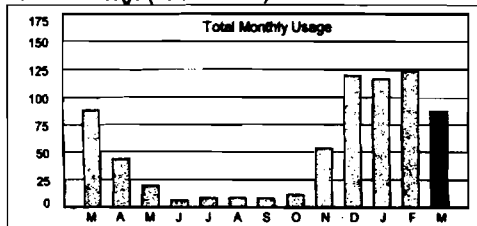
Rate Schedule\*: 321 RES SER STD RATE

\*Rate schedule and calculation information is available on our website.

Page 1 of 2

## Gas Usage History

## 13-Month Usage (Total Therms)



Previous Month's Usage Current Month's Usage

|          | 03/08    | 03/09   |
|----------|----------|---------|
| Therms   | 89       | 88      |
| Days     | 31       | 29      |
| Avg Temp | 46       | 47      |
| Amount   | \$133.14 | \$91.46 |

## Account Summary

|   |                |
|---|----------------|
| Previous Bill Amount                            | \$148.00       |
| Payment(s) Received through 3/23/09 - Thank you | \$148.00       |
| Past Due Balance                                | \$0.00         |
| <b>Current Billing and Other Basic Charges</b>  |                |
| Gas - Current Month Charges                     | \$86.19        |
| Local Franchise Fee                             | \$5.27         |
| <b>Total</b>                                    | <b>\$91.46</b> |
| EPP Payment Amount                              | \$59.80        |

**Net Amount Due By 04/07/09 \$59.80****Gross Amount Due After 04/07/09 \$59.80****Purchase Gas Adjustment \$24630**

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

Your actual account balance as of this billing is an underpayment of \$59.80. This is the result of total gas charges less EPP payments made since 04/08.

THANK YOU FOR PARTICIPATING IN THE EQUAL PAYMENT PLAN (EPP). THE REMAINING BALANCE IS NOW DUE AND PAYABLE.

YOUR NEW MONTHLY EPP AMOUNT, BEGINNING NEXT MONTH, WILL BE \$71.

## Current Reading - based on actual read

| Meter Number | Service Period |          | Meter Reading |         | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|--------------|----------------|----------|---------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
|              | From           | To       | Previous      | Current |                    |                  |                |             |                       |
| T123711      | 02/16/09       | 03/17/09 | 1042          | 1128    | 86 X               | 1.000 =          | 86 X           | 1.0270 =    | 88                    |

Continued...

004024 / 004157 PC67M PN000201 RTP 123

Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill.

PO BOX 33068  
CHARLOTTE NC 28233-3068

Please check here and fill out reverse if you would like to establish automatic Bank Drafts.



BRENTWOOD, TN 37027-4779



000PCH57M000262926 173 00

Account Number:

Net Amount Due By 04/07/09:

\$59.80

Gross Amount Due After 04/07/09:

\$59.80

Please make check payable to Piedmont Natural Gas.

Be sure to write your account number on your check.

Amount Enclosed \$

Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500

4 000059800000598000005980 2



Account Number: [REDACTED] www.piedmontng.com

Sender Address:

BRENTWOOD2, TN 37027

Billing Date: 02/23/09

Net Amount Due By: 03/09/09

Rate Schedule\*: 321 RES SER STD RATE

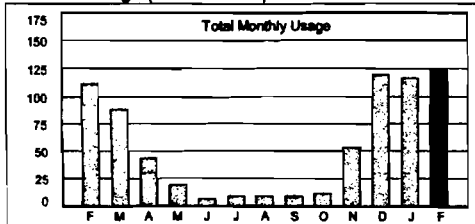
\*Rate schedule and calculation information is available on our website.

Page 1 of 1

## Message Center

## Gas Usage History

### 13-Month Usage (Total Therms)



Legend: ☐ Previous Months' Usage ☒ Current Month's Usage

|          |          |          |
|----------|----------|----------|
|          | 02/08    | 02/09    |
| Therms   | 112      | 124      |
| Days     | 29       | 31       |
| Avg Temp | 39       | 40       |
| Amount   | \$165.91 | \$151.78 |

## Account Summary

|                                     |         |
|-------------------------------------|---------|
| Previous Bill Amount                | \$74.00 |
| Payment(s) Received through 2/20/09 | \$0.00  |
| Past Due Balance                    | \$74.00 |

### Current Billing and Other Basic Charges

|                             |          |
|-----------------------------|----------|
| Gas - Current Month Charges | \$143.04 |
| Local Franchise Fee         | \$8.74   |
| Total                       | \$151.78 |
| EPP Payment Amount          | \$74.00  |

**Net Amount Due By 03/09/09 \$148.00**

Gross Amount Due After 03/09/09 \$148.00

Purchase Gas Adjustment .719360

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

Your actual account balance as of this billing is an underpayment of \$116.34. This is the result of total gas charges less EPP payments made since 04/08.

### Current Reading - based on actual read

| Meter Number      | Service Period From | To       | Meter Reading Previous | Current | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|---------------------|----------|------------------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
| T123711           | 01/16/08            | 02/16/09 | 921                    | 1042    | 121 X              | 1.000 =          | 121 X          | 1.0270 =    | 124                   |
| Total Therms Used |                     |          |                        |         |                    |                  |                |             | 124                   |
| Number of Days    |                     |          |                        |         |                    |                  |                |             | 31                    |

002873 / 002880 PG&N, PH&G0201, RTP 1

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PO BOX 33068  
CHARLOTTE NC 28233-3068

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BRENTWOOD, TN 37027-4779



000PC6XNL000238815 173 00 4 000074000001480000014800 7

Account Number:

Net Amount Due By 03/09/09: \$148.00

Gross Amount Due After 03/09/09: \$148.00

Please make check payable to Piedmont Natural Gas. Be sure to write your account number on your check.

Amount Enclosed \$

Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500



Account Number: [REDACTED] www.piedmontng.com

Service Address:

BRENTWOOD2, TN 37027

Billing Date: 01/26/09

Net Amount Due By: 02/09/09

Rate Schedule: 321 RES SER STD RATE

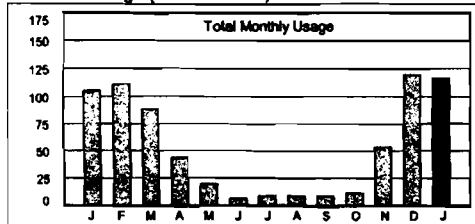
\*Rate schedule and calculation information is available on our website.

Page 1 of 1

## Message Center

## Gas Usage History

## 13-Month Usage (Total Therms)

☒ Previous Month's Usage ☐ Current Month's Usage

|          | 01/08    | 01/09    |
|----------|----------|----------|
| Therms   | 106      | 117      |
| Days     | 31       | 32       |
| Avg Temp | 44       | 40       |
| Amount   | \$167.13 | \$150.95 |

Your actual account balance as of this billing is a credit of \$35.44. This is the result of total gas charges less EPP payments made since 04/08.

## Current Reading - based on actual read

| Meter Number      | Service Period From | To       | Meter Reading Previous | Current | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|---------------------|----------|------------------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
| T123711           | 12/15/08            | 01/16/09 | 808                    | 921     | 113 X              | 1.000 =          | 113 X          | 1.0340 =    | 117                   |
| Total Therms Used |                     |          |                        |         |                    |                  |                |             | 117                   |
| Number of Days    |                     |          |                        |         |                    |                  |                |             | 32                    |

002751 / 002758 PGG&amp;C7 PNC0201 RTP 1

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2751.1 AV 0.324 2751.1 AV 0.324 2751.1 AV 0.324

BRENTWOOD, TN 37027-4779



000PCG&amp;C7000233986 173 00 [REDACTED] 4 000074000000740000007400 2

Account Number: [REDACTED]

Net Amount Due By 02/09/09: \$74.00

Gross Amount Due After 02/09/09: \$74.00

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.

Amount Enclosed \$

74.00

Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500





Account Number:

www.piedmontng.com

## Message Center

Service Address:

BRENTWOOD2, TN 37027

Billing Date: 12/22/08

Net Amount Due By: 01/08/09

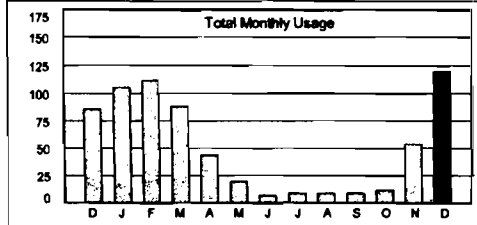
Rate Schedule\*: 321 RES SER STD RATE

\*Rate schedule and calculation information is available on our website.

Page 1 of 1

## Gas Usage History

## 13-Month Usage (Total Therms)

☐ Previous Month's Usage ☒ Current Month's Usage

|          |          |          |
|----------|----------|----------|
|          | 12/07    | 12/08    |
| Therms   | 86       | 120      |
| Days     | 32       | 31       |
| Avg Temp | 48       | 40       |
| Amount   | \$135.18 | \$165.32 |

## Account Summary

|  |         |
|--|---------|
| Previous Bill Amount                             | \$74.00 |
| Payment(s) Received through 12/19/08 - Thank you | \$74.00 |
| Past Due Balance                                 | \$0.00  |

## Current Billing and Other Basic Charges

|                             |          |
|-----------------------------|----------|
| Gas - Current Month Charges | \$155.80 |
| Local Franchise Fee         | \$9.52   |
| Total                       | \$165.32 |
| EPP Payment Amount          | \$74.00  |

**Net Amount Due By 01/08/09 \$74.00**

Gross Amount Due After 01/08/09 \$74.00

Purchase Gas Adjustment .947950

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

Your actual account balance as of this billing is a credit of \$112.39. This is the result of total gas charges less EPP payments made since 04/08.

## Current Reading - based on actual read

| Meter Number      | Service Period From | To       | Meter Reading Previous | Current | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|---------------------|----------|------------------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
| T123711           | 11/14/08            | 12/15/08 | 892                    | 808     | 116 X              | 1.000 =          | 116 X          | 1.0340 =    | 120                   |
| Total Therms Used |                     |          |                        |         |                    |                  |                |             | 120                   |
| Number of Days    |                     |          |                        |         |                    |                  |                |             | 31                    |

082801 / 002805 PCGFY5 PHE00201 RTP 1

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28011 AV 0.324 280102201 0002205 1 PCGFY5

BRENTWOOD, TN 37027-4779



000PCGFY5000235029 173 00

Account Number:

Net Amount Due By 01/08/09:

\$74.00

Gross Amount Due After 01/08/09:

\$74.00

Please make check payable to Piedmont Natural Gas.

Be sure to write your account number on your check.

Amount Enclosed \$

Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500

4 000074000000740000007400 2

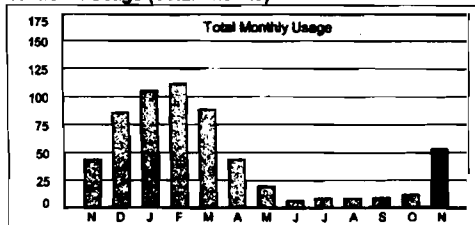


**www.piedmontng.com**



Pay your bill online using your Visa or MasterCard by visiting Customer Self Service at [www.piedmontng.com](http://www.piedmontng.com)

### 13-Month Usage (Total Therms)



 Previous Months' Usage  Current Month's Usage

|          | 11/07   | 11/08   |
|----------|---------|---------|
| Therms   | 44      | 54      |
| Days     | 29      | 29      |
| Avg Temp | 56      | 54      |
| Amount   | \$75.13 | \$84.03 |

Your actual account balance as of this billing is a credit of \$203.71. This is the result of total gas charges less EPP payments made since 04/08.

WE HAVE REVIEWED YOUR EQUAL PAYMENT PLAN AND MAY HAVE CHANGED YOUR MONTHLY AMOUNT. THE EPP PAYMENT AMOUNT SHOWN IS FOR THE REMAINING MONTHS OF YOUR PLAN YEAR.

**Current Reading** - based on actual reading

| Meter Number | Service Period |          | Meter Reading |         | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|--------------|----------------|----------|---------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
|              | From           | To       | Previous      | Current |                    |                  |                |             |                       |
| T123711      | 10/16/08       | 11/14/08 | 640           | 692     | 52 X               | 1.000 =          | 52 X           | 1.0310 =    | 54                    |

Continued..

004206 / 004913 PCORL2 FN000201.RTP 1 34

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PO BOX 33068  
CHARLOTTE NC 28233-3068

**Account Number:**

**Net Amount Due By 12/09/08: \$74.00**

**Gross Amount Due After 12/09/08: \$74.00**

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.

**Please check here and fill out reverse if you would like to establish automatic Bank Drafts.**

| Amount Enclosed | \$      |
|-----------------|---------|
| 100.00          | 100.00  |
| 200.00          | 200.00  |
| 300.00          | 300.00  |
| 400.00          | 400.00  |
| 500.00          | 500.00  |
| 600.00          | 600.00  |
| 700.00          | 700.00  |
| 800.00          | 800.00  |
| 900.00          | 900.00  |
| 1000.00         | 1000.00 |



4286 2 AV 0.449 4286 DM 288 00004113 17.2 PC381.7

**BRENTWOOD, TN 37027-4779**



**Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500**



000PCG&amp;LZ000233160 173 00

4 00007400000007400000007400 1



Account Number:

www.piedmontng.com

Service Address:

BRENTWOOD2, TN 37027

Billing Date: 10/24/08

Net Amount Due By: 11/07/08

Rate Schedule\*: 321 RES SER STD RATE

\*Rate schedule and calculation information is available on our website.

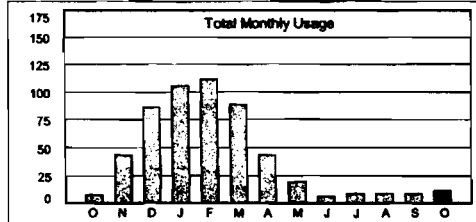
Page 1 of 1

## Message Center

Pay your bill online using your Visa or MasterCard by visiting Customer Self Service at [www.piedmontng.com](http://www.piedmontng.com)

## Gas Usage History

## 13-Month Usage (Total Therms)



Previous Months' Usage Current Month's Usage

|          | 10/07   | 10/08   |
|----------|---------|---------|
| Therms   | 8       | 12      |
| Days     | 29      | 30      |
| Avg Temp | 65      | 65      |
| Amount   | \$21.12 | \$27.42 |

## Account Summary

|  |                |
|--|----------------|
| Previous Bill Amount                             | \$74.00        |
| Payment(s) Received through 10/23/08 - Thank you | \$74.00        |
| Past Due Balance                                 | \$0.00         |
| <b>Current Billing and Other Basic Charges</b>   |                |
| Gas - Current Month Charges                      | \$25.84        |
| Local Franchise Fee                              | \$1.58         |
| <b>Total</b>                                     | <b>\$27.42</b> |
| EPP Payment Amount                               | \$74.00        |

**Net Amount Due By 11/07/08 \$74.00**

Gross Amount Due After 11/07/08 \$74.00

Purchase Gas Adjustment 1.050400

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

Your actual account balance as of this billing is a credit of \$213.74. This is the result of total gas charges less EPP payments made since 04/08.

## Current Reading - based on actual read

| Meter Number      | Service Period |          | Meter Reading |         | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|----------------|----------|---------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
|                   | From           | To       | Previous      | Current |                    |                  |                |             |                       |
| T123711           | 08/16/08       | 10/16/08 | 628           | 640     | 12 X               | 1.000 =          | 12 X           | 1.0290 =    | 12                    |
| Total Therms Used |                | 12       |               |         |                    |                  |                |             |                       |
| Number of Days    |                | 30       |               |         |                    |                  |                |             |                       |

002906 / 002911 PCG1ET PNOB201 RTP 12

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Please check here and fill out reverse if you would like to establish automatic Bank Drafts.

Account Number:

Net Amount Due By 11/07/08:

\$74.00

Gross Amount Due After 11/07/08:

\$74.00

Please make check payable to Piedmont Natural Gas.

Be sure to write your account number on your check.

Amount

\$

Enclosed



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BRENTWOOD, TN 37027-4779

BRENTWOOD, TN 37027-4779

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Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500

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Account Number: [REDACTED] www.piedmontng.com

Service Address: [REDACTED]

BRENTWOOD2, TN 37027

Billing Date: 09/24/08

Net Amount Due By: 10/08/08

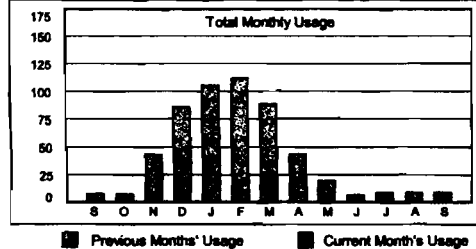
Rate Schedule\*: 321 RES SER STD RATE

\*Rate schedule and calculation information is available on our website.

Page 1 of 1

**Message Center**

Please warm someone's home and their heart by adding exactly \$1 to your bill payment for our Share the Warmth energy assistance program.

**Gas Usage History****13-Month Usage (Total Therms)**

|        |         |         |
|--------|---------|---------|
|        | 09/07   | 09/08   |
| Therms | 8       | 9       |
| Days   | 33      | 32      |
| Amount | \$21.12 | \$25.19 |

**Account Summary**

|   |         |
|---|---------|
| Previous Bill Amount                            | \$74.00 |
| Payment(s) Received through 9/23/08 - Thank you | \$74.00 |
| Past Due Balance                                | \$0.00  |

**Current Billing and Other Basic Charges**

|                             |         |
|-----------------------------|---------|
| Gas - Current Month Charges | \$23.74 |
| Local Franchise Fee         | \$1.45  |
| Total                       | \$25.19 |
| EPP Payment Amount          | \$74.00 |

**Net Amount Due By 10/08/08** **\$74.00****Gross Amount Due After 10/08/08** **\$74.00**

Purchase Gas Adjustment 1.25/050

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

Your actual account balance as of this billing is a credit of \$167.16. This is the result of total gas charges less EPP payments made since 04/08.

**Current Reading - based on actual read**

| Meter Number      | Service Period |          | Meter Reading |         | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|----------------|----------|---------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
|                   | From           | To       | Previous      | Current |                    |                  |                |             |                       |
| T123711           | 08/15/08       | 09/16/08 | 619           | 628     | 9 X                | 1.000 =          | 9 X            | 1.0240 =    | 9                     |
| Total Therms Used |                |          |               |         |                    |                  |                |             | 9                     |
| Number of Days    |                |          |               |         |                    |                  |                |             | 32                    |

PK 10-07-08

#

001916 / 001921 PCFTW PH000201.RTP 123

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PO BOX 33068  
CHARLOTTE NC 28233-3068

Please check here and fill out reverse if you would like to establish automatic Bank Drafts.

Account Number: [REDACTED]

Net Amount Due By 10/08/08: \$74.00

Gross Amount Due After 10/08/08: \$74.00

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.

Amount Enclosed \$



1816 1 AV 0 324

BRENTWOOD, TN 37027-4779

BRENTWOOD, TN 37027-4779

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1816 1 AV 0 324

Piedmont Natural Gas

PO BOX 533500

Atlanta GA 30353-3500

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Account Number: [REDACTED] www.piedmontng.com

Service Address:

BRENTWOOD2, TN 37027

Billing Date: 08/25/08

Net Amount Due By: 09/09/08

Rate Schedule\*: 321 RES SER STD RATE

\*Rate schedule and calculation information is available on our website.

Page 1 of 1

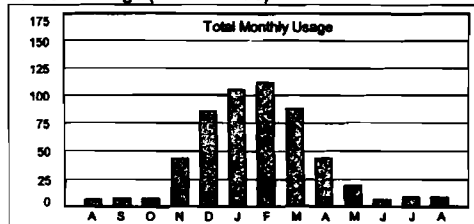
## Message Center



To keep your energy costs down and be ready for winter, please visit the home page of piedmontng.com, look under NEWS and click on Conservation Tips to find 25 Energy Saving Tips.

## Gas Usage History

## 13-Month Usage (Total Therms)



■ Previous Months' Usage ■ Current Month's Usage

|        | 08/07   | 08/08   |
|--------|---------|---------|
| Therms | 7       | 9       |
| Days   | 30      | 30      |
| Amount | \$19.80 | \$25.19 |

## Account Summary

|   |                |
|---|----------------|
| Previous Bill Amount                            | \$74.00        |
| Payment(s) Received through 8/22/08 - Thank you | \$74.00        |
| Past Due Balance                                | \$0.00         |
| <b>Current Billing and Other Basic Charges</b>  |                |
| Gas - Current Month Charges                     | \$23.74        |
| Local Franchise Fee                             | \$1.45         |
| <b>Total</b>                                    | <b>\$25.19</b> |
| EPP Payment Amount                              | \$74.00        |

**Net Amount Due By 09/09/08 \$74.00**

Gross Amount Due After 09/09/08 \$74.00

Purchase Gas Adjustment 1.257050

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

Your actual account balance as of this billing is a credit of \$118.35. This is the result of total gas charges less EPP payments made since 04/08.

## Current Reading - based on actual read

| Meter Number      | Service Period |          | Meter Reading |         | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|----------------|----------|---------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
|                   | From           | To       | Previous      | Current |                    |                  |                |             |                       |
| T123711           | 07/16/08       | 08/15/08 | 610           | 619     | 9 X                | 1.000 =          | 9 X            | 1.0250 =    | 9                     |
| Total Therms Used |                |          |               |         |                    |                  |                |             | 9                     |
| Number of Days    |                |          |               |         |                    |                  |                |             | 30                    |

001804 / 001908 PCF00WS P000201 RTP 12

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CHARLOTTE NC 28233-3068

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Account Number: [REDACTED]

Net Amount Due By 09/09/08: \$74.00

Gross Amount Due After 09/09/08: \$74.00

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.

Amount \$  
Enclosed



1804 1 AV 0 324

BRENTWOOD, TN 37027-4779



Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500



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**www.piedmontna.com**

**Service Address:**

BRENTWOOD2, TN 37027

**Billing Date:** 07/24/08

Net Amount Due By: 08/07/08

Rate Schedule\*: 321 RES SER STD RATE

\*Rate schedule and calculation information is available on our website.

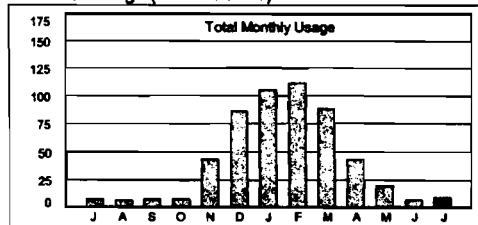
Page 1 of 1



## Message Center

Please join your fellow customers in helping low-income families and individuals pay energy bills by adding exactly \$1 to your bill payment for our Share the Warmth energy assistance program. If we all pitch in, we can make a difference for people in need.

### Gas Usage History

### 13-Month Usage (Total Therms)



 Previous Month's Usage       Current Month's Usage

|        | 07/07   | 07/08   |
|--------|---------|---------|
| Therms | 8       | 9       |
| Days   | 32      | 30      |
| Amount | \$19.93 | \$25.19 |

Your actual account balance as of this billing is a credit of \$69.54. This is the result of total gas charges less EPP payments made since 04/08.

**Current Reading** - based on actual read

| Customer Information |                |          |               |         |                    |                  |                |             |                       |
|----------------------|----------------|----------|---------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
| Billing on Gross Use |                |          |               |         |                    |                  |                |             |                       |
| Meter Number         | Service Period |          | Meter Reading |         | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|                      | From           | To       | Previous      | Current |                    |                  |                |             |                       |
| T123711              | 06/16/08       | 07/16/08 | 601           | 610     | 9 X                | 1.000 =          | 9 X            | 1.0230 =    | 9                     |
| Total Therms Used    | 9              |          |               |         |                    |                  |                |             |                       |
| Number of Days       | 30             |          |               |         |                    |                  |                |             |                       |

002148 / 002158 PCFC1P PNG00201 RTP 1

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PO BOX 33068  
CHARLOTTE NC 28233-3068

**Please check here and fill out reverse if you would like to establish automatic Bank Drafts.**

**Account Number:****Net Amount Due By 08/07/08:** **\$74.00**

**Gross Amount Due After 06/07/08: \$74.00**

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.

**Amount Enclosed**      \$



**XX**

2148 1 AV 0.324 2148002144 00002158 1 1 BCEC19

BRENTWOOD, TN 37027-4779

**Bull Terrier**

[illegible]

**Piedmont Natural Gas**  
**PO BOX 533500**  
**Atlanta GA 30353-3500**

**I n t e r p r e t i n g**

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Account Number: [REDACTED]

www.piedmontng.com

Service Address: [REDACTED]

BRENTWOOD2, TN 37027

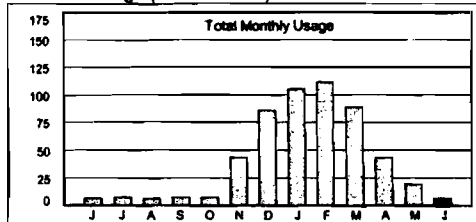
Billing Date: 06/24/08

Net Amount Due By: 07/09/08

Rate Schedule\*: 321 RES SER STD RATE

\*Rate schedule and calculation information is available on our website.

Page 1 of 1

**Message Center**Simplify your life-enroll in our Equal Payment Plan and Auto Bank Draft. Visit [piedmontng.com](http://piedmontng.com)**Gas Usage History****13-Month Usage (Total Therms)**☐ Previous Months' Usage ☒ Current Month's Usage

|        |         |         |
|--------|---------|---------|
|        | 06/07   | 06/08   |
| Therms | 7       | 7       |
| Days   | 30      | 32      |
| Amount | \$18.38 | \$21.95 |

Your actual account balance as of this billing is a credit of \$20.73. This is the result of total gas charges less EPP payments made since 04/08.

**Current Reading - based on actual read**

| Meter Number      | Service Period |          | Meter Reading |         | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|----------------|----------|---------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
|                   | From           | To       | Previous      | Current |                    |                  |                |             |                       |
| T123711           | 05/15/08       | 06/16/08 | 594           | 601     | 7 X                | 1.000 =          | 7 X            | 1.0240 =    | 7                     |
| Total Therms Used |                |          |               |         |                    |                  |                |             | 7                     |
| Number of Days    |                |          |               |         |                    |                  |                |             | 32                    |

7/09/08

002388 / 002388 PCF4M2000320694 RTP 123

▼ Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill. ▼

PO BOX 33068  
CHARLOTTE NC 28233-3068

Account Number: [REDACTED]

Net Amount Due By 07/09/08:

\$74.00

Gross Amount Due After 07/09/08:

\$74.00

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.

Please check here and fill out reverse if you would like to establish automatic Bank Drafts.

Amount Enclosed \$



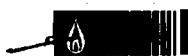
2388-1 AV 0 324

BRENTWOOD, TN 37027-4779

Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500

000PCF4M2000320694 173 00

4 000074000000740000007400 2



**Piedmont  
Natural Gas**



**Nashville Gas**  
A Piedmont Natural Gas Company

Account Number: [REDACTED]

www.piedmontng.com

Service Address: [REDACTED]

BRENTWOOD2, TN 37027

Billing Date: 05/23/08

Net Amount Due By: 06/09/08

Rate Schedule\*: 321 RES SER STD RATE

\*Rate schedule and calculation information is available on our website.

Page 1 of 1

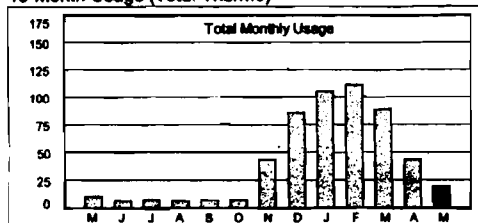
## Message Center



Please make your check payable to Piedmont Natural Gas & use the enclosed remittance envelope that mails to: Piedmont Natural Gas, PO Box 533500, Atlanta, Ga. 30353-3500

## Gas Usage History

### 13-Month Usage (Total Therms)



Previous Months' Usage Current Month's Usage

|          | 05/07   | 05/08   |
|----------|---------|---------|
| Therms   | 11      | 20      |
| Days     | 29      | 30      |
| Avg Temp | 64      | 62      |
| Amount   | \$22.82 | \$36.89 |

## Account Summary

|  |                |
|--|----------------|
| Previous Bill Amount                           | \$74.00        |
| Payment(s) Received through 5/22/08            | \$0.00         |
| Past Due Balance                               | \$74.00        |
| <b>Current Billing and Other Basic Charges</b> |                |
| Gas - Current Month Charges                    | \$34.77        |
| Local Franchise Fee                            | \$2.12         |
| <b>Total</b>                                   | <b>\$36.89</b> |
| EPP Payment Amount                             | \$74.00        |

**Net Amount Due By 06/09/08 \$148.00**

Gross Amount Due After 06/09/08 \$148.00

Purchase Gas Adjustment .968520

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

Your actual account balance as of this billing is an underpayment of \$105.32. This is the result of total gas charges less EPP payments made since 04/08.

### Current Reading - based on actual read

| Meter Number      | Service Period |          | Meter Reading |         | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|----------------|----------|---------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
|                   | From           | To       | Previous      | Current |                    |                  |                |             |                       |
| T123711           | 04/15/08       | 05/15/08 | 574           | 594     | 20 X               | 1.000 =          | 20 X           | 1.0230 =    | 20                    |
| Total Therms Used |                |          |               |         |                    |                  |                |             | 20                    |
| Number of Days    |                |          |               |         |                    |                  |                |             | 30                    |

001811 / 001812 PCEXBC PH000201 RTP 2

▼ Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill. ▼



**Piedmont  
Natural Gas**



**Nashville Gas**  
A Piedmont Natural Gas Company

PO BOX 33068  
CHARLOTTE NC 28233-3068

Account Number: [REDACTED]

Net Amount Due By 06/09/08: \$148.00

Gross Amount Due After 06/09/08: \$148.00

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.

Please check here and fill out reverse if you would like to establish automatic Bank Drafts.

Amount \$  
Enclosed



1911 1 AV 0.324 1911 001911 00001918 1 PCEXBC

BRENTWOOD, TN 37027-4779



Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500



000PCEXBC000287561 173 00

4 000074000001480000014800 7





**Piedmont  
Natural Gas**



Account Number:

www.piedmontng.com

Service Address:

BRENTWOOD2, TN 37027

Billing Date: 04/24/08

Net Amount Due By: 05/08/08

Rate Schedule\*: 321 RES SER STD RATE

\*Rate schedule and calculation information is available on our website.

Page 1 of 1

## Message Center

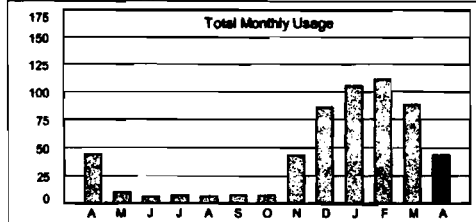


811 - Dial Before You Dig.

Don't assume you know what's below. Protect yourself and those around you - call 811 before your dig.

## Gas Usage History

### 13-Month Usage (Total Therms)



Previous Month's Usage Current Month's Usage

|          | 04/07   | 04/08   |
|----------|---------|---------|
| Therms   | 45      | 44      |
| Days     | 31      | 29      |
| Avg Temp | 57      | 55      |
| Amount   | \$60.57 | \$68.43 |

## Account Summary

|                                     |        |
|-------------------------------------|--------|
| Previous Bill Amount                | \$0.00 |
| Payment(s) Received through 4/23/08 | \$0.00 |
| Past Due Balance                    | \$0.00 |

### Current Billing and Other Basic Charges

|                             |                |
|-----------------------------|----------------|
| Gas - Current Month Charges | \$64.49        |
| Local Franchise Fee         | \$3.94         |
| <b>Total</b>                | <b>\$68.43</b> |
| EPP Payment Amount          | \$74.00        |

**Net Amount Due By 05/08/08 \$74.00**

Gross Amount Due After 05/08/08 \$74.00

Purchase Gas Adjustment .968520

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

Your actual account balance as of this billing is an underpayment of \$68.43. This is the result of total gas charges less EPP payments made since 04/08.

### Current Reading - based on actual read

| Meter Number      | Service Period From | To       | Meter Reading Previous | Current | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|---------------------|----------|------------------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
| T123711           | 03/17/08            | 04/15/08 | 531                    | 574     | 43 X               | 1.000 =          | 43 X           | 1.0230 =    | 44                    |
| Total Therms Used |                     | 44       |                        |         |                    |                  |                |             |                       |
| Number of Days    |                     | 29       |                        |         |                    |                  |                |             |                       |

001886 / 001887 PCEPYJ PND00201 RTP 2

▼ Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill. ▼



**Piedmont  
Natural Gas**



PO BOX 33068  
CHARLOTTE NC 28233-3068

Please check here and fill out reverse if you would like to establish automatic Bank Drafts.

Account Number:

Net Amount Due By 05/08/08: \$74.00

Gross Amount Due After 05/08/08: \$74.00

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.

Amount Enclosed \$



1886 1 AV 0 312

1886 1 AV 0 312

BRENTWOOD, TN 37027-4779

1886 1 AV 0 312

1886 1 AV 0 312

Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500

1886 1 AV 0 312

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## Message Center

BRENWOOD2, IN 37027

**Billing Date:** 03/25/08

Net Amount Due By: 04/08/08

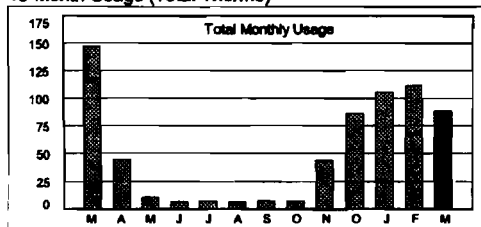
Rate Schedule\*: 321 RES SER STD RATE

\*Rate schedule and calculation information is available on our website.

Page 1 of 2

### Gas Usage History

### 13-Month Usage (Total Therms)



 Previous Months' Usage       Current Month's Usage

|          | 03/07    | 03/08    |
|----------|----------|----------|
| Therms   | 148      | 89       |
| Days     | 31       | 31       |
| Avg Temp | 48       | 46       |
| Amount   | \$188.37 | \$133.14 |

## Account Summary

|  |                 |
|--|-----------------|
| Previous Bill Amount                           | \$150.00        |
| Payment(s) Received through 3/24/08            | \$0.00          |
| Past Due Balance                               | \$0.00          |
| <b>Current Billing and Other Basic Charges</b> |                 |
| Gas - Current Month Charges                    | \$125.47        |
| Local Franchise Fee                            | \$7.67          |
| <b>Total</b>                                   | <b>\$133.14</b> |
| EPP Payment Amount                             | \$0.00          |

**Net Amount Due By 04/08/08**

**\$0.00**

**Gross Amount Due After 04/08/08**

~~\$0.00~~

### Purchase Gas Adjustment

**.968520**

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

Your actual account balance as of this billing is a credit of \$513.77. This is the result of total gas charges less EPP payments made since 04/07.

THANK YOU FOR PARTICIPATING IN THE EQUAL PAYMENT PLAN (EPP). A REFUND CHECK IN THE AMOUNT OF YOUR OVERPAYMENT HAS BEEN ISSUED.  
YOUR NEW MONTHLY EPP AMOUNT, BEGINNING NEXT MONTH, WILL BE \$74.

**Current Reading** - based on actual read

| Water<br>Meter<br>Number | Service Period<br>From To |          | Meter Reading<br>Previous Current |     | Reading<br>Difference | Meter<br>Multiplier | Gas Used<br>(CCF) | Heat<br>Factor | Number of<br>Therms Used |
|--------------------------|---------------------------|----------|-----------------------------------|-----|-----------------------|---------------------|-------------------|----------------|--------------------------|
| T123711                  | 02/15/08                  | 03/17/08 | 444                               | 531 | 87 X                  | 1.000 =             | 87 CCF            | 1.0260 =       | 89                       |

Continued...

004245 / 004473 PCEGAC PNG00201.RTP 1

▼ Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill. ▼



PO BOX 33068  
CHARLOTTE NC 28233-3068

**Account Number:**

**Net Amount Due By 04/06/08: \$0.00**

**Gross Amount Due After 04/08/06: \$0.00**

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.

**Please check here and fill out reverse if you would like to establish automatic Bank Drafts.**

**Amount Enclosed \$**

**DO NOT PAY**



4245 1 AV 0 312 44504345 0000475 153 855045

**BRENTWOOD, TN 37027-4779**

**XX**

Ullrich, P. & A. J. B. Zenger (1995) *Phylogenetic Analysis of the Plant Kingdom*. Cambridge University Press, Cambridge.

**Piedmont Natural Gas**  
**PO BOX 533500**  
**Atlanta GA 30353-3500**

[illegible]

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4 00000000000000000000000000000000 2



**Piedmont  
Natural Gas**



Account Number:

www.piedmontng.com

Service Address:

BRENTWOOD2, TN 37027

Billing Date: 01/25/08

Net Amount Due By: 02/08/08

Rate Schedule\*: 321 RES SER STD RATE

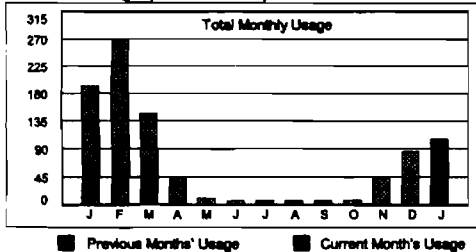
\*Rate schedule and calculation information is available on our website.

Page 1 of 1

## Message Center

## Gas Usage History

### 13-Month Usage (Total Therms)



|          | 01/07    | 01/08    |
|----------|----------|----------|
| Therms   | 193      | 106      |
| Days     | 33       | 31       |
| Avg Temp | 49       | 44       |
| Amount   | \$282.08 | \$167.13 |

## Account Summary

|   |          |
|---|----------|
| Previous Bill Amount                            | \$150.00 |
| Payment(s) Received through 1/24/08 - Thank you | \$150.00 |
| Past Due Balance                                | \$0.00   |

### Current Billing and Other Basic Charges

|                             |                 |
|-----------------------------|-----------------|
| Gas - Current Month Charges | \$157.51        |
| Local Franchise Fee         | \$9.62          |
| <b>Total</b>                | <b>\$167.13</b> |
| EPP Payment Amount          | \$150.00        |

**Net Amount Due By 02/08/08 \$150.00**

Gross Amount Due After 02/08/08 \$150.00

Purchase Gas Adjustment .968520

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

Your actual account balance as of this billing is a credit of \$662.82. This is the result of total gas charges less EPP payments made since 04/07.

### Current Reading - based on actual read

| Meter Number      | Service Period From | To       | Meter Reading Previous | Current | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|---------------------|----------|------------------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
| T123711           | 12/17/07            | 01/17/08 | 231                    | 335     | 104 X              | 1.000 =          | 104 X          | 1.0240 =    | 106                   |
| Total Therms Used |                     | 106      |                        |         |                    |                  |                |             |                       |
| Number of Days    |                     | 31       |                        |         |                    |                  |                |             |                       |

002501 / 002537 PCE15K PNO00201.RTP 1

▼ Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill. ▼



**Piedmont  
Natural Gas**



Account Number:

Net Amount Due By 02/08/08: \$150.00

Gross Amount Due After 02/08/08: \$150.00

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.

Please check here and fill out reverse if you would like to establish automatic Bank Drafts.

Amount Enclosed \$



2501 1 AV 0 312 2501 002501 00002537 1 1 002537

BRENTWOOD, TN 37027-4779

000PCE15K000215771 173 00

2501 1 AV 0 312 2501 002501 00002537 1 1 002537

Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500

000150000001500000015000 2



Account Number: [REDACTED] www.piedmontng.com

Service Address:

BRENTWOOD2, TN 37027

Billing Date: 12/28/07

Net Amount Due By 01/10/08

Rate Schedule\*: 321 RES SER STD RATE

\*Rate schedule and calculation information is available on our website.

Page 1 of 1

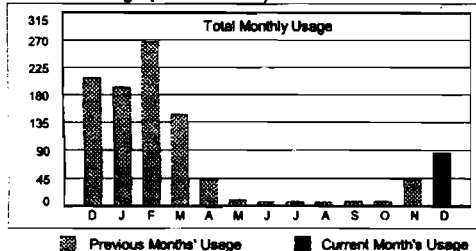
## Message Center



Thank You for allowing us to serve you!

## Gas Usage History

## 13-Month Usage (Total Therms)



|          | 12/06    | 12/07    |
|----------|----------|----------|
| Therms   | 208      | 86       |
| Days     | 31       | 32       |
| Avg Temp | 48       | 48       |
| Amount   | \$255.74 | \$135.18 |

## Account Summary

|  |          |
|--|----------|
| Previous Bill Amount                             | \$150.00 |
| Payment(s) Received through 12/21/07 - Thank you | \$150.00 |
| Past Due Balance                                 | \$0.00   |

## Current Billing and Other Basic Charges

|                             |          |
|-----------------------------|----------|
| Gas - Current Month Charges | \$127.40 |
| Local Franchise Fee         | \$7.78   |
| Total                       | \$135.18 |
| EPP Payment Amount          | \$150.00 |

Net Amount Due By 01/10/08 \$150.00

Gross Amount Due After 01/10/08 \$150.00

Purchase Gas Adjustment .967280

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

Your actual account balance as of this billing is a credit of \$679.95. This is the result of total gas charges less EPP payments made since 04/07.

## Current Reading - based on actual read

| Meter Number      | Service Period From | To       | Meter Reading Previous | Current | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|---------------------|----------|------------------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
| T123711           | 11/15/07            | 12/17/07 | 147                    | 231     | 84 X               | 1.000 =          | 84 X           | 1.0220 =    | 86                    |
| Total Therms Used |                     |          |                        | 86      |                    |                  |                |             |                       |
| Number of Days    |                     |          |                        | 32      |                    |                  |                |             |                       |

003488 / 003519 PCOSV8 PNO00201 RTP 1

Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill.

PO BOX 33068  
CHARLOTTE NC 28233-3068

Account Number:

Net Amount Due By 01/10/08

\$150.00

Gross Amount Due After 01/10/08:

\$150.00

Please make check payable to Piedmont Natural Gas.

Be sure to write your account number on your check.

Please check here and fill out reverse if you would like to establish automatic Bank Drafts.

Amount Enclosed \$



2488 1 AV 0 312

BRENTWOOD, TN 37027-4779

BRENTWOOD, TN 37027-4779

000PCDSY6000235183 173 00

2488 1 AV 0 312

Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500

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**Piedmont  
Natural Gas**



**Nashville Gas**  
A Piedmont Natural Gas Company

Account Number:

www.piedmontng.com

## Message Center



Thank You for allowing us to serve you!

BRENTWOOD2, TN 37027

Billing Date: 11/28/07

Net Amount Due By: 12/10/07

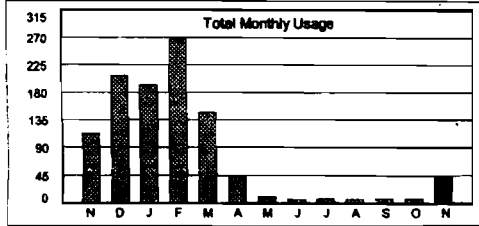
Rate Schedule: 321 RES SER STD RATE

\*Rate schedule and calculation information is available on our website.

Page 1 of 2

## Gas Usage History

### 13-Month Usage (Total Therms)



|          | 11/06    | 11/07   |
|----------|----------|---------|
| Therms   | 113      | 44      |
| Days     | 29       | 29      |
| Avg Temp | 54       | 56      |
| Amount   | \$141.40 | \$75.13 |

## Account Summary

|  |                |
|--|----------------|
| Previous Bill Amount                             | \$132.00       |
| Payment(s) Received through 11/21/07 - Thank you | \$132.00       |
| Past Due Balance                                 | \$0.00         |
| <b>Current Billing and Other Basic Charges</b>   |                |
| Gas - Current Month Charges                      | \$70.80        |
| Local Franchise Fee                              | \$4.33         |
| <b>Total</b>                                     | <b>\$75.13</b> |
| EPP Payment Amount                               | \$150.00       |

**Net Amount Due By 12/10/07 \$150.00**

**Gross Amount Due After 12/10/07 \$150.00**

**Purchase Gas Adjustment .967280**

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

12-11-07

Your actual account balance as of this billing is a credit of \$665.13. This is the result of total gas charges less EPP payments made since 04/07.

WE HAVE REVIEWED YOUR EQUAL PAYMENT PLAN AND MAY HAVE CHANGED YOUR MONTHLY AMOUNT. THE EPP PAYMENT AMOUNT SHOWN IS FOR THE REMAINING MONTHS OF YOUR PLAN YEAR.

### Current Reading - based on actual read

| Meter Number | Service Period |          | Meter Reading |         | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|--------------|----------------|----------|---------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
|              | From           | To       | Previous      | Current |                    |                  |                |             |                       |
| T123711      | 10/17/07       | 11/15/07 | 104           | 147     | 43 X               | 1.000 =          | 43 X           | 1.0240 =    | 44                    |

Continued...

000003 / 000046 PCDKCL PPG00020 1 RTP 123

▼ Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill. ▼



**Piedmont  
Natural Gas**



**Nashville Gas**  
A Piedmont Natural Gas Company

PO BOX 33068  
CHARLOTTE NC 28233-3068

Account Number:

Net Amount Due By 12/10/07: \$150.00

Gross Amount Due After 12/10/07: \$150.00

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.

Please check here and fill out reverse if you would like to establish automatic Bank Drafts.

Amount Enclosed \$



5003 1 AV 0.312 50030005003 000005048 20 2 PCDKCL

BRENTWOOD, TN 37027-4779

BRENTWOOD, TN 37027-4779

000PCDKCL000238696 173 00

5003 1 AV 0.312 50030005003 000005048 20 2 PCDKCL

Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500

000150000001500000015000 2



**Piedmont  
Natural Gas**



**Nashville Gas**  
A Piedmont Natural Gas Company

Account Number:

www.piedmontng.com

Service Address:

BRENTWOOD2, TN 37027

Billing Date: 10/24/07

Net Amount Due By: 11/07/07

Rate Schedule\*: 321 RES SER STD RATE

\*Rate schedule and calculation information is available on our website.

Page 1 of 1

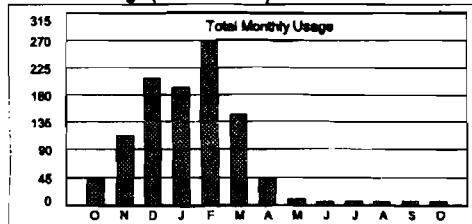
## Message Center



Thank You for allowing us to serve you!

## Gas Usage History

### 13-Month Usage (Total Therms)



Previous Months' Usage Current Month's Usage

|          | 10/06   | 10/07   |
|----------|---------|---------|
| Therms   | 45      | 8       |
| Days     | 29      | 29      |
| Avg Temp | 62      | 65      |
| Amount   | \$60.57 | \$21.12 |

## Account Summary

|  |          |
|--|----------|
| Previous Bill Amount                             | \$132.00 |
| Payment(s) Received through 10/23/07 - Thank you | \$132.00 |
| Past Due Balance                                 | \$0.00   |

### Current Billing and Other Basic Charges

|                             |                |
|-----------------------------|----------------|
| Gas - Current Month Charges | \$19.90        |
| Local Franchise Fee         | \$1.22         |
| <b>Total</b>                | <b>\$21.12</b> |
| EPP Payment Amount          | \$132.00       |

**Net Amount Due By 11/07/07 \$132.00**

|                                 |          |
|---------------------------------|----------|
| Gross Amount Due After 11/07/07 | \$132.00 |
| Purchase Gas Adjustment         | .967280  |

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

Your actual account balance as of this billing is a credit of \$606.26. This is the result of total gas charges less EPP payments made since 04/07.

### Current Reading - based on actual read

| Meter Number      | Service Period From | To       | Meter Reading Previous | Current | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|---------------------|----------|------------------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
| T123711           | 09/18/07            | 10/17/07 | 96                     | 104     | 8 X                | 1.000 =          | 8 X            | 1.0260 =    | 8                     |
| Total Therms Used |                     |          |                        |         |                    |                  |                |             | 8                     |
| Number of Days    |                     |          |                        |         |                    |                  |                |             | 29                    |

002500 / 002525 PCDBM1 PH000201 RTP 1

▼ Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill. ▼



PO BOX 33068  
CHARLOTTE NC 28233-3068



A Piedmont Natural Gas Company

Account Number:

Net Amount Due By 11/07/07:

\$132.00

Gross Amount Due After 11/07/07:

\$132.00

Please make check payable to Piedmont Natural Gas.

Be sure to write your account number on your check.

Please check here and fill out reverse if you would like to establish automatic Bank Drafts.

Amount Enclosed \$



2500 1 AV 0.312 25000002500 / 0002025 9 1 PCDBM1

BRENTWOOD, TN 37027-4779

BRENTWOOD, TN 37027-4779

000PCDBM1000215492 173 00

000132000001320000013200 2

Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500

000132000001320000013200 2



Account Number:

www.piedmontng.com

Service Address:

BRENTWOOD2, TN 37027

Billing Date: 09/25/07

Net Amount Due By: 10/09/07

Rate Schedule\*: 321 RES SER STD RATE

\*Rate schedule and calculation information is available on our website.

## Message Center

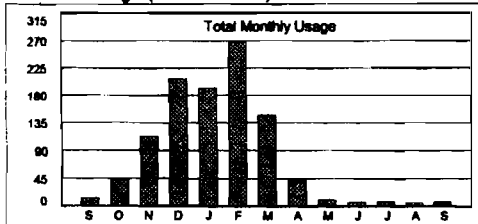


Thank You for allowing us to serve you!

Page 1 of 1

## Gas Usage History

## 13-Month Usage (Total Therms)



Previous Months' Usage Current Month's Usage

09/06 09/07

|        |         |         |
|--------|---------|---------|
| Therms | 13      | 8       |
| Days   | 32      | 33      |
| Amount | \$25.04 | \$21.12 |

## Account Summary

|   |                |
|---|----------------|
| Previous Bill Amount                            | \$132.00       |
| Payment(s) Received through 9/24/07 - Thank you | \$132.00       |
| Past Due Balance                                | \$0.00         |
| <b>Current Billing and Other Basic Charges</b>  |                |
| Gas - Current Month Charges                     | \$19.90        |
| Local Franchise Fee                             | \$1.22         |
| <b>Total</b>                                    | <b>\$21.12</b> |
| EPP Payment Amount                              | \$132.00       |

## Net Amount Due By 10/09/07

**\$132.00**

Gross Amount Due After 10/09/07 \$132.00

Purchase Gas Adjustment .967280

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

Your actual account balance as of this billing is a credit of \$497.38. This is the result of total gas charges less EPP payments made since 04/07.

## Current Reading - based on actual read

| Meter Number      | Service Period From | To       | Meter Reading Previous | Current | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|---------------------|----------|------------------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
| T123711           | 08/16/07            | 09/18/07 | 88                     | 96      | 8 X                | 1.000 =          | 8 X            | 1.0280 =    | 8                     |
| Total Therms Used |                     |          |                        |         |                    |                  |                |             | 8                     |
| Number of Days    |                     |          |                        |         |                    |                  |                |             | 33                    |

092624 / 002550 PC03FX PH000001 RFP 12

Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill.

PO BOX 33068  
CHARLOTTE NC 28233-3068

Account Number:

Net Amount Due By 10/09/07: \$132.00

Gross Amount Due After 10/09/07: \$132.00

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.Please check here and fill out reverse if you  
would like to establish automatic Bank Drafts.

Amount Enclosed \$



2524 1 AV 0 312 7534 002534 00002580 10 1 PC03FX

BRENTWOOD, TN 37027-4779

Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500

000PC03FX000275800 173 00

4 000132000001320000013200 2



**Piedmont  
Natural Gas**



Account Number: [REDACTED]

www.piedmontng.com

## Message Center



Thank You for allowing us to serve you!

BRENTWOOD2, TN 37027

Billing Date: 08/24/07

Net Amount Due By: 09/10/07

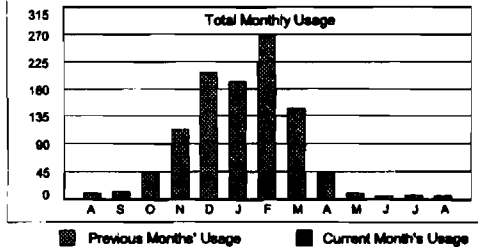
Rate Schedule\*: 321 RES SER STD RATE

\*Rate schedule and calculation information is available on our website.

Page 1 of 1

## Gas Usage History

### 13-Month Usage (Total Therms)



|        | 08/06   | 08/07   |
|--------|---------|---------|
| Therms | 11      | 7       |
| Days   | 30      | 30      |
| Amount | \$22.82 | \$19.80 |

## Account Summary

|   |                |
|---|----------------|
| Previous Bill Amount                            | \$132.00       |
| Payment(s) Received through 8/23/07 - Thank you | \$132.00       |
| Past Due Balance                                | \$0.00         |
| <b>Current Billing and Other Basic Charges</b>  |                |
| Gas - Current Month Charges                     | \$18.66        |
| Local Franchise Fee                             | \$1.14         |
| <b>Total</b>                                    | <b>\$19.80</b> |
| EPP Payment Amount                              | \$132.00       |

**Net Amount Due By 09/10/07 \$132.00**

Gross Amount Due After 09/10/07 \$132.00

Purchase Gas Adjustment .967280

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

Your actual account balance as of this billing is a credit of \$386.50. This is the result of total gas charges less EPP payments made since 04/07.

### Current Reading - based on actual read

| Meter Number      | Service Period |          | Meter Reading |         | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|----------------|----------|---------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
|                   | From           | To       | Previous      | Current |                    |                  |                |             |                       |
| T123711           | 07/17/07       | 08/16/07 | 81            | 88      | 7 X                | 1.000 =          | 7 X            | 1.0370 =    | 7                     |
| Total Therms Used |                |          |               |         |                    |                  |                |             | 7                     |
| Number of Days    |                |          |               |         |                    |                  |                |             | 30                    |

002504 / 002532 PCCV66 PH000201 RTP 1

▼ Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill. ▼



PO BOX 33068  
CHARLOTTE NC 28233-3068



Account Number: [REDACTED]

Net Amount Due By 09/10/07: [REDACTED]

Gross Amount Due After 09/10/07: \$132.00

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.

Please check here and fill out reverse if you would like to establish automatic Bank Drafts.

Amount Enclosed \$ .



2508 1 AV 0 312 000002508 00000332 0 1 PCCV66

BRENTWOOD, TN 37027-4779

000PCCV66000248693 173 00 [REDACTED]

000132000001320000013200 2

Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500

000132000001320000013200 2





Account Number:

www.piedmontng.com

## Message Center



Thank You for allowing us to serve you!

Service Address:

BRENTWOOD2, TN 370270000

Billing Date: 07/25/07

Net Amount Due By: 08/08/07

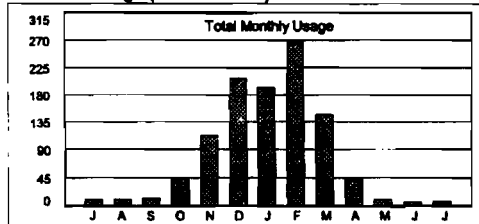
Rate Schedule\*: 321 RES SER STD RATE

\*Rate schedule and calculation information is available on our website.

Page 1 of 1

## Gas Usage History

## 13-Month Usage (Total Therms)



|        | 07/06   | 07/07   |
|--------|---------|---------|
| Therms | 11      | 8       |
| Days   | 32      | 32      |
| Amount | \$22.82 | \$19.93 |

## Account Summary

|   |          |
|---|----------|
| Previous Bill Amount                            | \$132.00 |
| Payment(s) Received through 7/24/07 - Thank you | \$132.00 |
| Past Due Balance                                | \$0.00   |
| Current Billing and Other Basic Charges         |          |
| Gas - Current Month Charges                     | \$18.78  |
| Local Franchise Fee                             | \$1.15   |
| Total   | \$19.93  |
| EPP Payment Amount                              | \$132.00 |

Net Amount Due By 08/08/07 \$132.00

Gross Amount Due After 08/08/07 \$132.00

Purchase Gas Adjustment .828110

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

Your actual account balance as of this billing is a credit of \$274.30. This is the result of total gas charges less EPP payments made since 04/07.

## Current Reading - based on actual read

| Meter Number      | Service Period |          | Meter Reading |         | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|----------------|----------|---------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
|                   | From           | To       | Previous      | Current |                    |                  |                |             |                       |
| T123711           | 06/15/07       | 07/17/07 | 73            | 81      | 8 X                | 1.000 =          | 8 X            | 1.0380 =    | 8                     |
| Total Therms Used |                |          |               |         |                    |                  |                |             | 8                     |
| Number of Days    |                |          |               |         |                    |                  |                |             | 32                    |

002476 / 002483 PCCLRFF P0000261 RTP 2

Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill.

PO BOX 33088  
CHARLOTTE NC 28233-3088

Account Number:

Net Amount Due By 08/08/07:

\$132.00

Gross Amount Due After 08/08/07:

\$132.00

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.

Please check here and fill out reverse if you would like to establish automatic Bank Drafts.

Amount Enclosed \$



2476 1 AV 0312 2476002476 / 00002483 8 1 PCCLRFF

2476 1 AV 0312 2476002476 / 00002483 8 1 PCCLRFF

BRENTWOOD, TN 37027-4779

000PCCLRFF000262718 173 00

2476 1 AV 0312 2476002476 / 00002483 8 1 PCCLRFF

Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500

000132000001320000013200 2



**Piedmont  
Natural Gas**



Account Number: [REDACTED]

www.piedmontng.com

Service Address: [REDACTED]

BRENTWOOD2, TN 370270000

Billing Date: 06/25/07

Net Amount Due By: 07/10/07

Rate Schedule: 321 RES SER STD RATE

## Message Center



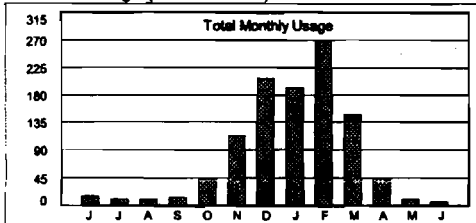
Thank You for allowing us to serve you!

Please see the enclosed insert for information on "How to read your bill".

Page 1 of 1

## Gas Usage History

### 13-Month Usage (Total Therms)



■ Previous Month's Usage ■ Current Month's Usage

|          | 06/06   | 06/07   |
|----------|---------|---------|
| Therms   | 16      | 7       |
| Days     | 29      | 30      |
| Avg Temp | 65      | 65      |
| Amount   | \$28.37 | \$18.38 |

## Account Summary

|   |          |
|---|----------|
| Previous Bill Amount                            | \$132.00 |
| Payment(s) Received through 6/22/07 - Thank you | \$132.00 |
| Past Due Balance                                | \$0.00   |

### Current Billing and Other Basic Charges

|                             |                |
|-----------------------------|----------------|
| Gas - Current Month Charges | \$17.32        |
| Local Franchise Fee         | \$1.06         |
| <b>Total</b>                | <b>\$18.38</b> |
| EPP Payment Amount          | \$132.00       |

**Net Amount Due By 07/10/07 \$132.00**

Gross Amount Due After 07/10/07 \$132.00

Purchase Gas Adjustment .776140

All bills are due and payable upon receipt. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the past due date.

Your actual account balance as of this billing is a credit of \$162.23. This is the result of total gas charges less EPP payments made since 04/07.

### Current Reading - based on actual read

| Meter Number      | Service Period From | To       | Meter Reading Previous | Current | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|---------------------|----------|------------------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
| T123711           | 05/16/07            | 06/15/07 | 66                     | 73      | 7 X                | 1.000 =          | 7 X            | 1.0330 =    | 7                     |
| Total Therms Used | 7                   |          |                        |         |                    |                  |                |             |                       |
| Number of Days    | 30                  |          |                        |         |                    |                  |                |             |                       |

002474 / 002500 PCCD7Y PNO0201 RTP 13

▼ Please detach and return the bottom portion with your payment. When paying in person, please bring the entire bill. ▼



PO BOX 53068  
CHARLOTTE NC 28233-3068



Account Number: [REDACTED]

Net Amount Due By 07/10/07: [REDACTED]

\$132.00

Gross Amount Due After 07/10/07: [REDACTED]

\$132.00

Please make check payable to Piedmont Natural Gas.  
Be sure to write your account number on your check.

Please check here and fill out reverse if you would like to establish automatic Bank Drafts.

Amount Enclosed \$ .



2474 1 AV 0 312 3474002474 0002500 9 1 PCCD7Y

BRENTWOOD, TN 37027-4779



Piedmont Natural Gas  
PO BOX 533500  
Atlanta GA 30353-3500



000PCCD7Y000245144 173 00 [REDACTED]

4 000132000001320000013200 2

**A PIEDMONT NATURAL GAS COMPANY**

**WWW.NASHVILLEGAS.COM**

TO REPORT A NATURAL GAS EMERGENCY, CALL: 615-734-1400  
SEE THE BACK OF THIS BILL FOR ADDITIONAL INFORMATION

| ACCOUNT INFORMATION |             | \$ AMOUNT | CURRENT CHARGES INFORMATION |         | \$ AMOUNT |
|---------------------|-------------|-----------|-----------------------------|---------|-----------|
| 01/25/2007          | BILL AMOUNT | 61.00     | GAS - CUR MO. CHRGES        | 291.02* |           |
| PAYMENT RCVD,       | 02/07/07    | 61.00     | LOCAL FRANCHISE FEE         | 17.78   |           |
|                     |             |           | EFP                         |         | 61.00     |
|                     |             |           | TOTAL CURRENT BALANCE       |         | 61.00     |
|                     |             |           | TOTAL NET AMOUNT DUE        |         | \$61.00   |

PURCHASE GAS ADJ. = 00.71740000  
EQUAL PAYMENT PLAN STATUS: \$ 40.42CR AS OF 02/22/2007.

| Merchandise Contract Number | Annual Percentage Rate | Monthly Payment | Contract Balance | Pay Off Balance |
|-----------------------------|------------------------|-----------------|------------------|-----------------|
|-----------------------------|------------------------|-----------------|------------------|-----------------|

**WE HAVE EXPANDED OUR OPERATING HOURS AND SERVICES. WE WELCOME YOUR CALL ON SUNDAYS FROM 12:00 P.M. - 5:00 P.M. EST. DIAL 1-800-752-7504 FOR THE CUSTOMER CONTACT CENTER.**

**NASHVILLE GAS  
PO BOX 33068  
CHARLOTTE NC 28233-2069**

**PLEASE MAKE YOUR CHECK PAYABLE TO NASHVILLE GAS AND RETURN THIS PORTION WITH YOUR PAYMENT.**

|                 |                         |                             |
|-----------------|-------------------------|-----------------------------|
| ACCOUNT NUMBER  | BILLING DATE            | THANK YOU FOR YOUR BUSINESS |
| [REDACTED]      | 02/23/2007              |                             |
| FOR SERVICE AT: | BRENTWOOD TN 37027-4779 | 14                          |
| NET AMT DUE     | \$61.00                 |                             |

BRENTWOOD TN 37027-4779

NASHVILLE GAS 14  
P.O. BOX 1258  
CHARLOTTE NC 28201-1258

■■■■

0730000000061000000000061000309073

ALL BILLS ARE DUE AND PAYABLE UPON RECEIPT. A LATE PAYMENT CHARGE OF 1.5% (50 MINIMUM) WILL BE ADDED TO APPROPRIATE NON-UTILITY BALANCES NOT PAID WITHIN 30 DAYS OF THE BILLING DATE.

**A PIESMONT NATURAL GAS COMPANY**

**WWW.NASHVILLEGAS.COM**

TO REPORT A NATURAL GAS EMERGENCY, CALL: 615-734-1400  
SEE THE BACK OF THIS BILL FOR ADDITIONAL INFORMATION

| ACCOUNT INFORMATION    | \$ AMOUNT | CURRENT CHARGES INFORMATION | \$ AMOUNT |
|------------------------|-----------|-----------------------------|-----------|
| 12/21/2006 BILL AMOUNT | 61.00     | GAS - CUR MO. CHRGES        | 265.84*   |
| PAYMENT RCVD, 01/16/07 | 61.00     | LOCAL FRANCHISE FEE         | 16.24     |
|                        |           | EPP                         | 61.00     |
|                        |           |                             | -----     |
|                        |           | TOTAL CURRENT BALANCE       | 61.00     |
|                        |           | TOTAL NET AMOUNT DUE        | \$61.00   |

EQUAL PAYMENT PLAN STATUS: \$ 288.22CR AS OF 01/25/2007

PURCHASE GAS ADJ. = 00.99005000

| Merchandise Contract Number | Annual Percentage Rate | Monthly Payment | Contract Balance | Pay Off Balance |
|-----------------------------|------------------------|-----------------|------------------|-----------------|
|-----------------------------|------------------------|-----------------|------------------|-----------------|

**WE HAVE EXPANDED OUR OPERATING HOURS AND SERVICES. WE WELCOME YOUR CALL ON SUNDAYS FROM 12:00 P.M. - 5:00 P.M. EST. DIAL 1-800-752-7504 FOR THE CUSTOMER CONTACT CENTER.**

**NASHVILLE GAS  
PO BOX 33068  
CHARLOTTE NC 28233-2069**

**PLEASE MAKE YOUR CHECK PAYABLE TO NASHVILLE GAS AND RETURN THIS PORTION WITH YOUR PAYMENT.**

|                                  |         |                         |                             |
|----------------------------------|---------|-------------------------|-----------------------------|
| ACCOUNT NUMBER                   |         | BILLING DATE            | THANK YOU FOR YOUR BUSINESS |
| [REDACTED]                       |         | 01/26/2007              |                             |
| FOR SERVICE AT: 5728 CHADWICK LN |         | BRENTWOOD TN 37027-4779 | 14                          |
| NET AMT DUE                      | \$61.00 |                         |                             |

BRENTWOOD TN 37027-4779

NASHVILLE GAS 14  
 P.O. BOX 1258  
 CHARLOTTE NC 28201-1258

17300000006100000000061000209074

ALL BILLS ARE DUE AND PAYABLE UPON RECEIPT. A LATE PAYMENT CHARGE OF 1.5% (50 MINIMUM) WILL BE ADDED TO APPROPRIATE NON-UTILITY BALANCES NOT PAID WITHIN 30 DAYS OF THE BILLING DATE.

**A PIEDMONT NATURAL GAS COMPANY**

**WWW.NASHVILLEGAS.COM**

SEE THE BACK OF THIS BILL FOR ADDITIONAL INFORMATION

| METER NUMBER | SERVICE PERIOD      |            | METER READINGS |         | READING DIFFERENCE | METER MULTIPLIER | GAS USED (CCF)   | HEAT FACTOR | NUMBER OF THERMS USED |
|--------------|---------------------|------------|----------------|---------|--------------------|------------------|------------------|-------------|-----------------------|
|              | FROM                | TO         | PREVIOUS       | CURRENT |                    |                  |                  |             |                       |
| T199335      | 11/15/2006          | 12/16/2006 | 9185           | 9385    | 200 X              | 1.000 =          | 200 X 1.04200 =  |             | 208                   |
|              | NUMBER OF DAYS = 31 |            |                |         |                    |                  | 208 TOTAL THERMS |             |                       |

11/2/07

**EQUAL PAYMENT PLAN STATUS: \$ 509.30CR AS OF 12/21/2006.**

**WE HAVE EXPANDED OUR OPERATING HOURS AND SERVICES. WE WELCOME YOUR CALL ON SUNDAYS FROM 12:00 P.M. - 5:00 P.M. EST. DIAL 1-800-752-7504 FOR THE CUSTOMER CONTACT CENTER.**

**PLEASE MAKE YOUR CHECK PAYABLE TO NASHVILLE GAS AND RETURN  
THIS PORTION WITH YOUR PAYMENT.**

|                                  |                         |    |
|----------------------------------|-------------------------|----|
| FOR SERVICE AT: 5728 CHADWICK LN | BRENTWOOD TN 37027-4779 | 14 |
| NET AMT DUE                      | \$61.00                 |    |

[illegible]

NASHVILLE GAS 14  
P.O. BOX 1258  
CHARLOTTE NC 28201-1258

1. 2. 3. 4. 5.

1730000000061000000000061000110072

ALL BILLS ARE DUE AND PAYABLE UPON RECEIPT. A LATE PAYMENT CHARGE OF 1.5% (50 MINIMUM) WILL BE ADDED TO APPROPRIATE NON-UTILITY BALANCES NOT PAID WITHIN 30 DAYS OF THE BILLING DATE.

Sevier Piedmont - MB

11-0318

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 4/9/2011 10:36 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Saturday, April 09, 2011 at 09:59:00

---

next: /www/wwwroot/tra/response.htm

01\_whole: [REDACTED]

02\_streetaddress: [REDACTED]

03\_City: Nashville

04\_State: TN

05\_ZIP: 37205

06\_County: Davidsin

07\_Home\_Telephone: [REDACTED]

08\_Work\_Telephone: [REDACTED]

09\_email: [REDACTED]

10\_Contact\_time: Anytime

13\_complaint\_company: Piedmont Gas

14\_contacted\_util: yes

15\_complaint\_descript: Piedmont Gas came to my home to change the meter. Both my wife and I were at work and only my 93 year old mother in law who does not speak English was at home. She refused to allow them in the house as they had arrived with no notice. Rather than waiting until I could be contacted or leaving a notice the turned off the gas, replaced the meter and left with the gas service off. As a result we were without cooking gas and hot water and needed to schedule an appointment to resume service. This represented not only an inconvenience but potentially a desk to the health of my elderly mother in law.

---

RECEIVED  
CONSUMER SERVICES DIVISION  
APR 11 2011  
TN REGULATORY AUTHORITY

**From:** <nancyebhudson@gmail.com>  
**To:** <consumer.affairs@tn.gov>  
**Date:** 5/18/2011 3:17 PM  
**Subject:** On-Line Complaint Form

11-02232

Below is the result of your feedback form. It was submitted by  
(nancyebhudson@gmail.com) on Wednesday, May 18, 2011 at 14:39:23

RECEIVED  
MAY 18 2011  
Tennessee Department of Consumer Affairs

\*Consumer Name: [REDACTED]  
\*Consumer Address: [REDACTED]  
\*Consumer City: Nashville  
\*Consumer State: TN  
\*Consumer Zip: 37214  
\*Tennessean County: Davidson  
\*Business Name: Piedmont Natural Gas Co  
\*Business Address: 665 Mainstream Drive  
\*Business City: Nashville  
\*Business State: TN  
\*Business Zip: 37214  
Category: 0  
\*Amount Involved: 2700.00  
\*Method of Payment: Please Choose  
Explain if pay method is other: no payment has been made  
\*Transaction Date: 3/2011-4/2011  
\*Contacted Business: YES  
\*When did you contact the business: 3/2011-4/2011  
\*What did you ask the business to do: Other  
\*Business Resolution: Did not notify us for months of gas leaks-Turned the gas off with no notice-Reps were rude unprofessional and refused to adjust bill as stated-Charging exhorbitant deposit -Would not fix obvious leaks  
\*Lawsuit: NO  
Advertised: 0

\*Complaint in Detail: Piedmont Natural Gas came to our door in March of 2011 stating we had a gas leak and it would be necessary to cut the gas off and they are required to do this. The man that was at our home looked around for any leaks stating he could not find where they were. The man also stated the gas company would work with us on the bill since there were leaks. I hired a plumber and paid him \$120 to fix 3 leaks. One of the leaks was right next to the meter. The plumber also stated the meter needed to be replaced because of its age and condition. When I called the gas company to notify them the leaks were fixed they sent someone out to turn the gas back on whom also stated the leaks were causing the exorbitant bills and the gas company would work with us on them. While waiting to receive a revised bill our gas was suddenly cut off with no notice. When I called Piedmont Natural Gas they informed me it should have not been cut back on in the first place and even though that was the case we were responsible for any gas used during that time. While talking to the representative, she asked whom owned the house. When I told her it was my father and the house was now in his estate since he had passed away in 2010. At that time the representative stated a \$900.00 deposit would also be required to pay since the bill could not be in an estate name and it would be necessary to change it to my name. When I asked why the deposit was so expensive the representative stated it was because of the amount the bills had been for the last months. When I told her I was told the bills would be adjusted she refused to listen. Piedmont Natural Gas Co. did nothing they stated they would and the Representatives were all rude, unprofessional and refused to work with us making it unable for us to reconnect for our heat and water heater.

\*Is this an auto complaint: No

\*Submit Date: 5/18/2011

\*Consumer Signature: 

\*Submit: Submit

---



11-0653

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 7/27/2011 7:53 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Wednesday, July 27, 2011 at 07:14:05

---

next: /www/wwwroot/tra/response.htm

01\_whole: [REDACTED]

02\_streetaddress [REDACTED]

03\_City: Nashville

04\_State: TN

05\_ZIP: 37212

06\_County: Davidson

07\_Home\_Telephone: [REDACTED]

08\_Work\_Telephone: [REDACTED]

09\_email: [REDACTED]

10\_Contact\_time: 8 to 5

13\_complaint\_company: Piedmont

14\_contacted\_util: yes

15\_complaint\_descript: We are being charged \$29 a month even if we don't use any gas. Piedmont says this is allowed and is the charge for having gas service. I don't think this is fair or equitable.

---

**RECEIVED**  
**CONSUMER SERVICES DIVISION**  
**JUL 27 2011**  
**TN REGULATORY AUTHORITY**

615 741-8953

Attn: Mory

## Thank You

Below is what you submitted on Wednesday, July 27, 2011 at 07:14:22

next: /www/wwwroot/tra/response.htm

01\_whole: [REDACTED]

02\_streetaddress: [REDACTED]

03\_City: Nashville

04\_State: TN

05\_ZIP: 37212

06\_County: Davidson

07\_Home\_Telephone: [REDACTED]

08\_Work\_Telephone: [REDACTED]

09\_email: [REDACTED]

10\_Contact\_time: 8 to 5

13\_complaint\_company: Piedmont

14\_contacted\_util: yes

15\_complaint\_descript: We are being charged \$29 a month even if we don't use any gas. Piedmont says this is allowed and is the charge for having gas service. I don't think this is fair or equitable.

RECEIVED  
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Copies of two months bills attached.



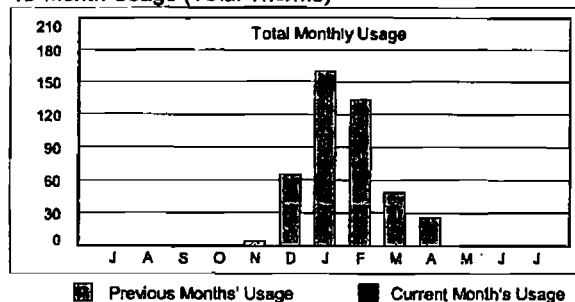
### Message Center

Got a question? Call us at 1-800-752-7504!

Do you have a question about your bill or about one of the many natural gas services and appliances we can provide your home or business? CALL US at 1-800-752-7504!

### Gas Usage History

#### 13-Month Usage (Total Therms)



|        | 07/10   | 07/11   |
|--------|---------|---------|
| Therms | 0       | 0       |
| Days   | 32      | 30      |
| Amount | \$33.18 | \$33.18 |

### Current Reading - based on actual read

| Meter Number      | Service Period |          | Meter Reading |         | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|----------------|----------|---------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
|                   | From           | To       | Previous      | Current |                    |                  |                |             |                       |
| T185225           | 06/14/11       | 07/14/11 | 8165          | 8165    | 0 X                | 1.000 =          | 0 X            | 1.0180 =    | 0                     |
| Total Therms Used |                |          |               |         |                    |                  |                |             | 0                     |
| Number of Days    |                |          |               |         |                    |                  |                |             | 30                    |

Account Number:

www.piedmontng.com

Service Address:

NASHVILLE, TN 37212

Billing Date: 07/21/11

Net Amount Due By: 08/04/11

Rate Schedule\*: 302 SM GEN SER STD R

\*Rate schedule and calculation information is available on our website.

Page 1 of 1

### Account Summary

|   |                |
|---|----------------|
| Previous Bill Amount                            | \$33.18        |
| Payment(s) Received through 7/20/11 - Thank you | \$33.18        |
| Past Due Balance                                | \$0.00         |
| <b>Current Billing and Other Basic Charges</b>  |                |
| Gas - Current Month Charges                     | \$29.00        |
| Local Franchise Fee                             | \$2.01         |
| Tax   | \$2.17         |
| <b>Total Current Balance</b>                    | <b>\$33.18</b> |

**Net Amount Due By 08/04/11 \$33.18**

**Gross Amount Due After 08/04/11 \$34.63**

**Purchase Gas Adjustment .539970**

All bills are payable by the due date. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the due date.

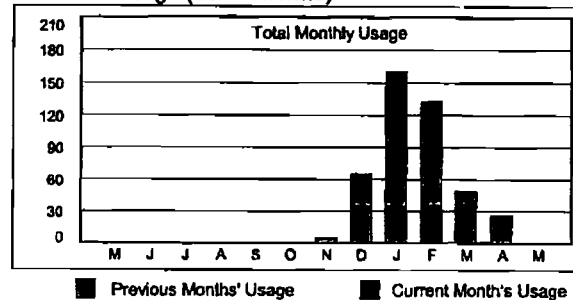


### Message Center

Customers who pay their bill through "Automatic Bank Draft" will notice an important change next month. The Automatic Bank Draft date will be the same as the "Payment Due Date" on your bill. If you have questions, or would like to sign up for Automatic Bank Draft, call us at 800-752-7504.

### Gas Usage History

#### 13-Month Usage (Total Therms)



|          | 05/10   | 05/11    |
|----------|---------|----------|
| Therms   | 0       | 1        |
| Days     | 30      | 62       |
| Avg Temp | 62      | 65       |
| Amount   | \$33.18 | \$100.50 |

### Current Reading - based on actual read

| Meter Number      | Service Period |          | Meter Reading |         | Reading Difference | Meter Multiplier | Gas Used (CCF) | Heat Factor | Number of Therms Used |
|-------------------|----------------|----------|---------------|---------|--------------------|------------------|----------------|-------------|-----------------------|
|                   | From           | To       | Previous      | Current |                    |                  |                |             |                       |
| T185225           | 05/31/11       | 06/14/11 | 8165          | 8165    | 0 X                | 1.000 =          | 0 X            | 1.0210 =    | 0                     |
| Total Therms Used |                |          |               |         | 0                  |                  |                |             |                       |
| Number of Days    |                |          |               |         | 14                 |                  |                |             |                       |

Account Number: [REDACTED] [www.piedmontng.com](http://www.piedmontng.com)

Service Address: [REDACTED]

NASHVILLE, TN 37212

Billing Date: 06/21/11

Net Amount Due By: 07/06/11

Rate Schedule\*: 302 SM GEN SER STD R

\*Rate schedule and calculation information is available on our website.

Page 1 of 1

### Account Summary

|  |                |
|--|----------------|
| Previous Bill Amount                           | \$0.00         |
| Payment(s) Received through 6/20/11            | \$0.00         |
| Past Due Balance                               | \$0.00         |
| <b>Current Billing and Other Basic Charges</b> |                |
| Gas - Current Month Charges                    | \$29.00        |
| Local Franchise Fee                            | \$2.01         |
| Tax  | \$2.17         |
| <b>Total Current Balance</b>                   | <b>\$33.18</b> |

**Net Amount Due By 07/06/11** **\$33.18**

**Gross Amount Due After 07/06/11** **\$34.63**

**Purchase Gas Adjustment** **.539970**

All bills are payable by the due date. A late charge of 1.5% (.50 minimum) will be added to appropriate non-utility balances not paid by the due date.

PO CK # [REDACTED]  
3318

07-27-11 10:07:00AM:HCA

1015 344 6421

11-0767 MB

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 8/22/2011 9:49 PM  
**Subject:** Consumer Complaint Questionnaire

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Below is the result of your feedback form. It was submitted by  
( ) on Monday, August 22, 2011 at 21:09:32

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next: /www/wwwroot/tra/response.htm

01\_whole: [REDACTED]

02\_streetaddress [REDACTED]

03\_City: Brentwood

04\_State: Tn

05\_ZIP: 37027

06\_County: Davidson

07\_Home\_Telephone [REDACTED]

08\_Work\_Telephone: [REDACTED]

09\_email: [REDACTED]

10\_Contact\_time: Varies Monday's by cell, Tuesday after 4,

13\_complaint\_company: Piedmont

14\_contacted\_util: yes

15\_complaint\_descript: Our house had a gas leak Sunday morning August 21.. The smell of gas was very strong and there was a hissing sound near our laundry room. We got everyone out and I didn't have immediate access to piedmonts number and I called 911. The fire dept responded and confirmed a leak and shut off the gas. They told us to call piedmont to get out to investigate and control the leak.

I called the number piedmont has on it's website and pushed 1 for a gas emergency. I then waited 41 minutes to speak with a representative.

This was an unacceptable situation. A disaster waiting to happen. I'm very relieved I called 911 first - I don't know what would have happened had I called Piedmont first.

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