

## Opt-In Natural Gas Program FAQ's

**Q: What do I need to do to join?**

**A:** To become part of this, you should be living or have a business in our community, not be part of the PIPP program, and be up to date with your utility bills.

**Q: How do I sign up?**

**A:** Just follow the instructions in the notice we sent you. If you don't reply to it, you'll stay with your current gas provider. Choose to join us, and you'll get a confirmation postcard from your utility saying Eastern PNG will now supply your gas. Additionally, you will receive an email from Eastern PNG with a copy of your service agreement for your records.

**Q: When will I start getting billed at the new rate?**

**A:** Your new rate will kick in one or two months after you sign up. Remember, this rate doesn't cover taxes, delivery, or other utility charges.

**Q: Who will send me my gas bill?**

**A:** Your usual utility will bill you monthly, just like before.

**Q: What if my business doesn't have to pay taxes on gas?**

**A:** Send your latest tax exemption certificate to Eastern Power and Gas, LLC at our mailing address or email it to us.

**Q: Can I keep paying my gas bill automatically from my bank account?**

**A:** Absolutely, your payment method doesn't need to change.

**Q: Who makes sure the gas gets to my place?**

**A:** Your local utility handles the delivery, just as they've always done.

**Q: What if there's an issue with my gas service?**

**A:** For any service issues or billing queries, get in touch with your utility provider directly.

**Q: What if I've chosen a different supplier already?**

**A:** Want to switch to us? First, check your current contract for any fees or restrictions on leaving early, then reach out to us.

**Q: Where can I get more info on this deal?**

**A:** Got more questions? Feel free to call Eastern PNG at 877-799-3637 or email [customerservice@easternpng.com](mailto:customerservice@easternpng.com).