


Understanding Your Bill: Standard Invoice

We want you to know exactly what's on your bill. This easy guide gives an explanation of the charges and information you can expect each month.





7001 SW 24th Ave.
Gainesville, FL 32607-3704

Address Service Requested

THERMAN
123 INFINITE DR
ATLANTA, GA 30303

Pay your bills online at www.InfiniteEnergy.com

Facebook.com/InfiniteEnergy Twitter.com/InfiniteEnergy

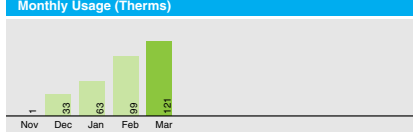
Billing Inquiries: 770-681-1870 (Atlanta/Local) / 1-877-343-5434 (Toll Free), Hours: 9-6 M-F
For Emergencies (24 hours a day): AGLC 1-877-427-4321 (toll free), 770-907-4231

Service Address:
123 INFINITE DR
ATLANTA, GA 30303

Rate Type: Fixed
DDCC: 0.97375

Account Number: 1234567890
Account Name: THERMAN
AGLC Account: 1234567890
Invoice Number: 12345678901503
Invoice Date: 03/13/2015
Due Date: 04/02/2015

Monthly Usage (Therms)



Important Messages & Account Notices


Detail of Charges	Amount
Previous Balance	\$93.76
Payment Received	-\$93.76
Balance Forward	\$0.00
Actual Charges	
Gas Charges	\$67.75
AGLC Base Charges MARCH 2015	\$26.80
Customer Service Fee	\$7.95
Deposit Due	\$0.00
Subtotal	\$102.50
Taxes	\$8.04
Total Due on or before 4/2/2015	\$110.54

Meter Number	Days of Service	Read Begin	Read End	Previous Read	Current Read	CCF's Used	BTU Factor	Therms Used	Therm Rate	Gas Charge
001111111	32	02/05/15	03/09/15	4134	4252	118.0000	1.0270	121.2000	0.550000	67.75

LATE FEE REMINDER: A LATE FEE WILL BE APPLIED TO ANY BALANCE UNPAID BY THE DUE DATE SPECIFIED ABOVE IN THE AMOUNT OF \$10.00 OR 1.5% OF THE UNPAID BALANCE, WHICHEVER IS GREATER, AS PERMITTED BY THE GEORGIA PUBLIC SERVICE COMMISSION.
RETURNED PAYMENTS: A \$30.00 FEE IS CHARGED FOR ALL RETURNED PAYMENTS

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Please tear off this portion and return it with your payment in the enclosed envelope.



Please check appropriate box if applicable:

Name, Address, Email or Phone changes on back

Correspondence enclosed


Payment Amount \$

Customer Number: 1234567890
Payment Due Date: 04/02/2015

Total Amount Due
\$110.54

Please enter your Customer Number on all remittances and make your check payable to: Infinite Energy. Cash **not** accepted

Infinite Energy
Payment Center
P.O. Box 105247
Atlanta, GA 30348-5247



1 Account Details
This section includes your account information, service location, and emergency contact information for Atlanta Gas Light Company.

2 Balance Forward
If you have a previous balance, it will be displayed here and included in the total amount due.

Gas Charge
The cost of the gas used during the billing period.

AGLC Base Charges
Base charges are assessed by AGLC for the costs of delivering natural gas to your home or business. These are approved by the Georgia Public Service Commission and passed through to you without markup from Infinite Energy.

Customer Service Fee
Administrative fee.

3 Service Period
The meter-read dates show you how many days of service are covered on this invoice.

4 Therms Used
Your gas charges are measured in therms. This section shows your usage for the service period.

5 Therm Rate
This section shows your cost per therm.

6 Remittance Slip
Please include your customer number on your payment. This helps us quickly credit your account even if your payment should be separated from the payment coupon during processing.

Frequently Asked Questions

What if I smell a natural gas leak?

Natural gas smells like rotten eggs, and if you detect this odor, leave the area immediately and call Atlanta Gas Light Company. Emergency services are available 24/7 by calling (770) 907-4231 or (877) 427-4321.

Never try to locate the source of the odor yourself. Stay away from the location until an AGLC field service representative indicates it is safe to return.

What charges are on my bill each month?

Your monthly bill includes four standard charges:

- The cost of the gas itself
- AGLC base charges
- A monthly service fee
- Any taxes that apply to your area

Some business customers use a different billing format and will also see a line item for DDDC Adder Charges.

New gas customers will be billed for turn-on and/or activation fees within the first three invoices.

What are AGLC base charges?

The monthly base charges are assessed by AGLC to cover the costs of maintaining and constructing the pipelines and equipment that distribute natural gas directly to your home or business. These charges are passed through to you without markup from Infinite Energy.

These charges generate on the 19th of each month. However, you will never be charged for more than 12 base charges in one year.

What account management tools does Infinite Energy offer?

We make it easy to view your account activity, pay your balance and even renew your rate while on the go. Login to your account from our website, or use our mobile app with your iOS or Android phone.

If you have any additional questions about your Infinite Energy account, please contact our Customer Care Center at (877) 342-5434 or at Care@InfiniteEnergy.com. Our representatives are available Monday through Friday, 8 a.m. to 6 p.m. EST.