



Date Mailed: 11/09/12

1 Account Number: 000011-11-0



TOTAL AMOUNT DUE

Delinquent after 11/29/12, add late fee of
After 11/29/12, Pay

\$67.00

\$0.34

\$67.34

TOTAL AMOUNT ENCLOSED

\$ _____

2 
JOHN A. CUSTOMER
101 MAIN STREET
ANYWHERE, MO 11111

3 Remit to:
EMPIRE DISTRICT
PO BOX 219239
KANSAS CITY, MO 64121-9239

1294820394000000880000000088441

For account questions, call 800-206-2300. To pay your bill by phone, call 888-631-8973.

Empire District (www.empiredistrict.com)
602 S. Joplin Avenue
Joplin, MO 64801-2337

4 Account Number: 000011-11-0

Summary as of 11/08/12:

5	Previous Bill	10/10/12		\$67.00
	Payment Received	10/16/12	Check	(\$67.00) Thank you
	Balance Forward			\$0.00
	Electric		000011-11-001	\$67.00 ***

6 **TOTAL AMOUNT DUE** **\$67.00**

*** see Account Detail following message(s).

7 If you smell natural gas or suspect a gas leak, leave the premises immediately and call Empire District Gas Co. at 800-406-9220. Make natural gas safety a priority.

You may pay your bill by credit or debit card by calling 888-631-8973 or online at www.empiredistrict.com. Select the Customer Service tab and Payment Information. There is a convenience fee for this service.

- 1) Nine-digit account number needed to make a payment.
- 2) Customer and billing location information.
- 3) Empire's mailing address to remit payment. Information on additional payment methods can be found on Empire's Web site, www.empiredistrict.com.
- 4) Customer account number.
- 5) Previous balance, recent payments, and remaining balance.
- 6) Total amount due for current month – detailed explanation on customer charges can be found on the back of the bill.
- 7) This area has important messages from Empire District.

Account Detail

8 Gas 000011-11-001		9 For Service at 101 Main Street, Anywhere, MO 11111		Rate: Residential/North	
10 Read for: 000259049 From 10/08/12 to 11/06/12 (29 Days), Curr Read - 9243 Prev Read - 9143. Totalling 100 CCF					
11 11/08/12	Customer Charge	1 x 16.50		\$16.50	
12 11/08/12	Delivery Charge	100ccf x .20721		\$20.72	
	13 PGA (Cost of Gas)			\$57.69	
11/08/12	Franchise Fee	94.91 x .05		\$4.75	
14 11/08/12	Anywhere County Tax	94.91 x .01		\$0.95	
11/08/12	Anywhere City Tax	94.91 x .01		\$0.95	
	15 Current Months Charges:			\$101.56	
11/08/12	APP Installment				\$67.00
				16 Billed Charges:	\$67.00
Contract Update					
APP		17 Status before payment is (\$421.17), after payment in full (\$488.17). This account will be reevaluated in February.			

- 8)** 11-digit location number to report outages or to use automated account information.
- 9)** Service address - this is important for customers who have multiple accounts with Empire.
- 10)** Meter number, previous meter read, current meter read, and usage information.
- 11)** Empire service includes a fixed monthly customer charge, no matter how much natural gas is used. The charge allows Empire to recover a portion of its operational costs and rate of return on its investment. The charge does differ in each of Empire's three gas territories.
- 12)** The delivery charge is for delivery of natural gas from storage to the customer's meter. This charge is based on the customer's actual usage.
- 13)** The wholesale cost incurred by Empire to purchase, store, and transport natural gas from the main pipeline to storage based upon an individual customer's usage. This rate can be adjusted up to four times a year to reflect costs from suppliers. This cost includes no mark-up or profit for Empire.
- 14)** Taxes, fees, and other assessments.
- 15)** Total charges for the billing period.
- 16)** The amount due from the customer by the due date.
- 17)** Important information about a customer's payment contract.