



# CUSTOMER INFORMATION REGARDING YOUR NATURAL GAS BILL

## Quality of Service rule:

For gas utility service to residential and small commercial customers, Texas Administrative Code Rule §7.45 – Quality of Service applies. To review the rule, please click here: [https://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac\\_view=5&ti=16&pt=1&ch=7&sch=B&rl=Y](https://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=5&ti=16&pt=1&ch=7&sch=B&rl=Y).

## Complaint regulation:

The Commission has exclusive original jurisdiction over natural gas rates and service in areas outside the city limits, also referred to as unincorporated or environs areas. Customers located within the city limits must file their complaint with the city. Upon receipt of a complaint, natural gas utilities must provide the Commission an initial response by the next working day and provide a final response within 15 days, unless more time is needed.

## What's on your bill:

Gas bills include items such as the units billed, current and previous readings, due date, service and bill dates, customer charge, consumption charge, and cost of gas.

## Gas bill due date:

Gas bills are due no later than 15-days from the date of the bill. A bill is considered past due if unpaid by the due date. If left unpaid, services may be subject to disconnection for any amount that is past due.

## Paying your gas bill: (varies by provider)

- Over the phone.
- Online bill pay.
- Mailed in payment providing enough time to process.
- At an authorized payment center. Contact your utility to find an authorized center and provide payment confirmation after payment is made.

## Can't pay the bill on time:

Contact your utility for payment arrangements before bill is due or before your service is shut off. Payment arrangements must be paid on time to avoid risk of being disconnected.

## How to read the meter:

Read the dials left to right. If the hand is between two numbers, always select the lower number. When the hand is between nine and zero, then nine is considered the lower number. When the hand looks as though it is directly on the number, look at the dial to the right. If the dial to the right has passed zero, use the number that the hand is on. If the dial on the right has not passed zero, use the number less than what the hand is on.

## Gas meter accessibility:

Meters must be accessible by the utility. If the location of the meter is preventing meter accessibility, customers have the option of relocating the meter (cost varies by utility). If the meter is not accessible, gas usage may be estimated. Per the Quality of Service rule natural gas providers may estimate when needed provided that an actual meter reading is taken at least every six months.

## Meter error:

If a meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either the last six months or the last test of the meter, whichever is shorter. If a meter is found not to register for any period, the utility may charge for units used but not metered for a period not to exceed three months prior to the time the meter is found not to be registering.

## Energy Assistance services in your area:

Contact your utility or dial 211 from your phone to inquire about services in your area that may be able to help with your gas bill.

## Budget or average billing plan:

Budget or average billing assists residential customers by smoothing out the seasonal fluctuations in your gas bills. This plan varies by gas utility.

## Complaint Procedures:

All customers are encouraged to contact the utility to file a complaint first. If you reside inside the city limits and your complaint is not resolved to your satisfaction, please contact your city government to file a complaint. Customers located outside the city limits may contact:

## Contact Information:

Railroad Commission of Texas  
Gas Services Department  
P.O. Box 12967, Austin, Texas 78711  
Gas Complaints Telephone No. 512-463-7164  
Toll: 877-228-5740  
TDD: 800-735-2989  
Email: [gascomplaints@rrc.texas.gov](mailto:gascomplaints@rrc.texas.gov)