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INFO FOR GAS CUSTOMERS REGARDING SERVICE, BILLING, AND UPGRADES

City and CenterPoint Continue To Communicate Changes to Customers

January 4, 2019 – (Pascagoula, MS) – As part of the ongoing efforts to keep customers apprised of all changes they can expect regarding their gas utility service, the City of Pascagoula and CenterPoint Energy continue to post information on the City's website at www.cityofpascagoula.com and on all social media platforms as information becomes available.

"Our priority is to provide the best service and communicate about all the issues involved in this change. We want to continue to keep customers informed every step of the way to ensure a seamless transition," said City Manager Ryan Frederic, Esq.

This information addresses some of the most often asked questions about the transition and billing:

- **FINAL METER READING BY THE CITY –**
 - **The City read all gas meters on Dec. 31 to obtain a "final" reading.**
 - **These final readings are being provided to CenterPoint Energy as a "start" reading for each account.**
- **FINAL BILL FROM THE CITY and YOUR BALANCE DUE and DEPOSIT –**
 - **The City of Pascagoula will send each gas customer a bill for "gas only" for this final gas usage reading.**
 - **This "gas only" bill will reflect a credit for the customer's gas deposit currently held by the City. You may have a balance due to the City, should your gas consumption exceed the amount of your gas deposit.**
 - **If your deposit is greater than your FINAL gas bill, the remainder of the deposit will be applied on your next City of Pascagoula Utility bill (which includes water, sewer, and garbage.)**
 - **Residents of Gautier or the County ("gas only" customers) will also receive a FINAL gas bill showing amount due with a credit for the deposit. If there is a remaining credit from your deposit after the bill amount is satisfied, you will receive a refund.**

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- **BOTH “amount due” or “credit applied” will be reflected in the FINAL gas bill from the City of Pascagoula and the NEXT utility bill from the City of Pascagoula. Citizens are responsible for payment of all charges due, as CenterPoint assumes responsibility for collections, cut offs and new/restored service.**
- **SAFETY ENHANCEMENTS**
 - **Earlier this week, the first Pascagoula resident received a new CenterPoint gas meter as part of their “turn on” service when gas utility service was restored at the home.**
 - **CenterPoint’s “cut on” service INCLUDES:**
 - **Checking natural gas appliances for the ability to safely receive natural gas**
 - **“Red tagging” of natural gas appliances not working properly or safely, or in need of servicing by an authorized company.**

“I was very impressed by the way they handle a ‘routine’ service call,” said Mayor Dane Maxwell, who went to the residence on Middle Avenue to watch the restoration of gas service handled by CenterPoint Energy. “From the console in the technician’s vehicle, with a state of the art computer showing him (her) all the service calls that need to be made, plus an alert for any emergency calls, it was an impressive visit. Before they even begin the work, they are online and taking precautions,” he said.

“Then, to make it even more interesting, when the technician was done installing the new meter and restoring service to the home, he went inside and inspected all the appliances to make sure they were working correctly and this family wasn’t endangered. CenterPoint has assured us that safety is a top priority, and you can tell from the way they handle these service calls they mean business in Pascagoula,” Mayor Maxwell said.



PHOTOS: (L-R) CenterPoint Technician Darrell Pickich installs a new gas meter at a residence on Middle Ave. that was being reconnected. CenterPoint Area Manager Bobby Fontenot (L) and District Director Jason Fabre (blue shirt) are joined by Mayor Dane Maxwell, who listen while Mr. Pickich explains the intricacies of shutting off or turning on natural gas, and the associated safety issues.

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PHOTOS: (L) Mr. Pickich enters the house to check all the natural gas appliances for safety; (R) Mr. Fontenot meets with a CenterPoint service technician to review the day's calls for service and other activities in the area.



PHOTOS: (L) Mayor Dane Maxwell discusses the significance of being "the first" new CenterPoint customer in Pascagoula to the resident receiving gas services; (R) Mr. Fabre shows Mayor Maxwell all the features of the technician's mobile computer system and other equipment that travels with each CenterPoint vehicle on service calls.



IMPORTANT INFORMATION FROM CENTERPOINT ENERGY

When you have service needs or questions, use these contact details to quickly connect you to the people and services that can help. And if you call after business hours, you'll likely be connected to our automated voice system that can help you do things like pay your bill.

We're always only a click or call away.

CenterPointEnergy.com • 800-371-5417

Emergency Natural Gas Leak Hotline – 24 hours **888-876-5786**

Customer Service

Account information and energy efficiency programs **800-371-5417**

Email **Custserv@CenterPointEnergy.com**

Account self-service **CenterPointEnergy.com/SelfService**

Call Before You Dig • Mississippi One Call (24 hours)

..... **811 or 800-227-6477**

MS811.org

TRS (TTY) Deaf or hard of hearing service

TRS gas leak emergency, all other services (24 hours) **711**

Email **Custserv@CenterPointEnergy.com**