



**AUSTELL NATURAL GAS SYSTEM**  
 2838 JOE JERKINS BLVD  
 P.O. BOX 685  
 AUSTELL, GA 30168-0685

TELEPHONE: 770-948-1841  
 VISIT US ONLINE: [WWW.AUSTELLGAS.COM](http://WWW.AUSTELLGAS.COM)

<b>BILLING DATE</b>	<b>DUE DATE</b>
<b>SERVICE ADDRESS</b>	

<b>ACCOUNT NUMBER:</b>	<b>AMOUNT DUE:</b>
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METER NUMBER	PREVIOUS METER READING	PRESENT METER READING	SERVICE FROM	SERVICE TO
CCF USED	BTU FACTOR	THERMS USED	LAST PAYMENT AMOUNT	LAST PAYMENT DATE

PREVIOUS BALANCE	\$0.00
GAS CHARGES	\$0.00
MERCHANDISE CHARGES	\$0.00
OTHER CHARGES	\$0.00
PENALTY CHARGES	\$0.00
SALES TAX	\$0.00
DEPOSIT	\$0.00
CHARGES TRANSFERRED	\$0.00
<b>TOTAL BALANCE</b>	<b>\$0.00</b>

**HOW TO CALCULATE A GAS BILL:**

**Step 1:** Take the total amount of therms used and minus 5 therms\*  
**Step 2:** Multiply the next 50 therms by the current rate/therms\*  
**Step 3:** Multiply the next 125 therms by the current rate/therms\*  
**Step 4:** Multiply all additional therms by the current rate/therms\*

Add together the base rate (first 5 therms), calculated total from 50 therms, calculated total from next 125 therms and total from all additional therms.  
 \*Current therm rates can be found by visiting [www.austellgas.com](http://www.austellgas.com)

<b>PREVIOUS BALANCE</b>	<b>CURRENT CHARGES</b>	<b>TOTAL BALANCE</b>	<b>DUE DATE</b>
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OUR PHYSICAL OFFICE IS CLOSED TO THE PUBLIC. YOU CAN NOW PAY YOUR GAS BILL AT THE MAIN OFFICE BY USING OUR NEW PAYMENT KIOSK! CUSTOMER ACCOUNT NUMBER AND BAR CODE IS REQUIRED FOR ACCESS. BILLING ZIP CODE WILL BE USED FOR VERIFICATION PURPOSES. CASH, CHECK, DEBIT AND CREDIT CARDS ARE ACCEPTED.



Know what's below.  
 Call before you dig.

**AUSTELL GAS BILL MESSAGES**

TO SIGN UP FOR NOTIFICATIONS OR UPDATE YOUR CURRENT CONTACT INFORMATION, PLEASE FILL OUT THE BACK OF THE REMITTANCE STUB BELOW.

**SWEETWATER MISSION**

CONTRIBUTE BY PUTTING A CHECK MARK NEXT TO THE DONATION AMOUNT. CHECK SHOULD TOTAL DONATION AND TOTAL AMOUNT OF GAS CHARGES. -NO CASH DONATIONS ACCEPTED.

DETACH HERE AND RETURN BOTTOM PORTION WITH PAYMENT



← Kiosk Barcode



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ACCOUNT TYPE:

DONATE TO SWEETWATER MISSION (CHECK BOX)

\$ 1.00    \$ 3.00    \$ 5.00

To ensure proper posting do not mark outside donation boxes

<b>ACCOUNT #:</b>	<b>CYCLE:</b>	<b>BILL DATE:</b>	<b>SERVICE ADDRESS:</b>

AMOUNT ENCLOSED: \$    ,    .

**DUE DATE:**



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## IMPORTANT INFORMATION & CONTACTS

**Odor of Gas - If you smell gas, call Austell Gas at (770)-948-1841 option 1 or 911 immediately. Do NOT use matches or any open flame. Do NOT turn electrical switches or other spark producers on or off. If the odor is strong, evacuate the area immediately. Call from a neighboring phone. Do NOT re-enter the area.**

1. Payments must be received by the due date. Failure to receive a bill does not exempt you from payment or having your gas service disconnected.
2. A \$20.00 service charge will be applied to each returned payment. Austell Gas is not responsible for contacting customers regarding returned payments. Gas service is subject for disconnection without further notice.

### DISCONNECT INFORMATION

**Payments for delinquent accounts must be received prior to the disconnect date to avoid disconnection of gas service.**

If gas service is disconnected for non-payment, the account will require the following to have gas service restored:

(1) Total gas amount due. (2) Reconnection charge. (3) Additional service deposit, if required.

Please notify Austell Gas, no later than 4:45 pm, when a payment is made to reconnect gas service online.

**MAIN OFFICE NUMBER:** (770) 948-1841 Monday – Friday  
8:00 a.m. – 4:45 p.m.

**EMERGENCY NUMBER:** (770) 948-1841 (OPTION 1) 24-hour Dispatch

**CALL BEFORE YOU DIG:** Dial 811 Request to have buried  
1-800-282-7411 utilities identified.

### PAYMENT OPTIONS

1. **By Mail:** Enclose payment stub with your check or money order in the return envelope provided. Mail payments to Austell Natural Gas System, PO Box 685 Austell, GA 30168-0685
2. **Bank Draft:** By completing a Bank Draft application (available online) and returning a voided check or ACH debit form, your bank account will be debited for the amount shown on the front of your bill.
3. **Cash Payments:** Payments can be made at all Western Union Bill Pay locations.

#### **24 Hour Payment Options:**

4. **Main Office Night Deposit:** Payments received after 3:00 p.m. will be posted for the next business day.
5. **Main Office Kiosk:** Accepts credit/debit cards, check or cash. No change will be returned for over payments.
6. **Internet Payments:** Visit [www.austellgas.com](http://www.austellgas.com): Click "Bill Pay."
7. **Phone Payments:** Call: 1-888-481-2261  
Payment Types- Visa, MasterCard, Discover, American Express, Venmo and PayPal.

### SIGN-UP FOR CUSTOMER NOTIFICATION/UPDATE CONTACT INFORMATION

I authorize Austell Gas to contact me using the selected method(s) below for customer notification.

Text message to: \_\_\_\_\_ (cell #'s only)

UPDATE BILLING ADDRESS:

Automated Phone Call: \_\_\_\_\_

Email Address: \_\_\_\_\_ (future use)

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