

# Prices are higher, we can help



From the groceries we purchase to the cost of lumber, prices for goods and services are higher. And in the coming fall and winter months—when you use more natural gas for warmth and heat—you may notice an increase in your natural gas bill.

It's helpful to know that the cost you pay for natural gas is the cost Spire pays—*with no markup to you*. That's why managing your natural gas usage is the first step in managing your costs—because how much gas you use directly impacts your bill.

We understand any increase to bills can be a worry. But, we can help you keep costs down by:

- Showing you how to find the **cost of gas used** on your bill so you can manage your usage
- Sharing **tips** to help you save energy—and money
- Helping you access **special assistance programs** if you're struggling to pay your natural gas bill

## What's driving the increase in prices?

Many factors are influencing the price increases of items and services we use.

Lately, natural gas prices have increased due to:

- **Recent international events** impacting the global supply of natural gas, meaning it costs more for Spire to purchase natural gas for our customers
- **Increased demand for natural gas due to hot summer months** – Natural gas is used to generate electricity to keep homes and businesses cool. So as temperatures rose during heat waves this summer, so did the demand for natural gas. Higher demand means rising natural gas costs
- **Inflation** – The U.S. and other countries around the world are experiencing a period of inflation, meaning the prices that individuals and companies pay for goods and services have increased during a period of high demand or limited supply

The price we pay for natural gas is reflected on your bill as the **natural gas cost**, with no markup passed along to our customers. *You pay what we pay.*

And to get the best possible prices for our customers, we continuously monitor the natural gas market and its fluctuating natural gas prices.

## What costs go into my Spire bill?

Your bill consists of two main charges:

- 1 Natural gas charges**  
The charge for both the cost of the natural gas you use and the cost for Spire to deliver it to you safely and efficiently. This is where you may notice an increase due to the rising cost of natural gas
- 2 Taxes**  
Collected and paid directly to the State of Alabama **with no markup by Spire**

The image shows a sample Spire bill for John and Jane Sample at 123 Main St. The bill is dated 08/19/22 and shows a total amount due of \$28.85. It includes an account summary, a gas usage history bar chart, and a summary of current charges.

Account summary	Gas usage history
<b>Service period (29 days)</b> 07/21/22 - 08/19/22	<b>Monthly usage measured in Ccf</b>
Meter number BA123456	NOV: 9, DEC: 20, JAN: 18, FEB: 16, MAR: 12, APR: 16, MAY: 12, JUN: 15, JUL: 13, AUG: 12
Previous meter reading 4930	
Present meter reading 4942	
Previous balance \$29.94	
Payment received -\$29.94	
Balance forward \$0.00	
Current charges \$28.85	
<b>Amount due \$28.85</b>	
<b>Past due after 09/06/22</b>	
<b>Thank you for your payment of \$29.94 on 07/25/22.</b>	

Summary of current charges	Amount
1 Natural gas charges	\$27.74
2 Taxes	\$1.11
<b>Total current charges</b>	<b>\$28.85</b>

**Attention**  
Please see the enclosed insert for natural gas safety tips for your home or business.

**Paperless billing**  
Go paperless and reduce the clutter. Plus, get automatic alerts when your bill is ready.

**AutoPay**  
Sign up for AutoPay and never worry about forgetting to pay your bill again. Easy and convenient.

**Take control of your budget**  
Sign up for budget billing and take control of your budget. By spreading your annual natural gas expense evenly across 12 months, you'll know exactly what to expect each month— even when the winter weather outside is unexpected.

# Ways we can help

## Steps to save you energy—and money

We're here to help you save energy—and money. Being aware of your energy use is an important step in managing your energy costs. And we have options to help you start saving even more:



### Rebates

Our rebates make energy-efficient appliances more affordable.



### Financing

Low-interest financing through Spire makes saving energy and money even easier.



### Network of trusted natural gas contractors

We can help you find preferred natural gas contractors who offer services in your area.

## Assistance is available

If you need assistance paying your natural gas bill, our dedicated team of community support specialists is here to help.



### Help with federal and state funding programs

We help customers with limited incomes get connected with energy assistance.



### Budget billing

Budget billing is designed to keep your bills consistent year-round, meaning that you'll know exactly what to expect each month.



### Payment arrangements

For those who qualify, we offer multiple payment plan options to help you get your past-due balance back on track.

## We're here to help

Whether you need help with energy savings or assistance, our dedicated team of community support specialists is here for you. Give us a call or learn more online.

800-292-4008 | [SpireEnergy.com/Prices](https://SpireEnergy.com/Prices)

