

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?

There are three costs that factor into your bill:

- 1 Delivery**
Charges for Spire to deliver gas safely and efficiently to you, and to maintain and upgrade pipelines and infrastructure
- 2 Natural gas cost**
Cost that Spire pays for the natural gas you used, passed along to you **with no markup by Spire**
- 3 Taxes**
Collected and paid directly to the municipality where you reside **with no markup by Spire**



Statement Date: 01/12/2022
Account Number: 1234567890
Service Address: 123 Main St

Customer service or gas emergencies: 800-582-1234

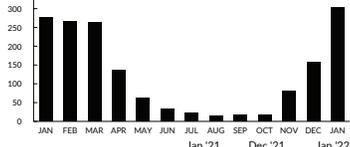
John and Jane Sample
123 Main St
Anywhere, MO 64154-1786

| Present Reading | Previous Reading | Usage (CCF) X | Pressure Factor | = Billable CCFs |
|-----------------|------------------|---------------|-----------------|-----------------|
| 2992 | 2688 | 304 | 1.0000 | 304.00 |
| Actual | | Residential | | |

| | |
|--|-----------------|
| 1 Delivery Charges 12-10-2021 to 01-12-2022 | 92.05 |
| Customer Charge (1 Meters) at \$20.00 per Meter) | 20.00 |
| Winter Usage: 116.24 CCF @ \$0.15637 | 18.18 |
| Winter Usage: 187.76 CCF @ \$0.27073 | 50.83 |
| Pipeline Upgrade Charge (ISRS) | 1.27 |
| WNAR | 1.77 |
| 2 Natural Gas Cost | 241.10 |
| Usage: 304 CCF | |
| 3 Taxes | 21.15 |
| Franchise Tax | 21.07 |
| Pipeline Upgrade Charge (ISRS) Tax | 0.08 |
| Total Current Charges | \$354.30 |

| Bill at a Glance | | Amount |
|-------------------------|--|-----------------|
| Previous Balance | | 141.73 |
| Payment - Thank you | | (141.73) |
| Total Current Charges | | 354.30 |
| Total Balance | | 354.30 |
| Amount Due | | \$354.30 |
| Due By | | 01/27/22 |
| Late Fee Assessed After | | 02/03/22 |

Gas Usage History



| Month | Jan '21 | Dec '21 | Jan '22 |
|-----------------------------|---------|---------|---------|
| Total Billable CCFs Used | 277.00 | 158.00 | 304.00 |
| Daily Average Billable CCFs | 8.39 | 5.27 | 8.94 |
| Days in Billing Cycle | 33 | 30 | 34 |

Important Message

Your natural gas billing rate is changing. Visit [SpireEnergy.com/RateChange](https://www.spireenergy.com/RateChange) to learn more about upcoming changes to your bill.

We're changing how we calculate late fees. To learn more about this change, visit [SpireEnergy.com/LateFees](https://www.spireenergy.com/LateFees).

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:



Online energy assessments

Create a free report showing ways to make your home or business more energy efficient.



Rebates and financing

Our rebate and financing offers make energy-efficient appliances more affordable.



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.

For example, Spire's **Payment Partner Program** provides a monthly credit and past-due bill matching payments for individuals who qualify.



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.



Appliance repair program

If your heating equipment or piping is no longer safe to operate, we provide up to \$1,000 per year for qualifying customers to make the needed repairs.



Weatherization assistance

We offer free weatherization services to help qualified customers on fixed or limited incomes weatherize their homes, making it more energy efficient and reducing energy costs.

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.

In western Missouri, call 800-582-1234

In eastern Missouri, call 800-887-4173

SpireEnergy.com/Prices

