

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. Let's look at what's driving the increases.

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.

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

What costs go into my Spire bill?

For residential customers, there are two charges that factor into your bill:

1 Customer charge

A fixed monthly amount that Spire charges to deliver the gas to you safely and efficiently—and includes the cost to maintain and upgrade pipelines and other important infrastructure. The amount you see on this line is the same every month

2 Gas (volume) charge

The cost of the amount of gas you use each month and a variable amount of Spire's delivery costs, based on your use

The image shows a sample Spire natural gas bill for August 05, 2022. The bill includes the Spire logo, customer service contact information (877-945-5427), and payment options. The customer is JOHN AND JANE SAMPLE at 321 MAIN ST, COLLINS MS 39428-1622. The bill details account information (123456789-001), cycle (8), multiplier (1.0000), rate (101), and tax (0.00). A table shows the service period from 06/30/22 to 07/30/22 with 30 days, meter readings of 8286 (current) and 8270 (previous), and 16 Ccf of gas used. The charges for gas used are \$18.19. A table of explanation of charges shows a balance forward of 0.00, a customer charge of 8.00, and a gas (volume) charge of 18.19, totaling an amount due of \$26.19. A bill comparison table shows CCF used for the month of 22, with previous months of 18 (4/1/22), 22 (4/1/22), and 32 (3/1/22). A note at the bottom states 'Due date does not apply to any previous balance.'

spire

Customer service or gas emergencies:
877-945-5427

Pay by phone: 888-995-1018
Pay online: www.SpireEnergy.com

August 05, 2022

JOHN AND JANE SAMPLE
321 MAIN ST
COLLINS MS 39428-1622

Account number	Cycle	Multi	Rate	Tax
123456789-001	8	1.0000	101	0.00

Service period		Days	Meter readings		Gas used (Ccf)	Charges for Gas used	Meter number
From	To		Current	Previous			
06/30/22	07/30/22	30	8286	8270	16	\$ 18.19	217147

Explanation of charges	Amount	Bill comparison
Balance Forward	0.00	Month CCF Used
1 CUSTOMER CHARGE	8.00	6/1/22 22
2 GAS (volume) charge	18.19	5/1/22 18
Amount Due	\$ 26.19	4/1/22 22
		3/1/22 32

Due date does not apply to any previous balance.

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.



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.

877-945-5427 | SpireEnergy.com/Prices

