

Welcome to the

OKALOOSA GAS DISTRICT



"Your Personal Service Provider."

OFFICE HOURS & LOCATIONS

VALPARAISO OFFICE

8 a.m. – 5 p.m. Monday – Friday
364 Valparaiso Parkway
Valparaiso, FL 32580

FORT WALTON BEACH OFFICE

8 a.m. – 5 p.m. Monday – Friday
20 NE Hughes Street
Fort Walton Beach, FL 32548

CRESTVIEW OFFICE

8 a.m. – 5 p.m. Monday – Friday
101 S Main Street
Crestview, FL 32536

SOUTH WALTON CUSTOMER SERVICE CENTER

8 a.m. – 4:30 p.m. Monday – Friday
4432 East US Hwy. 98
Santa Rosa Beach, FL 32459

PHONE NUMBERS

Local calls: (850) 729-4700
Toll Free: (800) 239-3878

Our Customer Service Representatives can assist you with your natural gas related questions and requests. Call today at (850) 729-4700.

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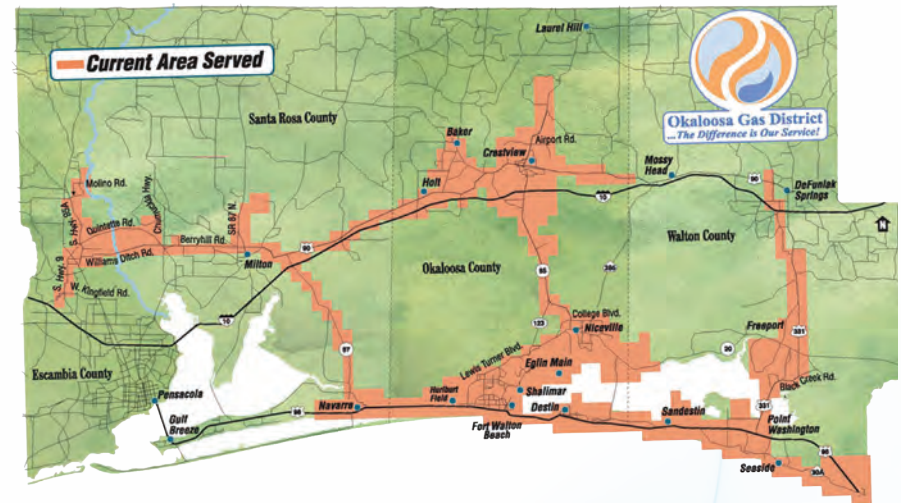


Welcome to Okaloosa Gas

Whether you're enjoying the benefits of clean-burning natural gas in your home or counting on its reliability and value to operate your business effectively, you can be assured that Okaloosa Gas is here to meet your energy needs and expectations.

Okaloosa Gas District is an Independent Special District created by an act of the Florida Legislature. Since 1953, Okaloosa Gas has been a part of Okaloosa, Santa Rosa, Escambia and Walton counties in northwest Florida and now serves over 40,000 natural gas residential and commercial customers. We are a full service utility that includes appliance service, repair, piping and installation. In addition, we offer gas burning appliances through local appliance vendors.

While our number one priority is the safe and dependable delivery of natural gas, we also have a responsibility to our community. We actively support several charitable organizations and our employees contribute both their time and money to the communities where they live and work. We are proud to serve you and our community as your natural gas utility provider.



WHY NATURAL GAS?

Save money

Residential space heating and water heating costs compared to other energy sources show that natural gas costs less to use than other major home energy sources. *Source: (DOE)*

Practical

A natural gas home, on average, sold for 6% more than an electric home, according to a natural survey by the National Association of Home Builders. *Source: (NAHB)*

Abundant

The United States is the world's largest natural gas producer helping our country achieve energy independence. *Source: American Gas Association*

Reliability

Regardless of the weather, you can depend on your natural gas utility to bring you America's best energy value. Our rates are some of the lowest in the Southeast.

Source: American Gas Association

Efficient

Natural gas is the cleanest and most efficient fossil fuel.

Source: American Gas Association



RESIDENTIAL CASH REBATES



Heating System

Convert your electric heat pump to natural gas heating or upgrade your OLD natural gas furnace with a new efficient natural gas furnace and receive a cash rebate totaling \$400*!

Water Heating

Convert your electric or LP tank water heater to natural gas and receive a cash rebate totaling \$225*!

Upgrade your old natural gas tank water heater to a new efficient one and receive a \$100* cash rebate!

Call Okaloosa Gas today at 850-729-4700 to schedule a FREE consultation!

***DISCLAIMER:** Cash rebates are limited to one rebate per natural gas appliance, per household. Proof of inspection is required by your local municipality or county inspection office. Contact Okaloosa Gas for current programs and details at 850-729-4700. Rebates subject to change without notice.

DEPOSIT & FEES

Residential Deposit

All new customers will be required to pay a \$35 deposit unless they have a letter of good standing from another utility within the last 12 months. Customers that previously established good credit with the district will not be required to pay a deposit. The initial deposit can be added to the first month's billing. A deposit of \$70 will be required of an existing customer who has been disconnected for nonpayment or a previous customer with a number of delinquencies. A customer that has been cut-off for the third time in any 12-month period will be charged a deposit of \$150. When a customer has established a good paying record with no returned checks, has not appeared on the disconnect list, or has received no more than one late charge during a 12 month period, all deposits will be credited to their account.

Commercial Deposit

The amount of the commercial deposit will be decided by the estimated monthly usage. The deposit is usually equal to a two month estimated average bill. The initial deposit may be adjusted based upon actual usage. Commercial deposits of greater than \$100 may be in the form of a bond from an insurance company.

Service Charges and Fees

Monthly Service Fee: Residential – \$12.00; Commercial – \$14.00

Connect Fee: \$30 for initial connection for new customer at any location which can be added to the first months billing. Transfer Fee: \$20 for existing customer at any location which can be added to the first months billing.

Reconnect Fee: \$50* during regular working hours, \$70* after regular working hours plus \$70 per hour with one hour minimum. Seasonal Reconnect Fee: \$70** during regular working hours. Service charges and fees subject to change.

* Applies to existing customer disconnected for non-payment for the first time in one year. Customers who have been disconnected twice or more will be reconnected during regular working hours only. All reconnects are subject to additional deposits as stated above in Residential Deposit.

** Applies to customers who disconnect service during summer months (typically because they don't have a year-round appliance or the home is lived in seasonally) and reconnect during the heating season.

Returned Check Fees

\$25 returned check fee for checks less than \$50

\$30 returned check fee for checks totals from \$50 to less than \$300

\$40 returned check fee for checks totals over \$300

Late Charges

Bills for services rendered are payable within 25 days from the bill date. If not paid during this period, the bill becomes delinquent. On the bill due date a late fee will be incurred if payment isn't made. All delinquent bills will be charged a 10% late charge. If the balance remains unpaid 15 days after the next bill date, the service is subject to disconnection.



UNDERSTANDING YOUR BILL

Visit us online:
www.okaloosagas.com

Okaloosa Gas District
...The Difference is Our Service!

Office Hours: 8 am - 5 pm
Customer Service: (850) 729-4700

Account STATEMENT PAST DUE

ACCOUNT INFORMATION

1 ACCOUNT# 12345-67890 5 CYCLE-ROUTE: 10-13
2 SERVICE ADDRESS: 1234 MAIN ST
3 BILL DATE: 01/07/13
4 DUE DATE 02/01/13

CURRENT METER INFORMATION

6 Type GS 7 Service Period 12/3/12 1/2/13 8 Days 30 9 Meter Number N999999

Meter Readings

10 Present 1230 11 Previous 1182 12 Consumption 48

Calculations

13 Meter Mult: x 1.0000
14 Adj Cons: x 48.0000
15 BTU factor x 1.0139
16 Bill Therms -48.6672

ACCOUNT ACTIVITY

17 LAST BILL 38.80
18 TOTAL PAID SINCE LAST BILL 0.00
19 BALANCE FORWARD 38.80

NEW CHARGES

20 CUSTOMER CHARGE 11.64
21 COST OF GAS .3850 EA 18.74
22 DISTRIB CHG .4580 EA 22.29
23 COMPLIANCE .0844 EA 4.11
24 CITY TAX-RES-CREST 4.01
25 LATE CHARGE 3.88

ACCOUNT BALANCE

26 CURRENT CHARGES 64.67
27 PREVIOUS BALANCE 38.80

TOTAL OF BILL WHICH YOU MUST PAY 103.47

PLEASE DETACH AND RETURN BOTTOM PORTION IF PAYING BY MAIL. DO NOT STAPLE OR FOLD. WRITE YOUR ACCOUNT NUMBER ON YOUR CHECK.

Usage Comparisons

	Days of Service	Total Usage
Current	30	48.67
Previous	32	26.37
Same as Last Yr.	28	28.38

Your total usage for the past 12 months was 348
Average monthly usage for the past 12 months was 29

SPECIAL MESSAGE

Share the Warmth! This program provides energy assistance to residents that need help with their energy bill, repairs and other energy related items. Choose from \$1, \$2, \$5 or a whole dollar amount you choose, we will add to your utility bill each month. Enroll today: okaloosagas.com

Be warm, be comfortable. Say YES to cash rebates by updating your current heating system. Call 729-4700 or visit okaloosagas.com

1. Customer account number
2. Address where service is received
3. Date bill was calculated
4. Date bill is due
5. Type of service
6. Computer cycle bill was printed
7. Current service dates
8. Number of days in current service period
9. Customer meter number
10. Current reading from gas meter
11. Reading taken from meter during last billing cycle
12. Amount of gas that ran through the meter during current service period
13. Meter Multiplier compensates for different meter sizes
14. Adjusted consumption—consumption multiplied by the meter multiplier
15. A BTU is a measurement of heat. BTU factor multiplied by adjusted consumption equals therms
16. A therm is a measurement used for billing natural gas
17. Last billing amount
18. Total amount paid since last bill
19. Adjustments made for credit or charges incurred
20. Balance brought forward to current bill
21. Monthly customer charge
22. Cost of gas rate
23. Distribution charge
24. City taxes
25. Late charge
26. Current charges
27. Previous balance
28. Total amount due including late charges

811
Answer the 811.
Call before you dig.

PAYMENT OPTIONS

Okaloosa Gas wants to make it easy for our customers to pay their bills. Here are simple ways to pay your bill:

- Easy Pay—(Automatic withdrawal from your checking or savings account). Go to Manage your Account and sign up: <http://www.okaloosagas.com/residential/programs/easy-pay/>
- Pay by electronic payment with your Visa, MasterCard, credit/debit card, or online by electronic check. Go to Manage Your Account to log in: <http://www.okaloosagas.com/residential/managecreate-my-account/>
- Pay through your financial institution using on-line banking.
- Mail your payment to:
Okaloosa Gas, P.O. Box 548, Valparaiso, FL 32580.
- Pay your bill at Walmart, CVS Pharmacy or any MoneyGram® location. Visit <https://secure.moneygram.com> to find a location near you.
- Call our Customer Service Specialist at **850-729-4700** to make payment by phone.
- Make a payment at one of our walk-in payment centers.



PROGRAMS FOR YOU

Budget Billing

Provides you an easier way to plan and manage your energy budget each month. Sign up at: <http://www.okaloosagas.com/residential/programs/budget-billing/>

Easy Pay

Convenient, worry-free automatic withdrawal from your checking or savings account ensures you never miss a payment. Sign up at: <http://www.okaloosagas.com/residential/programs/easy-pay/>

Paperless Billing

Going paperless saves trees and time. It's an easy way to help keep the sky blue and the planet green. Sign up at: <http://www.okaloosagas.com/residential/programs/sign-up-for-paperless-billing/>

Residential Piping Program

Protect yourself from costly repair bills. If your gas piping ever leaks or fails because of normal wear and tear, we will repair or replace it. Sign up at: <http://www.okaloosagas.com/residential/programs/residential-piping-maintenance/>

Share the Warmth

Provides assistance to residents with their energy bill. You may elect to contribute to this non-profit organization that provides energy assistance to Northwest Florida residents in need. Share the Warmth is administered by the Salvation Army. To help others, sign up at: <http://www.okaloosagas.com/residential/programs/share-the-warmth/>



HOW TO READ YOUR METER

Step 1: Facing the meter, start with the right-hand dial in the top row, or use the dial with the lowest numerical value. Record from right to left.

Step 2: Record the number that the hand on the dial has just passed -- remember that some hands move clockwise and some hands move counterclockwise. Also remember that one revolution of the dial drives the next dial by one digit. For instance, the one thousand dial must make one revolution in order for the ten thousand dial to move one digit.

Step 3: Repeat this procedure with each dial in succession, moving to the left, until you have a number for each dial and ending with the dial marked one million. This is the number of hundred cubic feet.



0 4 1 1

The correct reading for this meter is: 0411

IN CASE OF A GAS LEAK

Remain calm. Don't light a match, candle or cigarette. Don't turn electrical appliances or lights on or off. Leave the area immediately and from a safe location, call Okaloosa Gas at **850-729-4700**, 24 hours a day, seven days a week, or call **911**.

Okaloosa Gas Asks you to Remember Four Simple Steps - Look, Listen, Smell and Leave:

1

Look: Near a gas leak outside, you may notice blowing dirt, bubbling creeks or ponds, dry spots in moist areas or dead plants surrounded by green, live plants.

2

Listen: An unusual hissing sound near gas lines or appliances may indicate a natural gas leak.

3

Smell: In its raw state, natural gas is odorless. Natural gas utility companies add a harmless substance called mercaptan to create a rotten-egg-like smell. You should take action even if the odor is faint.

4

Leave: If you notice any of the above signs, leave the area immediately and contact Okaloosa Gas at **850-729-4700**. If the smell of natural gas is particularly strong, also call **9-1-1**.



CALL 8-1-1 BEFORE YOU DIG

It's FREE! Pipelines may be located anywhere, including under streets and sidewalks. Since you are an Okaloosa Gas customer, there are most likely pipelines underground on your property. That is why it is important to know where they are before digging for any reason. Call **811** at least two workdays before you begin. This can help avoid costly damage or injury. **811** will coordinate with Okaloosa Gas and other utilities to mark the location of buried utility-owned gas pipelines and other utility owned lines free of charge. Once all lines are marked, carefully use only hand tools to dig within 24 inches of marked gas lines. NO DAMAGE IS TOO SMALL TO REPORT. Even a slight gouge, scrape or dent to a pipeline or coating may cause a dangerous break or leak in the future. If you cause what seems to be ONLY minor damage to a pipeline, OR ANY COMPONENT ATTACHED TO THE PIPELINE, you should notify us immediately by calling **850-729-4700**.

Markers purposely indicate only the general, not exact, location of pipelines.

Markers also do not indicate the depth or number of pipelines in the area. To identify operators of major gas pipelines in your area and view maps with the general locations of these pipelines, visit the National Pipeline Mapping System website: www.npms.phmsa.dot.gov

How to detect a natural gas leak:

For your protection, Okaloosa Gas adds a distinctive odor to natural gas so leaks can be more readily detected. However, you should not rely on your sense of smell alone to determine if you have a gas leak. Some people may not be able to smell the odor because they have a diminished sense of smell or because the odor is being masked by other odors in the area. In addition, certain conditions, such as odor fade, (loss of odorant) may cause the odor to diminish so that it is not detectable.



IMPORTANT GAS METER TIPS

Keep your gas meter accessible and clear of obstructions

To continue this highly accurate service, we need your help by allowing us full access to your meter and keeping it clear of obstructions.

Landscaping

Our meter readers need to clearly see the dials on your meter. If you have bushes or flowers near your meter, be sure to trim them so your meter can be accurately read.

Animals

If you keep a dog or other animals outside, please call us. We will make a note on your account so our meter readers are aware and take extra precautions when they approach your home. If possible, keep your pet inside on the day of your scheduled meter read*.

Fences

In order for us to get the most accurate meter reading, Okaloosa Gas must have full access to your meter. If your meter is enclosed by a fence and you will not be at home on the day of your meter read*, consider leaving your gate unlocked.

*To find out when your meter will be read, call us or email us at esupport@okaloosagas.com.



* Okaloosa Gas employees wear identification. It is your right to request to see their company-issued photo identification badge before allowing them on your property.

CUSTOMER RESPONSIBILITIES

Okaloosa Gas wants to remind you that you are responsible for maintaining the natural gas lines that begin at the gas meter and extend (above and below ground, indoors and outdoors) to your natural gas burning equipment, including lines to gas lights, grills, pool heaters, and garage or workshop heaters. You are also responsible for pipe leading into and throughout manufacturing buildings, warehouses and outbuildings, garages and workshops, barns, stalls or storage sheds and other utility buildings on your property. If natural gas lines are not maintained, they may be subject to the potential hazards of corrosion that will cause leakage.

Okaloosa Gas monitors for corrosion and leaks on the pipe to the meter of your home. However, you are still responsible for repairs to lines beyond the meter. To make sure the natural gas lines on your property are in good condition; any buried natural gas piping that is not monitored or maintained by Okaloosa Gas should be inspected annually for leaks. Metal pipes should especially be monitored for corrosion. You should also check indoor natural gas piping periodically for corrosion. If your home has corrugated stainless steel tubing (CSST) it must be grounded through bonding to comply with building codes. To have your pipes or CSST inspected, please contact us at 850-729-4700 or a licensed plumbing contractor.

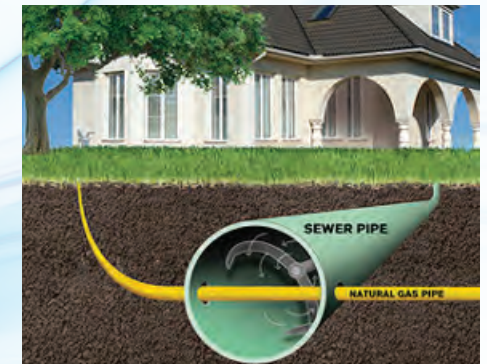
Other responsibilities:

- Providing access to Okaloosa Gas employees. If your meter is behind a locked fence and/or building and you will not be available, please call 850-729-4700 to make arrangements for our service person to enter. A responsible person over the age of 18 must be present before any work is done.
- You or your contractor must call 811 before any digging takes place on your property.

Cross Boring

FOR YOUR SAFETY – Call Before You Clear Your Sewer Line!
Your sewer line might have a Cross Bore!

Cross bores can be dangerous because the mechanical equipment used to unclog sewer pipes can easily penetrate a natural gas pipe and lead to the dangerous release of natural gas. If you are having trouble with your sewer or think you have a blockage make sure you, your plumber or your sewer company contact our office for an Emergency Line Spot before using equipment to clear the blockage. Call 850-729-4700.



CARBON MONOXIDE

Carbon monoxide (CO) is an odorless, colorless and tasteless gas that is produced when any fossil fuel, including natural gas, is burned without enough oxygen. It is a dangerous gas that can build up in your home or business and cause sickness, even death. Please follow these safety precautions:

- Never burn charcoal inside your home or garage.
- Never heat your home with the gas range.
- Service your furnace annually to have your heat exchanger visually inspected for cracks or defects.
- Always open your chimney flue when you use the fireplace.
- Never run a combustion engine, such as a car, lawn mower or snow blower in enclosed areas.
- Install a CO detector near bedrooms in your house or apartment.
- Do not install a detector near your kitchen or garage or in a room with a furnace.



SAFETY REMINDERS

Flexible Connector Safety

Natural gas travels from supply pipes in your home into your appliances via flexible, corrugated metal connector tubes. Because they're usually out of sight, you might not think about them.

It's important to have your connectors checked to make sure that older, uncoated brass versions are replaced with new stainless steel or plastic-coated brass connectors. You likely won't be able to see your connectors, so call a qualified professional to remove the old connector and install a new one, if needed.

For your safety, please don't move your appliances. Movement can cause an old connector to break, creating a hazardous situation.

WARNING: Only a qualified professional should check your connector and replace it if needed. **Do not try to do this yourself!**

Contact Okaloosa Gas or a qualified professional to inspect your appliance connectors. Here are other options for consideration:

- Call a licensed, insured and bonded contractor that you've used in the past.
- Look in the yellow pages under the headings of Air Conditioning Equipment & Systems; Heating Contractors; Furnace Cleaning and Repair; Appliances – Household – Major – Service and Repair

The following appliances in your home may need to be inspected for uncoated brass connectors:

- Range, oven or cook top
- Dryer
- Hot water heater

Approved flexible appliance connectors include:

- Coated brass
- Uncoated stainless steel
- Coated stainless steel
(Coatings come in a variety of materials and colors.)



SERVICES WE OFFER



FREE Water Heater Inspection

Receive a FREE inspection within 30 days after installation of a new natural gas water heater by someone other than Okaloosa Gas. (The inspection consists of the operation and care for your natural gas water heater. We will show you how to light the pilot, review the new flame lock system, adequate combustion air and make corrections if needed, to insure it will be covered under warranty.)

FREE Gas Light Maintenance

We will replace and install new gas mantles for your light.

Appliance Service & Repair - Our natural gas appliance repairs are provided at a low price of \$55! If you are having problems with your natural gas appliance, we will trouble shoot the problem and determine the appropriate repair. Service repair calls over one hour will be charged \$35 each additional hour. If parts are necessary, we can order parts for select models and will follow up with a scheduled service order at an additional charge.

24/7 Emergency Service,
Call 850-729-4700 or 800-239-3878

Same day service for water heater change out!

Gas Safety Inspection for \$45 - We will check for safe, efficient operation of all your natural gas appliances and accurately measure the Carbon Monoxide levels in your home.

Tankless Water Heater Maintenance for \$90 - Tune up your tankless water heater. We will inspect, clean and remove lime and scale build-up in the unit that can slow water flow.

Generator Check-Up for \$45 - Let us start your natural gas generator to ensure the gas piping and gas regulators are properly sized and functional. We will check the oil and coolant levels of the unit for accuracy, verify all filters are clean and belts are intact, and ensure the battery is fully charged. Okaloosa Gas will make necessary repairs pertaining to natural gas. All other repairs will be referred to an Okaloosa Gas Generator Partner.

Natural Gas Logs Light Up for \$55 - Let us inspect your natural gas logs. This includes cleaning the pilot assembly, lighting the logs and making any adjustments.

Grill Maintenance for \$55 - This service includes cleaning the burners, venturi and checking the overall operation of your grill. If parts are necessary, we can order parts on select models.

To make it easy for you we can add the cost of the parts and inspection to your monthly gas bill.

(Please note: the maintenance/inspection specials do not include repair or emergency service work. The service will be scheduled during normal working hours Monday through Friday.)



GLOSSARY OF TERMS

British thermal unit (Btu) – The amount of heat required 1) to raise the temperature of 1 pound of water 1 degree Fahrenheit or 2) to raise the temperature of 1 cubic foot of air 55 degrees Fahrenheit or 3) to raise the temperature of 55 cubic feet of air 1 degree Fahrenheit.

Btu Factor – The energy within natural gas. This factor, which is determined by the supplier, changes daily and is a measurement of gas quality. This number is printed on the customer's bill each month.

Cubic foot (cf) – A measurement term used for volume or capacity at sea level and 60 degrees.

Efficiency rating – The percentage of effective or useful energy output from the total energy input.

Energy Codes – An Energy Code consist of several structural calculations that measure how energy efficient the home is. The amount of exposed wall, the square footage, the amount of window/glass and the R-value of the insulation are among these calculations. The state of Florida requires both an energy code and manual J to be done before a building permit will be issued. Okaloosa Gas will provide a residential Energy Code free of charge to anyone that request one; all that is needed is a full set of building plans/blueprints. Request forms may be found on the Okaloosa Gas web site, or obtained at any Okaloosa Gas payment center. The HVAC contractor who will be supplying the home with heating and air conditioning should provide manual J's.

MMBtu – One MMBtu is equal to 1,000,000 Btu's or 10 therms.

Kilowatt hour (kwh) – The energy equivalent of 3,412 Btu's of power used in one hour or 1,000 watts of power being used in one hour.

Rick – A measurement used for a stack of wood, hay or straw.

Therm – The equivalent of 100,000 Btu's.

For additional glossary terms visit:
<http://www.aga.org/>

FREQUENTLY ASKED QUESTIONS

Why is natural gas better than other fuels?

Natural gas equipment is easier to maintain and repair, which means lower maintenance costs. Most natural gas equipment lasts longer than similar electric appliances. Natural gas is the most environmentally friendly fossil fuel.

Does Okaloosa Gas District service and repair gas appliances?

Yes, our service department provides repair service on gas appliances such as water heaters, ranges, dryers, gaslights, space heater, furnaces, grills, and gas logs for a service charge. Please call us between the hours of 8:00 a.m.–5:00 p.m., Monday through Friday at 850-729-4700 or click here to submit an electronic request: <http://www.okaloosagas.com/residential/schedule-service-appointment/>

Does Okaloosa Gas District sell and install appliances?

Yes, we offer both services. We understand the importance of providing quality natural gas products as well as skilled installation technicians. We offer everything from tank and tankless water heaters to natural gas specialty products.

To purchase natural gas logs, fireplace inserts, natural gas grills, outdoor living items such as fire pits, burners for fire pits, outdoor fireplaces, fire urns and more, visit <http://www.okaloosagas.com/shop/shop-for-appliances/>

For assistance on natural gas appliances, please visit one of our offices or contact us at 850-729-4700. We will be happy discuss the benefits, features and options available.

Installation Services:

If you are planning to add an appliance please contact us for a FREE consultation. If you plan to purchase your natural gas appliances elsewhere, we suggest that you call for a FREE consultation to ensure important installation requirements such as venting and clearances.



OKALOOSA GAS DISTRICT
364 Valparaiso Parkway
Valparaiso, FL 32580

OkaloosaGas.com
GreenNology.com
Phone: 850-729-4700
Toll Free: 800-239-3878
Fax: 850-678-4604
esupport@okaloosagas.com

