

Mailing Address:
400 N. 4th St.
Bismarck, ND 58501

January 19, 2014⁵

Executive Secretary
North Dakota Public Service Commission
State Capitol Building
Bismarck, ND 58505



Re: New Consumer Billing Statement
Form associated with new Customer
Care and Billing System

Great Plains Natural Gas Co. (Great Plains), a Division of MDU Resources Group, Inc., herewith submits its new consumer utility bill format to inform the North Dakota Public Service Commission in accordance with NDAC Chapter 69-09-01-20.6.

Great Plains new consumer bill form to be implemented at the time of conversion to a new customer billing system is provided in Exhibit A. Samples of accounts billed for the following services are shown:

- Firm customers billed for gas service under Firm Gas Service Rate
- Interruptible customers billed for gas service under the Interruptible Gas Service Rate
- Interruptible customers billed for gas service under the Interruptible Gas Service – Grain Processing

As shown on the samples provided in Exhibit A, the new consumer bill form provides customers with a concise summary of the amount due and the date payment is due while also providing pertinent details associated with the service provided, including the required information in accordance with NDAC Chapters 69-09-01-22.

The new billing form which will be provided on a standard 8½ x 11 inch page size will be an entirely new presentation providing customers with pertinent information relating to the service provided. In particular, the opportunity to present customers with more specific information relating to prices applicable to the service period being billed and a 13 month history of usage are two significant improvements over the existing bill. The addition of separate billing lines with labels is also more readily implemented with this billing form. Following is an explanation of the information provided by reference to the section noted on the bill samples provided in Exhibit A:

A. Bill Overview-As noted above, a quick view of the service address, account number, date of the bill, the due date of the bill and the amount the customer owes are provided at the top of the bill.

B. Account Summary-This section will provide an accounting of all payments and charges along with the total amount due and the due date.

C. Bill Segment Details-Each service is detailed separately in this section of the bill and includes applicable charges based on the bill segment, meter reading. The separate bill segment details will continue on subsequent pages as needed. The Bill Segment Bill Detail section provides the following information:

- The service period covered by the bill including the number of days in the bill period.
- The meter identifier, the date the meter was read, the next scheduled read date and the Commission authorized rate applicable to the service provided.
- A thirteen month usage history (current plus twelve months of history), will be presented graphically.
- Transparent details of each rate component billed including the prorated amount of consumption and applicable cost of gas billed for each rate period.
- Each applicable tax charge is shown separately.

D. Contact Information-Contact information for the utility, including telephone numbers, the website address, the Customer Service Group's email address and hours of operation including a statement that emergency calls are accepted 24 hours a day.

E. Messaging-A messaging area is available on the bill form to communicate information to customers in lieu of and/or in addition to information provided through bill inserts.

F. Payment Stub-This is the perforated section that is intended to be returned with the customer's payment. Those customers taking advantage of Great Plains' electronic payment option will see a payment stub that provides the date funds will be withdrawn from their bank account and the amount to be withdrawn.

The back side of the billing statement provides the following information:

1. Ways to Pay the Bill.
2. Billing Terms and Definitions.
3. Important Customer Information.
4. The back of the pay stub provides an area for customers to identify changes in their contact information.

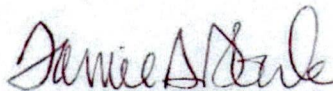
Great Plains will be implementing the new billing form along with the implementation of the Customer Care and Billing System on February 1, 2015. Great Plains' has provided a bill insert to all Wahpeton customers explaining the new bill form. In

addition, information will be presented on Great Plains website and a bill insert will be included with the new bill. Great Plains is looking forward to moving to the new billing format that provides customers with a quick summary of the amount owing, relevant details of the applicable charges, and comparative information.

The original and seven (7) copies of this informational filing have been provided to the North Dakota Public Service Commission.

Please acknowledge receipt by stamping or initialing the duplicate copy of this letter attached hereto and returning the same in the enclosed self-addressed envelope.

Sincerely,

A handwritten signature in red ink, appearing to read "Tamie A. Aberle".

Tamie A. Aberle
Director of Regulatory Affairs

Attachments

cc: D. Kuntz

Exhibit A

Exhibit A



A Division of MDU Resources Group, Inc.

In the Community to Serve®

SERVICE FOR

www.gpng.com

(A)

ACCOUNT NUMBER

PAGE 1 of 2

BILL DATE
Apr 24, 2014

TOTAL AMOUNT DUE
\$472.52
includes past due amount

ACCOUNT SUMMARY

(B)

Previous Balance	\$338.69
Past Due Amount Due Now	\$338.69
Miscellaneous Charges	2.13
Current Gas Charges	131.70
Amount Due	\$472.52

Any balance remaining after the due date is subject to a late payment charge of 1.33% per month.

CUSTOMER SERVICE & EMERGENCY SERVICE

1-877-267-4764

(D)

Emergencies: 24 hours a day
 Non-emergencies: Mon-Fri, 7 AM - 7 PM
 Email: customerservice@gpng.com
 Mail: Great Plains Natural Gas Co.,
 Attn: Customer Service, PO Box 7608, Boise, ID
 83707-1608. Please include your account number.

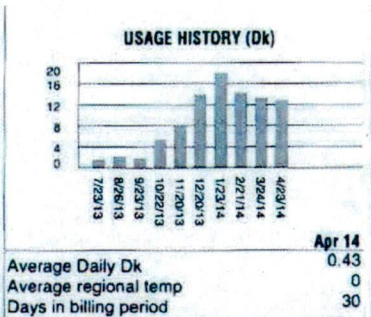
CALL BEFORE YOU DIG 811

Payment Due ▼	
PAST DUE AMOUNT	\$338.69 <i>Due NOW</i>
CURRENT CHARGES	133.83 <i>Due 5/9/14</i>
TOTAL AMOUNT DUE	\$472.52

Gas Charges

(C)

BILLING PERIOD 3/25/14 - 4/23/14
 DAYS 30
 METER NUMBER 402921855
 METER READ DATE 4/23/14
 Next scheduled read 5/21/14



RATE Firm Gas

CURRENT READING	PREVIOUS READING	DIFFERENCE	THERM FACTOR	DK USED
91.6	- 78.5	= 13.1	x 0.981171	= 12.9

ESTIMATED	
Basic Service Charge	3.50
Distribution Charge 10.0 Dk x \$1.2869	12.87
Distribution Charge 2.9 Dk x \$1.0646	3.09
Cost of Gas 3.0 Dk x \$11.8718	35.62
Cost of Gas 9.9 Dk x \$7.3513	72.78
City Franchise Fee 3% x \$127.86	3.84

Total Charges	\$131.70
Late Payment Charge	2.13
Ending Total Gas Charges	\$133.83

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.

(E)



A Division of MDU Resources Group, Inc.

ACCOUNT NUMBER

Your account is PAST DUE

BFG 338.69
UTG 133.83

Has your mailing address or phone number changed? Check here and provide details on back.

PAST DUE AMOUNT
\$338.69
Due NOW

CURRENT CHARGES
\$133.83
Due May 9, 2014

TOTAL AMOUNT DUE
\$472.52



WHPETON ND 58075-4828

(F)

PO BOX 5600
BISMARCK ND 58506-5600

Please enter amount enclosed if different than amount due.

\$

Write account number on check and make payable to GPNG.

01710120200050000047252000000000

Ways to Pay Your Bill

Pay by Bank: Automatically pay your bill each month by having Great Plains Natural Gas Co. withdraw your preauthorized payment from your financial institution on your bill's due date, which is shown on your bill stub. Enroll by completing the "Pay by Bank Enrollment Form" located on our website www.gpng.com and return with a voided check.

By Phone: Our self-service automated telephone system allows you to pay your gas bill or deposit anytime it is convenient – 24/7. To make a debit, credit card or check-by-phone payment, simply call our customer service number and follow the prompts to be connected with our independent service provider. A convenience fee for each transaction will apply.

Payment Locations: Pay by check or money order at one of our payment locations, there is no charge for this service. Call Customer Service or visit our website for the nearest payment location. Payments made at a payment

location are not credited to your account until they are received by Great Plains Natural Gas.

By Mail: Mail your payment to Great Plains Natural Gas Co., P.O. Box 5600, Bismarck, ND 58506-5600. Be sure to allow time for mailing so that your payment is received by the due date.

Balanced Billing: This billing plan levels out your monthly bill so you can reduce fluctuations brought on by changes in the weather and the cost of energy. To enroll, complete the Balanced Billing enrollment form on our website or contact Customer Service at 1-877-267-4764.

Payment Due Date: Your bill is past due if not paid within 22 days after it is mailed. If you are paying with a credit card or paying at one of our payment locations in response to a Disconnection of Service Notice, please contact Great Plains Natural Gas at 1-877-267-4764 and let us know that payment has been made.

Billing Terms and Definitions

The rates reflected on your bill have been approved by the Public Service Commission or Public Utilities Commission in the state service is provided. Copies of the company's current tariffs are available at www.gpng.com.

Basic Service Charge: A monthly or daily charge designed to recover a portion of the fixed costs incurred in providing utility service regardless of how much energy is used.

City Franchise Fee: This is a fee charged by a city to Great Plains Natural Gas Co. for operating within the city. If applicable, Great Plains Natural Gas Co. will collect this city imposed franchise fee from its gas service customers located within that city. One hundred percent of the franchise fees collected shall be submitted to the government entity assessing such fee.

Constant: A fixed value used to convert meter readings to actual energy use when gas service is delivered at an elevated pressure.

Cost of Gas: This charge recovers the cost of gas itself as well as other related

costs Great Plains Natural Gas incurs from its pipeline suppliers in providing natural gas service. The cost is strictly a pass-through to customers and does not provide Great Plains Natural Gas with a profit.

CCRA: Conservation Cost Recovery Adjustment is the charge that provides funding for Conservation Programs. In addition to the CCRA a base charge of \$0.0259 is billed as part of the distribution delivery charge.

Distribution Charge: A volumetric charge to recover the costs of delivering energy to your meter. This amount varies with the amount of energy used.

Dk – Dekatherms: The Dk billed is reflective of the total amount of natural gas used in the billing period. The amount of natural gas used as measured by the gas meter is converted to Dk by applying a therm factor to the measured use.

Therm Factor: The therm factor adjusts the amount of natural gas measured by the meter for the heat content and atmospheric pressure of the gas delivered to a customer's premise. This conversion ensures that all customers are billed based on the heat value of the gas during the applicable billing period.

Important Customer Information

If you have questions regarding your bill or service, please call Great Plains Natural Gas FIRST at 1-877-267-4764. If you cannot pay your bill at this time, we are willing to make satisfactory payment arrangements. Register any inquiry or complaint at 1-877-267-4764 or write to PO Box 5600. If your questions are not resolved after you have called Customer Service, you may contact the regulatory agency governing in the state service is provided.

Customers with Service in Minnesota:

Minnesota Public Utilities Commission regulates this utility and is available for mediation upon written request.

- MN PUC: Email consumer.puc@state.mn.us, write to 121 7th Place E STE 350, Saint Paul MN 55101-2147, or call 1-800-657-3782.

Customers with Service in North Dakota:

- ND PSC: Write to 600 E. Boulevard Ave., Dept. 408, Bismarck, ND 58505-0480.

Payments made by check or electronically that are dishonored by the bank will be assessed a returned payment fee.

When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer (EFT), funds may be withdrawn from your account as soon as the same day we receive your payment. The transaction will appear on your bank statement as EFT and you will not receive a copy or an image of your check from your financial institution.

Payments marked with a restrictive legend (Paid in Full, for example) will not act as an accord and satisfaction without our express prior written approval.

Moving? To avoid being billed for service you have not used, please contact us at least two business days before you want service disconnected.

Has your mailing / email address or phone number changed?

Please provide details here and check the box on the front of this stub.

Account No.: _____

Name: _____

Mailing Address: _____

City: _____ State: _____ ZIP: _____

Phone: (_____) _____ Email: _____

ACCOUNT SUMMARY (B)

Previous Balance	\$0.00
Current Balanced Billing Plan Amount	87.00
Amount Due on 4/30/14	\$87.00

UTILITY SUMMARY

Previous Balance	\$181.76
Current Gas Charges	113.85
Current Utility Balance	\$295.61

CUSTOMER SERVICE & EMERGENCY SERVICE

1-877-267-4764 (D)

Emergencies: 24 hours a day
 Non-emergencies: Mon-Fri, 7 AM - 7 PM
 Email: customerservice@gpng.com
 Mail: Great Plains Natural Gas Co.,
 Attn: Customer Service, PO Box 7608, Boise, ID
 83707-1608. Please include your account number.

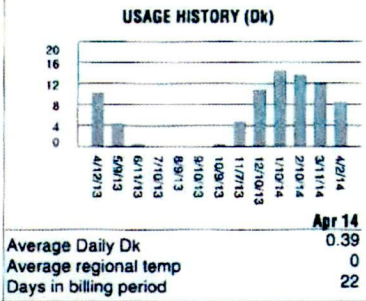
CALL BEFORE YOU DIG 811

April						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Payment Due ▲
 See "Ways to Pay Your Bill"
 on the back of this page.

Gas Charges (C)

BILLING PERIOD 3/12/14 - 4/2/14
DAYS 22
METER NUMBER 402443718
METER READ DATE 4/2/14
 Next scheduled read 5/7/14
RATE Firm Gas



CURRENT READING	PREVIOUS READING	DIFFERENCE	THERM FACTOR	Dk USED
504.9	496.2	= 8.7	x 0.981171	= 8.5
<i>ESTIMATED</i>				
Basic Service Charge				2.57
Distribution Charge 7.3 Dk x \$1.2869				9.39
Distribution Charge 1.2 Dk x \$1.0646				1.28
Cost of Gas 7.7 Dk x \$11.8718				91.41
Cost of Gas 0.8 Dk x \$7.3513				5.88
City Franchise Fee 3% x \$110.53				3.32
Total Charges				\$113.85

PLEASE KEEP THIS PORTION FOR YOUR RECORDS (E)
 PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW

ACCOUNT NUMBER

DATE DUE
Apr 30, 2014

AMOUNT DUE
\$87.00

UTG 87.00

Has your mailing address or phone number changed? Check here and provide details on back.



WAHPETON ND 58075-3205

PO BOX 5600
 BISMARCK ND 58506-5600

Please enter amount enclosed if different than amount due.

\$

Write account number on check and make payable to GPNG.

01257910200080000008700000000000



Customer Service: 1-877-267-4764 • 7 a.m.-7 p.m. Monday-Friday
Call volume is generally higher on Mondays, for faster service, please call Tuesday-Friday.
www.gpng.com

Ways to Pay Your Bill

Pay by Bank: Automatically pay your bill each month by having Great Plains Natural Gas Co. withdraw your preauthorized payment from your financial institution on your bill's due date, which is shown on your bill stub. Enroll by completing the "Pay by Bank Enrollment Form" located on our website www.gpng.com and return with a voided check.

By Phone: Our self-service automated telephone system allows you to pay your gas bill or deposit anytime it is convenient - 24/7. To make a debit, credit card or check-by-phone payment, simply call our customer service number and follow the prompts to be connected with our independent service provider. A convenience fee for each transaction will apply.

Payment Locations: Pay by check or money order at one of our payment locations, there is no charge for this service. Call Customer Service or visit our website for the nearest payment location. Payments made at a payment

location are not credited to your account until they are received by Great Plains Natural Gas.

By Mail: Mail your payment to Great Plains Natural Gas Co., P.O. Box 5600, Bismarck, ND 58506-5600. Be sure to allow time for mailing so that your payment is received by the due date.

Balanced Billing: This billing plan levels out your monthly bill so you can reduce fluctuations brought on by changes in the weather and the cost of energy. To enroll, complete the Balanced Billing enrollment form on our website or contact Customer Service at 1-877-267-4764.

Payment Due Date: Your bill is past due if not paid within 22 days after it is mailed. If you are paying with a credit card or paying at one of our payment locations in response to a Disconnection of Service Notice, please contact Great Plains Natural Gas at 1-877-267-4764 and let us know that payment has been made.

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Constant: A fixed value used to convert meter readings to actual energy use when gas service is delivered at an elevated pressure.

Cost of Gas: This charge recovers the cost of gas itself as well as other related

costs Great Plains Natural Gas incurs from its pipeline suppliers in providing natural gas service. The cost is strictly a pass-through to customers and does not provide Great Plains Natural Gas with a profit.

CCRA: Conservation Cost Recovery Adjustment is the charge that provides funding for Conservation Programs. In addition to the CCRA a base charge of \$0.0259 is billed as part of the distribution delivery charge.

Distribution Charge: A volumetric charge to recover the costs of delivering energy to your meter. This amount varies with the amount of energy used.

Dk - Dekatherms: The Dk billed is reflective of the total amount of natural gas used in the billing period. The amount of natural gas used as measured by the gas meter is converted to Dk by applying a therm factor to the measured use.

Therm Factor: The therm factor adjusts the amount of natural gas measured by the meter for the heat content and atmospheric pressure of the gas delivered to a customer's premise. This conversion ensures that all customers are billed based on the heat value of the gas during the applicable billing period.

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- ND PSC: Write to 600 E. Boulevard Ave., Dept. 408, Bismarck, ND 58505-0480.

Payments made by check or electronically that are dishonored by the bank will be assessed a returned payment fee.

When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer (EFT), funds may be withdrawn from your account as soon as the same day we receive your payment. The transaction will appear on your bank statement as EFT and you will not receive a copy or an image of your check from your financial institution.

Payments marked with a restrictive legend (Paid in Full, for example) will not act as an accord and satisfaction without our express prior written approval.

Moving? To avoid being billed for service you have not used, please contact us at least two business days before you want service disconnected.

Has your mailing / email address or phone number changed?

Please provide details here and check the box on the front of this stub.

Account No.: _____

Name: _____

Mailing Address: _____

City: _____ State: _____ ZIP: _____

Phone: (_____) _____ Email: _____

ACCOUNT SUMMARY

Previous Balance \$0.00
 Current Gas Charges 212.43
Amount Due on 4/21/14 \$212.43

Any balance remaining after the due date is subject to a late payment charge of 1.33% per month.

CUSTOMER SERVICE & EMERGENCY SERVICE

1-877-267-4764

Emergencies: 24 hours a day
 Non-emergencies: Mon-Fri, 7 AM - 7 PM
 Email: customerservice@gpng.com
 Mail: Great Plains Natural Gas Co.,
 Attn: Customer Service, PO Box 7608, Boise, ID
 83707-1608. Please include your account number.

CALL BEFORE YOU DIG 811

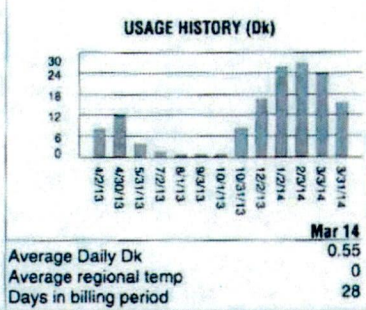
April						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Payment Due ▲
 Your payment will be automatically deducted from your bank account on or after this date.

Gas Charges

BILLING PERIOD 3/4/14 - 3/31/14
 DAYS 28
 METER NUMBER 402835261
 METER READ DATE 3/31/14
 Next scheduled read 4/24/14

RATE Firm Gas



Average Daily Dk 0.55
 Average regional temp 0
 Days in billing period 28

CURRENT READING	PREVIOUS READING	DIFFERENCE	THERM FACTOR	Dk USED
346.4	330.6	= 15.8	x 0.981171	= 15.5
Basic Service Charge				3.50
Distribution Charge 10.0 Dk x \$1.2869				12.87
Distribution Charge 5.5 Dk x \$1.0646				5.86
Cost of Gas 15.5 Dk x \$11.8718				184.01
City Franchise Fee 3% x \$206.24				6.19
Total Charges				\$212.43

PLEASE KEEP THIS PORTION FOR YOUR RECORDS

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.





Customer Service: 1-877-267-4764 • 7 a.m.-7 p.m. Monday-Friday
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www.gpng.com

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- ND PSC: Write to 600 E. Boulevard Ave., Dept. 408, Bismarck, ND 58505-0480.

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Has your mailing / email address or phone number changed?

Please provide details here and check the box on the front of this stub.

Account No.: _____

Name: _____

Mailing Address: _____

City: _____ State: _____ ZIP: _____

Phone: () _____ Email: _____



A Division of MDU Resources Group, Inc.

In the Community to Serve®

SERVICE FOR

WAHPETON, ND 58075-3939

www.gpng.com

(A)

ACCOUNT NUMBER

DATE DUE

Apr 21, 2014

BILL DATE

Apr 4, 2014

AMOUNT DUE

\$3,225.90

ACCOUNT SUMMARY

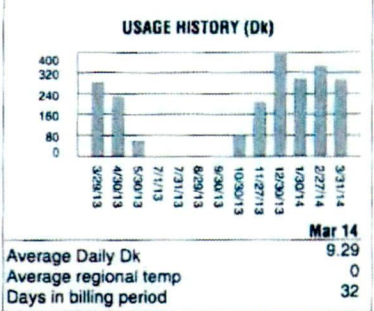
(B)

Previous Balance	\$0.00
Current Gas Charges	3,225.90
Amount Due on 4/21/14	\$3,225.90

Gas Charges

(C)

BILLING PERIOD 2/28/14 - 3/31/14
DAYS 32
METER NUMBER 402442841
METER READ DATE 3/31/14
 Next scheduled read 4/24/14



RATE
 Interruptible Gas

CURRENT READING	PREVIOUS READING	DIFFERENCE	CONSTANT	THERM FACTOR	Dk USED
7940.8	7643.0	= 297.8	x 1.017115	x 0.981171	= 297.2
Basic Service Charge					3.50
Distribution Charge 297.2 Dk x \$1.1506					341.96
Cost of Gas 9.3 Dk x \$7.5701					70.40
Cost of Gas 287.9 Dk x \$9.4341					2,716.08
City Franchise Fee 3% x \$3,131.94					93.96
Total Charges					\$3,225.90

CUSTOMER SERVICE & EMERGENCY SERVICE

1-877-267-4764

(D)

Emergencies: 24 hours a day
 Non-emergencies: Mon-Fri, 7 AM - 7 PM

Email: customerservice@gpng.com
 Mail: Great Plains Natural Gas Co.,
 Attn: Customer Service, PO Box 7608, Boise, ID 83707-1608. Please include your account number.

CALL BEFORE YOU DIG 811

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Payment Due ▲
 See "Ways to Pay Your Bill" on the back of this page.

PLEASE KEEP THIS PORTION FOR YOUR RECORDS

(E)

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT. MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW



A Division of MDU Resources Group, Inc.

ACCOUNT NUMBER

DATE DUE
Apr 21, 2014

UTG 3225.90

Has your mailing address or phone number changed?
 Check here and provide details on back.

AMOUNT DUE
\$3,225.90

(F)



WAHPETON ND 58075-3939

PO BOX 5600
BISMARCK ND 58506-5600

Please enter amount enclosed, if different than amount due.

\$

Write account number on check and make payable to GPNG.

01603910200090000322590000000000



Customer Service: 1-877-267-4764 • 7 a.m.-7 p.m. Monday-Friday
Call volume is generally higher on Mondays, for faster service, please call Tuesday-Friday.
www.gpng.com

Ways to Pay Your Bill

Pay by Bank: Automatically pay your bill each month by having Great Plains Natural Gas Co. withdraw your preauthorized payment from your financial institution on your bill's due date...

By Phone: Our self-service automated telephone system allows you to pay your gas bill or deposit anytime it is convenient - 24/7. To make a debit, credit card or check-by-phone payment...

Payment Locations: Pay by check or money order at one of our payment locations, there is no charge for this service. Call Customer Service or visit our website for the nearest payment location.

location are not credited to your account until they are received by Great Plains Natural Gas.

By Mail: Mail your payment to Great Plains Natural Gas Co., P.O. Box 5600, Bismarck, ND 58506-5600. Be sure to allow time for mailing so that your payment is received by the due date.

Balanced Billing: This billing plan levels out your monthly bill so you can reduce fluctuations brought on by changes in the weather and the cost of energy. To enroll, complete the Balanced Billing enrollment form on our website or contact Customer Service at 1-877-267-4764.

Payment Due Date: Your bill is past due if not paid within 22 days after it is mailed. If you are paying with a credit card or paying at one of our payment locations in response to a Disconnection of Service Notice, please contact Great Plains Natural Gas at 1-877-267-4764 and let us know that payment has been made.

Billing Terms and Definitions

The rates reflected on your bill have been approved by the Public Service Commission or Public Utilities Commission in the state service is provided. Copies of the company's current tariffs are available at www.gpng.com.

Basic Service Charge: A monthly or daily charge designed to recover a portion of the fixed costs incurred in providing utility service regardless of how much energy is used.

City Franchise Fee: This is a fee charged by a city to Great Plains Natural Gas Co. for operating within the city. If applicable, Great Plains Natural Gas Co. will collect this city imposed franchise fee from its gas service customers located within that city.

Constant: A fixed value used to convert meter readings to actual energy use when gas service is delivered at an elevated pressure.

Cost of Gas: This charge recovers the cost of gas itself as well as other related

costs Great Plains Natural Gas incurs from its pipeline suppliers in providing natural gas service. The cost is strictly a pass-through to customers and does not provide Great Plains Natural Gas with a profit.

CCRA: Conservation Cost Recovery Adjustment is the charge that provides funding for Conservation Programs. In addition to the CCRA a base charge of \$0.0259 is billed as part of the distribution delivery charge.

Distribution Charge: A volumetric charge to recover the costs of delivering energy to your meter. This amount varies with the amount of energy used.

Dk - Dekatherms: The Dk billed is reflective of the total amount of natural gas used in the billing period. The amount of natural gas used as measured by the gas meter is converted to Dk by applying a therm factor to the measured use.

Therm Factor: The therm factor adjusts the amount of natural gas measured by the meter for the heat content and atmospheric pressure of the gas delivered to a customer's premise. This conversion ensures that all customers are billed based on the heat value of the gas during the applicable billing period.

Important Customer Information

If you have questions regarding your bill or service, please call Great Plains Natural Gas FIRST at 1-877-267-4764. If you cannot pay your bill at this time, we are willing to make satisfactory payment arrangements. Register any inquiry or complaint at 1-877-267-4764 or write to PO Box 5600.

Customers with Service in Minnesota:

Minnesota Public Utilities Commission regulates this utility and is available for mediation upon written request.

- MN PUC: Email consumer.puc@state.mn.us, write to 121 7th Place E STE 350, Saint Paul MN 55101-2147, or call 1-800-657-3782.

Customers with Service in North Dakota:

- ND PSC: Write to 600 E. Boulevard Ave., Dept. 408, Bismarck, ND 58505-0480.

Payments made by check or electronically that are dishonored by the bank will be assessed a returned payment fee.

When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer (EFT), funds may be withdrawn from your account as soon as the same day we receive your payment.

Payments marked with a restrictive legend (Paid in Full, for example) will not act as an accord and satisfaction without our express prior written approval.

Moving? To avoid being billed for service you have not used, please contact us at least two business days before you want service disconnected.

Has your mailing / email address or phone number changed?

Please provide details here and check the box on the front of this stub.

Account No.: _____

Name: _____

Mailing Address: _____

City: _____ State: _____ ZIP: _____

Phone: (____) _____ Email: _____

ACCOUNT SUMMARY

(B)

Previous Balance	\$1,157.07
Payment Received 5/6/2014 Thank you	-1,172.46
Miscellaneous Charges	15.39
Current Gas Charges	6.07
Amount Due on 5/21/14	\$6.07

Any balance remaining after the due date is subject to a late payment charge of 1.33% per month.

CUSTOMER SERVICE & EMERGENCY SERVICE

1-877-267-4764

Emergencies: 24 hours a day
 Non-emergencies: Mon-Fri, 7 AM - 7 PM
 Email: customerservice@gpng.com
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CALL BEFORE YOU DIG 811

May

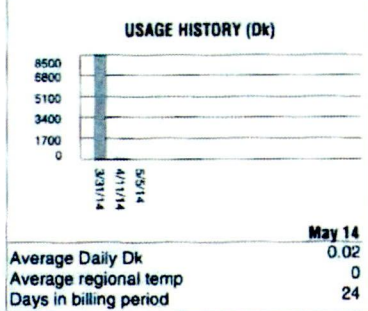
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18	19	20	21	22	23	24
25	26	27	28	29	30	31

Payment Due ▲
 See "Ways to Pay Your Bill" on the back of this page.

Gas Charges

(C)

BILLING PERIOD 4/12/14 - 5/5/14
DAYS 24
METER NUMBER 402425948
METER READ DATE 5/5/14
 Next scheduled read 5/28/14



CURRENT READING	PREVIOUS READING	DIFFERENCE	THERM FACTOR	Dk USED
120.5	120.0	= 0.5	x 0.981171	= 0.5
Basic Service Charge				2.80
Distribution Charge 0.5 Dk x \$1.2516				0.63
Cost of Gas 0.5 Dk x \$4.9136				2.46
City Franchise Fee 3% x \$5.89				0.18
Total Charges				\$6.07
Late Payment Charge				15.39
Ending Total Gas Charges				\$21.46

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Has your mailing address or phone number changed? Check here and provide details on back.



Please enter amount enclosed if different than amount due.

\$

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www.gpng.com

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By Phone: Our self-service automated telephone system allows you to pay your gas bill or deposit anytime it is convenient - 24/7. To make a debit, credit card or check-by-phone payment, simply call our customer service number and follow the prompts to be connected with our independent service provider. A convenience fee for each transaction will apply.

Payment Locations: Pay by check or money order at one of our payment locations, there is no charge for this service. Call Customer Service or visit our website for the nearest payment location. Payments made at a payment

location are not credited to your account until they are received by Great Plains Natural Gas.

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Customers with Service in Minnesota:

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Payments made by check or electronically that are dishonored by the bank will be assessed a returned payment fee.

When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer (EFT), funds may be withdrawn from your account as soon as the same day we receive your payment. The transaction will appear on your bank statement as EFT and you will not receive a copy or an image of your check from your financial institution.

Payments marked with a restrictive legend (Paid in Full, for example) will not act as an accord and satisfaction without our express prior written approval.

Moving? To avoid being billed for service you have not used, please contact us at least two business days before you want service disconnected.

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Account No.: _____

Name: _____

Mailing Address: _____

City: _____ State: _____ ZIP: _____

Phone: (_____) _____ Email: _____