

Missouri is resuming regular business activities and we're here to help! Sent 6/15/20



Dear Valued Customer,

As Missouri works to recover from COVID-19 and begins to re-open, utilities across the state are beginning to resume some of our normal business activities that were put on hold in March because of the pandemic. **Starting July 15, normal collection activities and late fee assessment will resume for all customers.**

We understand that many of you may still be struggling during this unprecedented time. While we cannot waive the charges for your natural gas service, we will work with you to make payment arrangements if you need them or direct you to payment assistance agencies in your area. Our customer service team is committed to working with each home and business to find a solution that best fits your energy needs, and ask that you reach out if there are ways we can help.

- **If you need to make payment arrangements** to help spread your energy costs over time, please call us at 800-927-0787, Monday through Friday between 8 AM to 5 PM.
- **Payment Assistance Programs:** We have contributed funds to local agencies to help people with their utility bills. Please call us at 800-927-0787 or visit our website at www.SummitNaturalGas.com/PaymentAssistance for more information.
- **Online convenience 24/7:** If you prefer to pay and manage your account online whenever and wherever it's most convenient for you, visit www.SummitNaturalGas.com and click on the "Pay My Bill" icon, or click "Login/Register" in the upper right corner to sign up today!
- **Simplify your life:** Enroll in Electronic Billing, AutoPay and Budget Billing. Call us at 800-927-0787 or learn more on our website at <https://www.summitnaturalgas.com/payment-options>.

We are always working to ensure the safety and reliability of our system, and to support our customers as we work through this challenging time. We very much appreciate your business, and hope you and your family are staying healthy and strong.

Sincerely,

Fred Kirkwood,
Senior Vice President,
Customer Development



Summit Natural Gas, Inc.
116 Chiefs Ct.
Branson, MO 65616





Here at Summit, we know that we are only as strong as the communities we serve. In this difficult moment, we have donated twenty thousand dollars to COVID-19 relief efforts in Missouri. We're committed to the communities we live and work in, and our community giving focus has been on relief efforts for those who have suffered from devastating financial, educational and health impacts of the coronavirus pandemic. **We are proud to partner with local hunger relief organizations to help people in need,** supporting customers and community members who are immediately impacted by the COVID-19 crisis.



As Missouri works to recover from COVID-19 and begins to re-open, utilities across the state are beginning to resume some of our normal business activities that were put on hold in March because of the pandemic. **Starting July 15, normal collection activities and late fee assessment will resume for all customers.**

While we cannot waive the charges for your natural gas service, we will work with you to make payment arrangements. Summit Natural Gas has **partnered with local weatherization and low-income assistance providers** to assist our customers who need a little extra help.

[Learn More](#)

continued



Opt-in to paperless billing through the month of June for your chance to win \$250!*

Paperless Billing is convenient and makes a positive impact on the environment. Save paper and sign-up to get email notifications when your bill is ready to view and have access to view past bills and payment history.

[Go Green, Win Green!](#)



Upgrading your home thermostat and shower heads are great ways to help decrease your energy bills and increase your home efficiency! **Summit Natural Gas offers a \$100 rebate on all Nest and Ecobee smart thermostats, water efficiency kits can be requested for FREE** and both can be accomplished without a contractor coming into your home.

[Find out More!](#)



COVID-19 has hit senior residents hard throughout the country. That's where Phil Marcum, Summit's Senior Manager of Business Development, steps in.

Commitment to customers and the communities we serve is one of our core values at Summit. That's why, when Phil learned the Hughes Center was in need of volunteers to deliver meals on wheels in Lebanon, he immediately reached out.

[Learn More](#)



We believe awareness is key to preventing pipeline incidents in your home and in your community. Our safety brochure covers what to do if you **suspect a leak**, information on **safe digging**, **utility line markers** and much more!

[Download our new Natural Gas Safety Brochure](#)



Pay my bill

Pay via Online Customer Portal,
Pay by Phone, Pay by Mail.



Manage my payment options

Signup For Budget Billing,
Paperless Billing or AutoPay.



Summit Natural Gas, Inc.
116 Chiefs Ct.
Branson, MO 65616



"We are here for you" Sent 4/22/20



Dear Valued Customer,

At Summit, we care about supporting our customers and the communities we serve through this COVID-19 outbreak. We realize some customers are facing new challenges because of the pandemic and want to reassure you that we will be here to provide safe, reliable natural gas to your home.

To help support our customers who may be experiencing a financial hardship as a result of COVID-19, **all natural gas disconnections and late fees will be suspended until May 31, 2020.** While we cannot waive the charges for your natural gas service, we will work with you to make payment arrangements if you need them.

- **Payment Assistance:** Our Customer Service team is here to help with a wide array of payment assistance programs, arrangements, or an extension. Please call us at 800-927-0787 or visit our website at <https://summitnaturalgas.com/paymentassistance> for more information.
- **Simplify your life:** Enroll in Electronic Billing, AutoPay and Budget Billing. Call us at 800-927-0787 or you can learn more on our website at <https://summitnaturalgas.com/payment-options>.
- **Online convenience 24/7:** If you prefer to pay and manage your account online whenever and wherever it's most convenient for you, visit www.SummitNaturalGas.com and click on [Login/Register](#) in the upper right corner to sign up today!

Summit Natural Gas is committed to serving you and our community while prioritizing the safety of our customers and employees. We are here to support you, and hope you remain safe and take care of yourself and your loved ones.

Thank you for being our valued customer - we are all in this together.



Summit Natural Gas, Inc.
116 Chiefs Ct.
Branson, MO 65616



“An update on our efforts to address COVID-19” Sent 4/10/20



To our valued customers,

We want to share a little good news in these tough times: this week our parent company, Summit Utilities, pledged to donate \$80,000 in COVID-19 relief to the communities it serves, including ours.

This donation is being made to nonprofit partners that will have an immediate and significant positive impact in communities that have been hit hardest by this unprecedented health crisis.

The focus on relief efforts will be to help those who have suffered from the devastating financial, educational and health impacts of the coronavirus pandemic. Key areas of interest include:

- Educational Support
- Emergency Food Distribution
- Utility Assistance
- Healthcare
- Housing Support
- Employment Support and Job Training for Displaced Workers

Providing these resources is one way that we can support our customers and community members who are immediately impacted by the COVID-19 crisis.

In addition to this support, members of the Summit team are also giving back by supporting local food pantries, delivering meals to those in need and even sewing masks for community organizations. Pictured here is one of our business development managers delivering a weeks' supply of meals to 50 different homes around the Lebanon area.



During this coronavirus pandemic, we are making every effort to work with customers who may need payment assistance, arrangements or extensions, and have suspended natural gas disconnections for nonpayment through May 31st. If you need assistance, please call us at **800-927-0787** or visit www.SummitNaturalGas.com, or contact [Heart of Missouri United Way](#) at 211.

Together, we can help make a difference in the fight against this virus and the economic hardship it has caused our customers. We're honored to be able to give back to the communities we serve during this tough time.

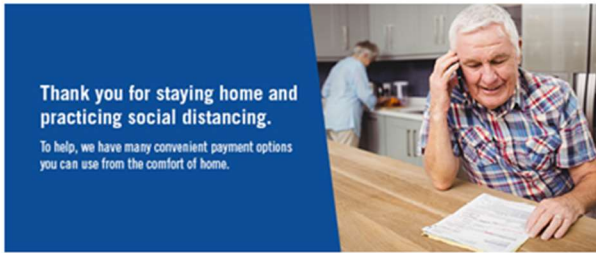
Thank you for being our valued customer. And remember, **we are all in this together.**



Summit Natural Gas, Inc.
116 Chiefs Ct.
Branson, MO 65616



Sent 3/23 "Thank You for Practicing Social Distancing. Summit Makes it Easy to Pay your Bills and Manage your Account From Home"



Thank you for staying home and practicing social distancing.

To help, we have many convenient payment options you can use from the comfort of home.

Dear Valued Customer,

As the scope and impact of COVID-19 continue to evolve, we remain focused on being there for you to heat your home and answer your calls.

With so many members of our community staying home and practicing social distancing, we're getting many inquiries from customers about options for making payments online and on the phone.

We have many convenient options to choose from:

Pay by Phone

Call 877-857-7493 to make a one-time payment using your checking/savings account or debit/credit card. Transactions may take up to five business days to be processed.

Pay and Manage Your Account Online

With our Online Customer Portal, it's easier than ever to review and manage your natural gas account whenever and wherever it's most convenient for you. Once you register and log in, you'll have access to real-time data, payment options and account history –all from the convenience of your computer or mobile device. You can also enroll in Budget Billing, E-bill and AutoPay.

If you have not registered your account, simply visit <https://www.SummitNaturalGas.com> and click the **Pay My Bill** icon or **Login/Register** in the upper right corner to sign up today!

Once you're registered, simply log in any time with your username and password to view your bill, pay your bill electronically with your checking or savings account or debit/credit card. You'll also have full access to downloadable bill statements, payment and transaction history, convenient payment options, and any promotions and program offerings.

Convenient Payment Options

Go paperless with ebill! Save paper and make your record-keeping easier when you register to receive email notifications when your bill is available online.

Enroll in Budget Billing – Even-out your monthly payments and enjoy lower bills in the winter. Budget Billing is based on a rolling 12-month average of your past bills and adjusts to keep your payments more predictable every month.

Sign up for AutoPay – Pay your bill automatically every month directly from your checking, savings, debit or credit card account.

Pay by Mail – Send your payment check or money order, along with your payment stub, in the envelope enclosed with your bill, or mail it to: Summit Natural Gas, Inc. P.O. Box 9257 Des Moines, IA 50306-9257

Payment Assistance – If you or someone you know needs help paying their bills, please call us at 800-927-0787 or United Way at 211. **We are currently suspending service disconnections to our customers.**

Please note: While we will remind you when your bill is due, our employees will never demand immediate payment with a credit card or gift card by phone, email or text message. *In addition, in response to COVID-19, we have suspended disconnection and disconnect notices.* If you feel you have been contacted by scammers, hang up and call us immediately at 800-927-0787. Remember, you can always check your account online at <https://www.SummitNaturalGas.com> any time.

We understand that the challenges presented with COVID-19 are stressful and ever changing. As a company, we are committed to protecting our workforce and the communities we serve while continuing to carry out our mission of providing, safe, clean and reliable natural gas service to you.

Thank you for being our valued customer!



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Dear Valued Customer,

In our continued effort to protect the health and wellbeing of our customers, team members and communities we serve, we wanted to reach out to you directly about the steps we are taking to address the spread of coronavirus disease 2019 (COVID-19).

At Summit Natural Gas we've been monitoring the situation closely and are following recommendations from the U.S. Centers for Disease Control and Prevention (CDC). In addition, we are prepared to respond to situations to ensure that our services remain uninterrupted. We have advised all team members that if they are experiencing any symptoms to remain home as a precaution so as not to infect co-workers or customers they may come in contact with and we've curtailed all non-essential work travel.

Like many businesses, we understand that this spread of the virus has created a fluid and rapidly changing situation that requires close monitoring and a need to adapt quickly. As part of our plan to continue providing safe and reliable service:

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- Customer Service and Emergency Dispatch personnel will continue to be there to address your energy needs.
- To protect the health and safety of our team members and customers, you may be asked if anyone in your household have recently been diagnosed with COVID-19 or been in contact with someone who was recently diagnosed. This will allow our team members to take necessary precautions when we arrive at your home.
- We will continue to monitor and prepare, and we will provide additional information should conditions change.

As always, if you ever smell gas, act fast, and call us at 1-844-528-5520 or call 9-1-1 from a safe location.

We are committed to protecting our workforce and the communities we serve while continuing to carry out our mission of providing, safe, clean and reliable natural gas service. Thank you for being our partner in achieving that mission.

Sincerely,

Kurt Adams
Chief Executive Officer
Summit Natural Gas



Summit Natural Gas, Inc.

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