



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; please reach out to learn about the 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 or Budget Billing. Call us at **800-927-0787** or learn more on our website at 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