

March 11, 2021

Dear Customer,

We understand your concerns regarding the recent extreme weather and its effect on your natural gas bill. We want to assure you that bills for February gas usage will not include the extraordinarily high gas prices from the historic winter storm.

Furthermore, we are working closely with The Railroad Commission of Texas and other gas utilities across the state to structure a solution that recovers February's unexpectedly high gas costs with minimal impact to customer bills. Until decisions are made by the regulators, your bill will reflect normal seasonal gas prices.

Please refer to the website (www.txgas.net) for any and all updates on the proposed methodology for gas cost recovery. We will also send out a separate notification once additional guidance is received from the regulators. Until then, the gas cost portion of your bill will reflect normal gas prices.

Keep in mind that your bill may still be higher due to the volume of gas used during the historic weather event.

Lastly, we are proud to report that throughout the winter weather event, gas supply was virtually uninterrupted for our customers. We are thankful for our dedicated team members that worked tirelessly over the extreme winter weather to ensure safe and reliable service would continue to customers throughout the state.



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