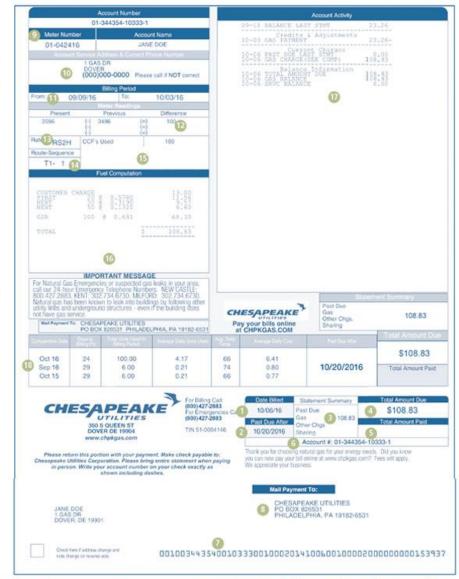
Chesapeake/Eastern Shore Bill

How To Read Your Bill

To help you read your bill, here are the key elements:

- 1. Your account billing date.
- 2. Please make payment by this date.
- Your statement summary identifies and itemizes all charges to your account.
- Your total payment amount for all charges due.
- The location to write in how much you are submitting when paying your bill via check or money order. When submitting a payment, please include the lower portion of the bill.
- 6. Your customer account number. Please remember to include this number on your check or money order when you pay your bill. You will also need to reference this number if you contact us about your gas service.
- 7. Your payment instructions.
- The address to remit your payment to and telephone number of the Chesapeake Utilities location servicing your account.
- Your meter identification number which tells us what kind of meter you have.
- Your service address tells us where gas is being used.
- Your billing period is from the date of your previous meter reading to the date of the present meter reading.
- 12. Your meter reading is broken down by "Present"—this month's reading, "Previous"—last month's reading and the "Difference"—the amount of gas used during the period.
- 13. Your rate is based on your primary natural gas use and amount of usage, RS1H and RS2H identifies residential service heating customers; RS1O and RS2O identifies residential service other customers (for services other than heat).



- 14. Your route-sequence number is the order in which we read your meter.
- 15. Ccf's used identifies the amount of gas you used between the Previous and Present meter readings. This figure is used to calculate your bill.
- Fuel computation identifies how we have arrived at the amount of your bill.
- Your account activity is detailed here. Any payments, charges or adjustments to your account will appear here.
- 18. The comparison chart will help you understand the amount of gas you use. It shows the present month, the previous month and the same month last year. It also includes:
- The number of days in each billing period
- . The total Ccf's used in each billing period
- The average units used daily (calculated by dividing the total Ccf's by the number of days)
- The average daily temperature
- The average daily cost



