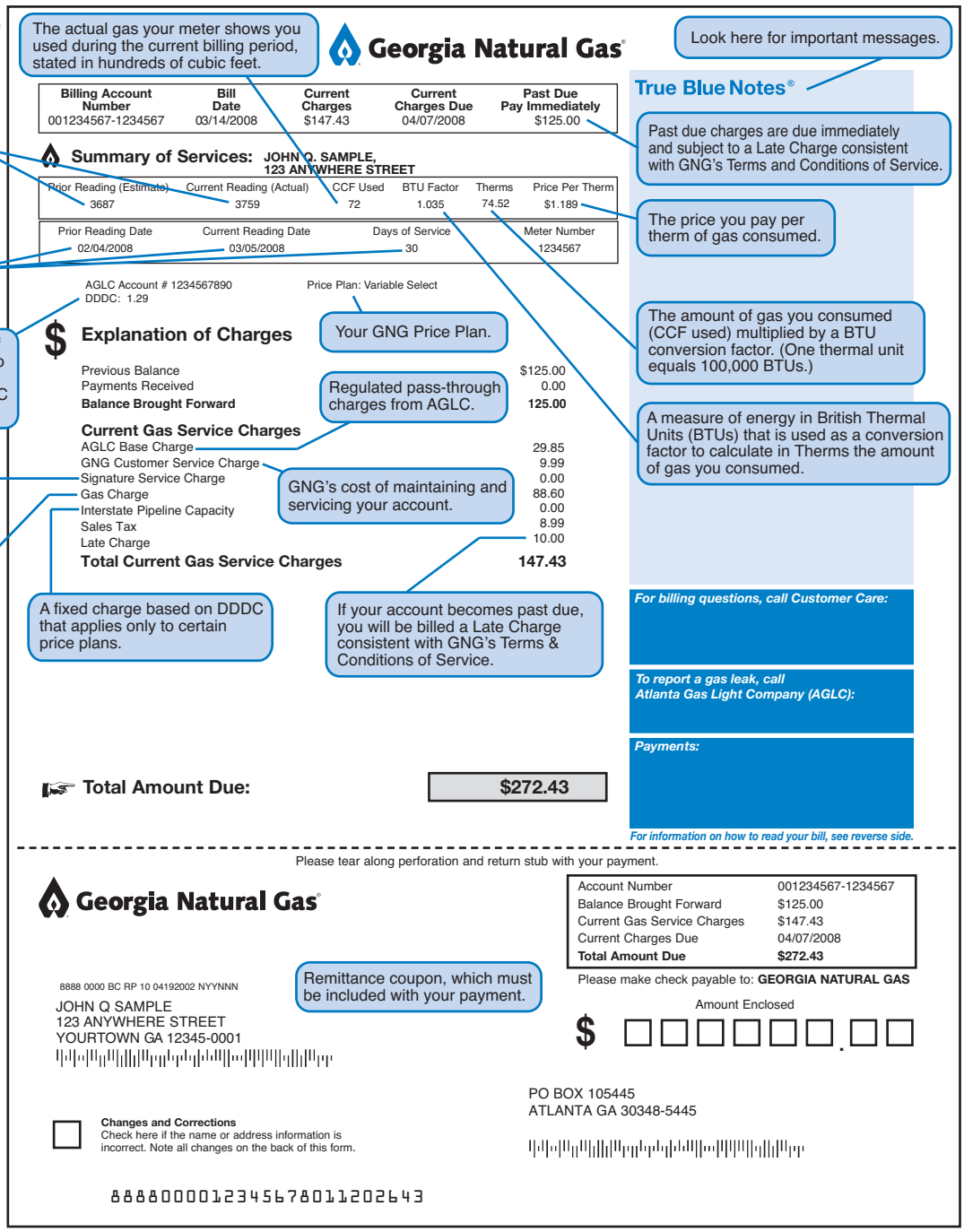
How to read your gas bill.

Please note that the numbers and charges used are for illustrative purposes only and may not match the numbers on your actual bill.



Corrected Bill: If your bill contains charges that were billed incorrectly or were previously unbilled, you are entitled to an extended payment arrangement. In that case, GNG will not assess late charges if you remain current with your payments. Contact GNG's Customer Care Center for details.

Bill Dispute Policy: If you think your bill is incorrect or you need more information, contact us within 30 days of receiving your bill. Write to GNG Correspondence Department, P.O. Box 440667, Kennesaw, GA 30160-9512, call 770-850-6200 or 1-877-850-6200 (toll free), or fax 770-763-5775. You must pay by the due date any portion of your bill not in dispute.

Miscellaneous Adjustment: From time to time GNG may issue customers a debit or credit that does not fit into a common GNG adjustment category. In those instances, the adjustment is classified as "miscellaneous."

Electronic Funds Transfer: When you pay your bill by check, you authorize us to make a one-time electronic debit from your banking account. If you do not wish to participate in our check conversion program, please call us at 1-888-420-0772.

Please mail all inquiries and correspondence to:
Georgia Natural Gas
P.O. Box 440667
Kennesaw, GA 30160-9512

Account Changes

Please indicate below only the information that is changing.

_____
name

_____
address

_____
apt./suite #

_____
city/state/zip

To obtain gas marketer pricing information, visit the Georgia Public Service Commission online at www.psc.state.ga.us.

GNG Payment Options:

1. Through our online customer care system at onlygng.com.
2. Check or money order via the mail.
3. Automatic bank draft.
4. Payment stations - call 1-800-551-8001 and press Option 1 to find the authorized Western Union® Agent location nearest you.*
5. Pay by phone with check or VISA, MasterCard, Discover Card or certain ATM/debit cards using SpeedPay® automated pay service. Call 1-800-218-4926 and follow the recorded directions.*

Visit our website at onlygng.com or contact our Customer Care Center for more information about the above payment options.

**Pay Stations and SpeedPay® assess a processing fee for each transaction.*