

**JPC Energy, LLC 1008 E 4<sup>th</sup> Street DeQuincy, Louisiana 70633**  
*Office /24 Hr Emergency Number 337-786-6251 Office hours: 9:00 to 3:00 M – F*

## **Customer Billing & Service Information**

Your gas bill is due no later than 15 days from the date of the bill. Your payment is late if received after the Due Date. If no bill is received please contact JPC Energy, LLC and get the Balance Due to avoid disconnection

**What's On your Bill:** Meter Reading, Reading Dates Consumption in CCF, Due Date, Amount Due

### **Options to Pay Your Bill:**

- Mail your payment before the Due Date and allow 7 to 10 business days for payments to process.
- Payments can be made by phone during business hours using a Debit or Credit card.
- You can provide your Information to us and we will use your Debit/Credit Card to make your payment for you prior to the Due Date
- Payments can be made in person during business hours or dropped off at our Office anytime.

### **Cause for termination of Service**

- Without Notice where a dangerous condition exists for as long as the condition exists
- Unsafe and/or sub-standard conditions involving customer owned piping, appliances. (Leaking gas, faulty appliances)
- Failure to Pay Bill rendered with Disconnection Notice per the terms of that Notice
- Failure to comply with Deposit or guaranty arrangements
- Failure to comply with terms of Deferred Payment arrangements
- Tampering or damaging Companies Meter or other equipment
- Use of gas in violation of any law, ordinance or regulation
- Refusal of access for company to read, maintain or repair lines and equipment

### **Deferred Payment Arrangements**

If you cannot pay your bill contact us to make arrangements before the Cut-Off Date.

### **Health Emergency**

If discontinuance of gas service would cause someone at your home to become seriously ill or more seriously ill you may avoid termination of service for 20 days.

- Prior to Date of termination JPC Energy, LLC must receive a written request
- Agree to a Deferred Payment Plan

### **Help Agencies**

Call 211 to find various Agencies in your area that may be able to help with your gas bill

### **Accessibility to Your Meter**

Access to your meter is very important for Meter Reading, normal maintenance and in case of Emergency we may need to turn off the Meter. Also, if the Meter cannot be accessed due to vegetation, unfriendly animals or locked gates we may need to estimate your bill.

### **How to Read Your Meter**

- Read the dials left to right
- If the hand is between two numbers, always select the lower number. When the hand is between "9" and "0", then "9" is considered the lower number.
- When the hand looks as though it is DIRECTLY on the number, look at the dial to the right. If the dial on the right has passed "0", use the number on the hand. If the dial on the right has not passed "0", use the number less than what the hand is on. The Reading below is 6187



*We appreciate your business. Please contact us at any time with any questions or concerns you may have.*

**If you suspect a leak immediately call the number on the top of this notice.  
Call 911 in case of fire or other emergency conditions**