

Understanding Your Bill: Infinite Advance

We want you to know exactly what's on your bill. This easy guide gives an explanation of the charges and information you can expect each month.



Infinite Energy's phone numbers.

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7001 SW 24th Ave.
Gainesville, FL 32607-3704

Address Service Requested

Billing Inquiries: 770-661-1870 (Atlanta/Local) / 1-877-342-5434 (Toll Free), Hours: 8-6 M-F
For Emergencies (24 hours a day): AGLC 1-877-427-4321 (toll free), 770-907-4231

Service Address:
123 INFINITE DR
ATLANTA, GA 30303

Rate Type: Variable
DDDC: 0.044075

Account Number: 1234567890
Account Name: THERMAN
AGLC Account: 1234567890
Invoice Number: 12345678901503
Invoice Date: 03/10/2015
Due Date: 03/30/2015

Monthly Usage (Therms)

This is a unique identifier for your Infinite Energy account. Please use this number on all correspondence to help us quickly locate your account.

Total days of service based on the dates your meter was read.

ALL METER SERVICES ARE PROVIDED BY ATLANTA GAS LIGHT COMPANY (<http://www.aglc.com>)

Meter Number	Days of Service	Read Begin	Read End	Previous Read	Current Read	CCF's Used	BTU Factor	Therms Used	Therm Rate	Gas Charge
000111111	29	01/15/15	02/13/15	5790	5816	26.0000	1.0280	26.7000	1.059	28.28

LATE FEE REMINDER: A LATE FEE WILL BE APPLIED TO ANY BALANCE UNPAID BY THE DUE DATE SPECIFIED ABOVE IN THE AMOUNT OF \$10.00 OR 1.5% OF THE UNPAID BALANCE, WHICHEVER IS GREATER, AS PERMITTED BY THE GEORGIA PUBLIC SERVICE COMMISSION.

RETURNED PAYMENTS: A \$30.00 FEE IS CHARGED FOR ALL RETURNED PAYMENTS

AGLC's phone numbers.

Total gas use measured in therms.

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Price you pay per therm.

Actual charges from the prior billing period.

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Detail of Charges

Previous Activity	Amount	Current Charges	Amount
Previous Balance	\$38.84	Balance Forward	\$0.00
Payment Received	-\$38.84	Next Month's Estimate	\$32.66
Balance Forward	\$0.00	Prepaid Adjustments	\$9.01
		Customer Service Fee	\$7.95
Adjustments to Prepaid Amount:			
	Amount		
Previous Estimate	\$36.33		
Actual Charges	\$45.34		
Gas Charge	\$28.28		
AGLC Base Charges MARCH 2015	\$17.06		
Total Prepaid Adjustments	\$9.01		
Subtotal			
			\$49.62
Taxes			
			\$3.20
Total Due on or before 3/30/2015			\$52.82

Next month's estimated usage and base charges.

Base charges are assessed by AGLC for the costs of delivering natural gas to your home or business. These are approved by the Georgia Public Service and passed through to you without markup from Infinite Energy.

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Administrative fee.

The difference between your estimated charges and your actual charges.

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The cost of the actual gas used during the billing period.

The difference between your estimated charges and your actual charges.

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Sales tax collected by taxing authorities, such as the state, county, city and special purpose districts.

Frequently Asked Questions

What does my first payment cover?

Your initial estimate will include up to three charges:

- A \$60 turn-on charge, \$25 of which is a pass-through charge from Atlanta Gas Light (AGLC)
- An estimation of your expected gas usage with our Infinite Advance variable rate
- Base charges from AGLC

What adjustments are made to my first estimate?

When we receive actual charges from AGLC, we list them as an adjustment on your invoice. We will display your actual usage, base charges and turn-on charges, as well as the difference between your previous estimate and the actual charges. Due to billing cycles, adjustments to your first estimate may not appear until your third invoice.

Why did I get a bill without any adjustments to my previous charges?

We only adjust your estimated charges when we receive usage and base charges from AGLC for your service location. If we don't receive charges from AGLC, we can't make any adjustments, so your charges may not be reconciled for up to three billing cycles.

When will I receive my first bill?

You should expect your first invoice within seven business days after your service turn-on appointment has been completed. Invoices will then be billed every 30 days. All payments are due 20 days from the bill date.

What do my monthly invoices cover?

Your monthly invoices will display a new estimated charge, a \$7.95 monthly customer service fee, and sales taxes. If any adjustments have been completed, these will appear on the invoice as "Prepaid Adjustments."

What can I expect with my invoices?

Your invoices will detail your new charges as well as any adjustments to previous charges. Keep in mind that not every invoice will display adjustments.

You will also receive a disconnection notice. Receiving this notice doesn't necessarily mean that your service is at risk. However, your natural gas service must be paid on time and in full before the gas is used. Check your invoice for a past-due balance to determine whether your account is past due.

If you have any additional questions about your Infinite Advance account, please contact our Customer Care Center at (877) 342-5434 or at Care@InfiniteEnergy.com. Our representatives are available Monday through Friday, 8 a.m. to 6 p.m. EST.