Streamline

November 2008

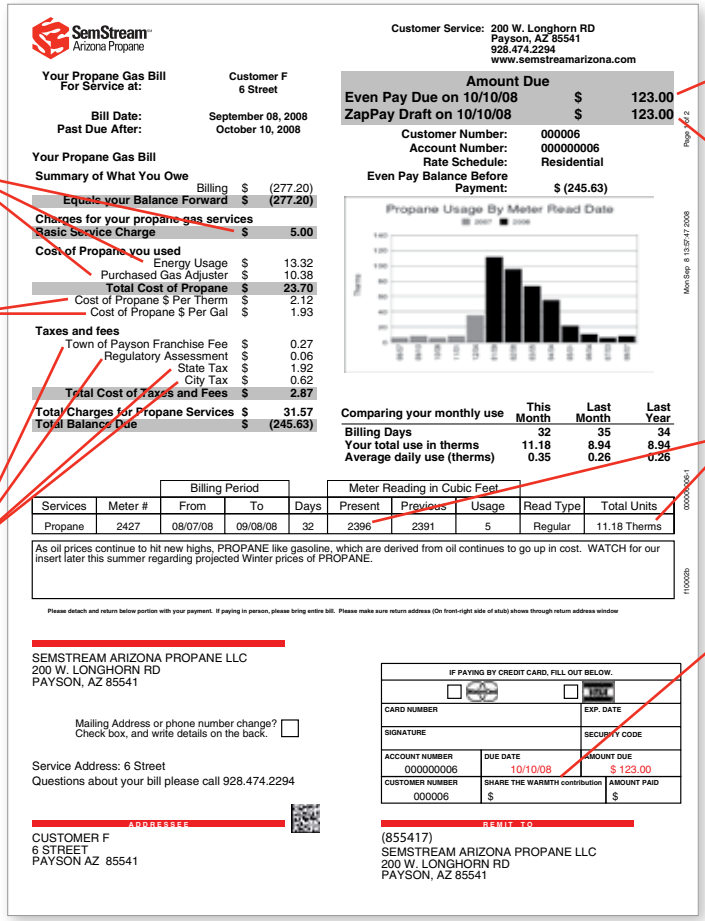
Introducing a New and Improved Monthly Gas Bill

A new, detailed propane gas bill is now available for all of our customers! We are excited to unveil our newly designed monthly bill because it offers useful information geared towards meeting the needs of our valued customers.

Your newly revised bill includes special items such as your propane usage throughout the year and a glossary of terms. Also included is an explanation of ACC Regulated Rates, as well as required taxes and fees assessed by the City and State Government

On the back of the new gas bill, you can find additional information explaining various services SemStream Arizona Propane offers its customers.

SemStream Arizona Propane works very hard to keep costs down and to be good stewards of the public trust. With the newly designed gas bill, we have aimed to show our customers a complete summary of their propane account. So take a moment to glance over the redesigned bill, and see what's new!



SemStream Arizona Propane

Customer Service: 200 W. Longhorn RD
Payson, AZ 85541
928.474.2294
www.semstreamarizona.com

Your Propane Gas Bill For Service at: Customer F 6 Street

Bill Date: September 08, 2008
Past Due After: October 10, 2008

Amount Due
Even Pay Due on 10/10/08 $ 123.00
ZapPay Draft on 10/10/08 $ 123.00

Customer Number: 000006
Account Number: 000000006
Rate Schedule: Residential
Even Pay Balance Before Payment: $ (245.63)

Your Propane Gas Bill

Summary of What You Owe
Billing $ (277.20)
Equals your Balance Forward $ (277.20)

Charges for your propane gas services
Basic Service Charge $ 5.00

Cost of Propane you used
Energy Usage $ 13.32
Purchased Gas Adjuster $ 10.38
Total Cost of Propane $ 23.70
Cost of Propane $ Per Therm $ 2.12
Cost of Propane $ Per Gal $ 1.93

Taxes and fees
Town of Payson Franchise Fee $ 0.27
Regulatory Assessment $ 0.06
State Tax $ 1.92
City Tax $ 0.62
Total Cost of Taxes and Fees $ 2.87

Total Charges for Propane Services $ 31.57
Total Balance Due $ (245.63)

Propane Usage By Meter Read Date

Comparing your monthly use	This Month	Last Month	Last Year
Billing Days	32	35	34
Your total use in therms	11.18	8.94	8.94
Average daily use (therms)	0.35	0.26	0.26

	Billing Period			Meter Reading in Cubic Feet				
Services	Meter #	From	To	Days	Present	Previous	Usage	Read Type	Total Units
Propane	2427	08/07/08	09/08/08	32	2396	2391	5	Regular	11.18 Therms

As oil prices continue to hit new highs, PROPANE like gasoline, which are derived from oil continues to go up in cost. WATCH for our insert later this summer regarding projected Winter prices of PROPANE.

Please detach and return below portion with your payment. If paying in person, please bring entire bill. Please make sure return address (On front-right side of stub) shows through return address window

SEMSTREAM ARIZONA PROPANE LLC
200 W. LONGHORN RD
PAYSON, AZ 85541

Mailing Address or phone number change? Check box, and write details on the back.

Service Address: 6 Street
Questions about your bill please call 928.474.2294

IF PAYING BY CREDIT CARD, FILL OUT BELOW.

CARD NUMBER		EXP. DATE
SIGNATURE		SECURITY CODE
ACCOUNT NUMBER 000000006	DUE DATE 10/10/08	AMOUNT DUE $ 123.00
CUSTOMER NUMBER 000006	SHARE THE WARMTH contribution $	AMOUNT PAID $

ADDRESSEE
CUSTOMER F
6 STREET
PAYSON AZ 85541

REMIT TO
(855417)
SEMSTREAM ARIZONA PROPANE LLC
200 W. LONGHORN RD
PAYSON, AZ 85541

Total/EvenPay Due

ZapPay Autodraft – The easiest way to pay your bill!

ACC Regulated Rates

Gallon and therms cost compared here. You also can see how gas is billed in therms.

A therm contains more energy than a gallon. 1.0 therm = 1.1 gallon

Required government taxes and fees

Reading on your meter. Converts to therms using formula found in glossary on back page.

Help your neighbors in need of warmth! We'll match your contribution.

SemStream Arizona Propane

Streamline

Pay the same amount each month with EvenPay! No surprises and hassle-free. No more strain on your budget with high heating bills.

Leaving town? We can arrange to send your monthly bill to your out-of-town address.

ZapPay is the easiest way to pay your bill! This payment method offers convenience and ease.

Simplify access in your yard.

Properly maintain your piping! We want our customers to join us in putting safety FIRST.

Call us! As always, if you have any questions, we are only a phone call away.

What does my bill mean? A glossary of terms is provided for further bill explanation.

Before you dig, call 811!

Need to update your address or phone? Please fill out the new information here.

SemStream Arizona Propane

If You Move
When you call about closing your current account, the customer service representative will ask you for your new address. If your new address is in our service area, the representative will arrange for gas service to be conveniently turned on.

How To Close Your Gas Account
If you need to discontinue gas service, please call us at least 24 hours before you move. We will need to read the meter before closing your account. You are responsible for payment of the bill for gas service in your name, even if you make an arrangement with someone else at the service address. ***To protect yourself and your credit, remember to have your gas account discontinued.***

Estimated Bills
Your bill readings will be estimated when no meter reading is available, which we rarely have to do. The estimate is based on the prior month's bill amount, adjusted for weather. Estimated meter readings are self-correcting when an actual reading is taken, and any over or under billing will be corrected.

Paying Your Bill
Payments are due 10 days after billing. Payment may be made in person at our local office in Payson, left in the "Night Drop Box" at the local office or mailed in the envelope enclosed with this bill. You also may leave your payment in the drop box located at Payson Town Hall. Drop box payments are collected and posted to the customer records daily, except weekends. **ZapPay is a worry-free payment choice, convenient for you at home or when planning a vacation. Sign up for ZapPay, our automated funds transfer program: your bill payment will be automatically transferred from your checking or savings account each month.** The company reserves the right to suspend service for non-payment of bills for gas service, non-payment of service establishment charges, non-payment of deposits, and for non-payment charges resulting from damage to company equipment, as well as refusal to allow access to company equipment during business hours, or failure of the customer to follow through on their payment arrangements. Service discontinued because of non-payment will only be restored after satisfactory arrangements have been made by the customer. In addition, there will be an advance payment of the reinstatement charge. In no case will the reinstatement charge be less than $25.00.

If You Have Problems Paying Your Bill
If you are having problems paying all or part of your bill, please let us know. Our company policy is to do our best to work out bill arrangements. However, we can't make arrangements unless you call to let us know you are having difficulties in paying your bill.

Accounts with bills more than 30 days past due are subject to termination of service with a reconnect charge to restore service when the bill is paid. ***We don't want to shut off your gas service, so please call us and make arrangements to pay your bill if it is past due. The Arizona Corporation Commission has approved that any accounts may be terminated all months of the year.***

Assistance In Paying Your Bill
Assistance in paying fuel bills is available for low-income customers at the following office:
Community Action Program
107 W Frontier Street
Payson, AZ 85541
928.474.1759

Late Charges
Any account balance that is 30 days or more past due will be assessed a late fee of 1.5% per month (18% per annum).

The Even-Pay Billing Plan
Under this budget plan, you pay approximately the same amount on your gas bill each month. You don't have to worry about the high heating bills straining your budget. Your meter is read each month and your bill will reflect exactly how much gas you have used, but you pay only the EVEN-PAY amount. Your billing statement in April will reflect your EVEN-PAY amount for the coming year. Payments for that amount will start in May. Your account may be reconciled mid-year if your usage consistently is exceeding our estimate.

Deposits
Residential deposits normally are refunded with 6% interest after one year of no more than two payments delinquencies. If you move before the year is over, we will transfer your deposit to your new address within our service area or apply it to your final bill. An additional deposit will be required on accounts with a history of delinquency. If there are repeated delinquencies on your account, the company will request a deposit equal to two times the estimated average monthly bill.

If You Are Going Away From Your Home
We can arrange to send your bill to your out-of-town address when you are away. If you are planning a winter vacation, it is wise to have someone visit your property frequently to make sure your home's equipment is working properly.

Equipment and Access
All equipment associated with the gas system, such as the meter, risers, regulators, etc. belongs to SemStream Arizona Propane. It is MANDATORY that our personnel have access to the equipment. If your yard is locked or you have an aggressive dog, please contact our office to make arrangements for our personnel to enter your yard.

Buried Propane Lines on Your Property that You Own
It is possible that you own buried propane lines on your property. Examples include lines connecting to outbuildings, barbecues or gas lights. SemStream Arizona Propane does not maintain customer-owned piping, but we do maintain the line up to your propane gas meter. If you do not properly maintain your piping, it may be susceptible to corrosion and leakage. Make sure that you periodically inspect your pipeline for leaks and corrosion, and immediately repair any unsafe condition that is found.

Purchased Gas Adjuster (PGA)
As gas costs fluctuate in the market place, those cost changes are passed along directly to our customers. The Purchase Gas Adjustment (PGA) is the amount that is added to or subtracted from our current rates in order to insure that the customer is paying market pricing.

Gas Costs
All propane gas costs are passed along to customers without markup.

We Are Only A Phone Call Away
To call your local office for assistance, or an emergency:

Business Office: 928.474.2294

Emergencies: 928.474.2294

Before You Dig, Call Blue-Stake
Dial 811

It is the law! Avoid injuries! Save time and money!

For more information, visit: www.semstreamarizona.com

The Arizona Corporation Commission
Utilities Division can be reached at:
1200 W. Washington
Phoenix, Az 85007
602.542.4251
Toll Free: 1.800.222.7000

Glossary of Terms

Basic Service Charge: This is a flat monthly fee representing some of the fixed costs that go into making gas available at your home or business regardless of your usage, the time of year or market prices.

Gas Usage Charges Based Upon The Volume You Use Each Month.

Gas Usage Charge: This represents the cost per therm of gas you use. These rates are set by the Arizona Corporation Commission after they have reviewed all of the company's cost of providing service. A portion of the rate reflects what the Commission determined was the cost of purchasing gas at the time the rate was set.

PGA (Purchased Gas Adjuster): The PGA cost reflects the difference between the base cost of gas (already built into the gas company's gas usage rates) and the company's actual cost of the propane. It is a mathematical calculation that factors the actual cost of the propane you used on a 12-month rolling average.

Fuel Surcharge: The Fuel Surcharge is a recovery mechanism applied to the volume of gas you use each month. If because of the 12-month rolling average the company has under-collected (or over-collected) for the uncharged gas costs, the Fuel Surcharge helps to correct those differences.

Billing Factor: Since the propane is delivered to your home as a vapor, the meter reads in cubic feet of the gas. The present read minus previous read equals usage. Usage is then converted to cubic feet. To determine the number of cubic feet -- If your meter has 4 dials we multiply the usage times 100. If your meter has 5 dials we multiply the usage times 10. The Billing Factor converts the cubic feet read by the meter to units of heat energy, which are called therms. Therms equals cubic feet times billing factor (.02235744).

Therm/Gallon Comparison: 1.0 therm = 1.1 gallons. A therm contains more energy (BTUs) than a gallon.

It is important to note that gas companies are not allowed to make a profit on the cost of propane. You pay the gas company for use on a dollar-for-dollar basis. The gas company earns a rate of return based upon the cost of delivering gas to customers and associated services.

New Address and or Phone Number: _____

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SemStream℠ Arizona Propane

www.semstreamarizona.com