

# Changes are Here!

## What You Need to Know

Summit Utilities' transition from CenterPoint Energy's system is complete, and we are pleased to now provide all billing and customer services from our new platforms beginning November 1st!

### These changes include:



**New Account Number**



**New Bill Design** (see inside for details)



**New Customer Account Management Web Portal** (see inside for information on how to enroll!)



**New Customer Service Call Center Based in Arkansas**



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## Welcome to the New Summit Utilities Online Customer Portal!

We encourage you to create an online account to easily manage your natural gas service all in one place!

If you were previously enrolled in the CenterPoint Energy online portal, you will be able to use the same credentials to log into the new Summit Utilities Customer Portal. The first time you log in, you will be prompted to reset your password.

If you're new to online account management, setting up a Summit Utilities account is convenient, secure, and simple! By creating an account, you'll be able to access an array of great features and benefits pertaining to your natural gas service for your home or business, including:

- 24/7 access
- Pay your bill
- View various bill pay options
- Sign up for paperless billing
- Enroll in Average Monthly Billing
- Enroll in AutoPay
- View your energy usage
- Start, stop, or transfer your service

**And more!**

**Online self-service is just a click away!**  
**Visit [MySummitAccount.com](https://MySummitAccount.com) and click the orange "Login/Register" button at the top of the page.**

## Important Information About Your New Summit Utilities Account:

- **Where to find your new account number:** Your new account number is located at the top right corner of your new natural gas bill.

*Note: If you have your previous account number, you can visit [SummitUtilities.com/Lookup](https://SummitUtilities.com/Lookup) or call Customer Service to retrieve your new account number. In Arkansas and Texarkana, call 800-992-7552, and in Oklahoma call 866-275-5265.*

- **Electronic Banking through your bank:** Be sure to update your bill pay service with your new account number and Summit Utilities information to avoid a delay in posting your payment.
- **Pay by mail:** If you mail your payment, please use the payment stub at the bottom of your bill. Your new account number will be noted on the bill and on the payment stub. Please write your new account number on your check and use the envelope included with your bill to mail your payment. Note: there will be a new address for payments on your payment stub. Please allow seven days for mailing and processing.
- **Automatic Payments (AutoPay or Recurring Bank Draft):** If your CenterPoint Energy account was enrolled in automatic payments, no action is required. Your account will continue to be paid automatically. Please note: the payment vendor that Summit Utilities works with for the auto pay services will be different than CenterPoint Energy's.

- **Online Account Payment:** Visit [MySummitAccount.com](https://MySummitAccount.com) and click on Login/Register at the top of the page. If you were previously registered online, you may use your old CenterPoint Energy username and password to log in and will be prompted to change your password. New users may set up your new online account using your new account number. Then, choose your preferred payment option and enter payment information. Make a payment using your checking or savings account with NO FEE. Credit/Debit transactions will incur a \$2.60 convenience fee.\*

- **Non-Enrolled/One-Time Online Payment:** Visit [SummitUtilities.com](https://SummitUtilities.com) and click on "Pay My Bill" at the top of the page. Enter your new account number, then choose your preferred payment option and enter your payment information. Make a payment with your credit, debit, checking, or savings account. A convenience fee of \$2.60 will apply.\*

- **Pay by Phone:** To make a payment via phone, please call 844-471-0064 in Arkansas and the Texarkana area, and in Oklahoma call 844-471-0099. A convenience fee of \$2.60 will apply.\*

- **Pay at a Kiosk or Payment Agency:** You will need to bring your payment stub with your new account number on it. For kiosks, enter your new account number found on the enclosed bill, then choose either Summit Utilities Arkansas (including Texarkana, TX) or Summit Utilities Oklahoma. Choose your preferred payment option and enter your payment information. A convenience fee may apply.\*

- **Paperless Billing:** Instead of an email from CenterPoint, you'll now receive an email from Summit Utilities every month to let you know when your natural gas bill is available to securely view and pay online or through your preferred payment method.

*\* This processing fee goes directly to our third-party merchant. Summit Utilities does not receive any portion of this fee.*

# Welcome To Your New Summit Utilities Bill!

Our new bill design makes it easy to see what you owe and when it's due, as well as detailed information to help you manage your natural gas account. To assist with any additional questions you may have about the new bill or online customer portal, call Customer Service at 800-992-7552 in Arkansas and the Texarkana area, and 866-275-5265 in Oklahoma.

**1. Service Address** – Where your gas service is located (may be different from your mailing address).

**2. Bill Amount & Due Date** – Easy to read, so you know when your bill is due and how much you owe.

**3. Your NEW Account Number** – Your Summit Utilities account number is specific to your service location. Please refer to this number when requesting information about your account or when making any payments.

**4. What Do I Need To Know?** – Important news, updates, and messages from Summit Utilities.

**5. What Have I Used?** – Usage information is detailed to show your meter reading information and how your usage amount is calculated.


**6. Your Monthly Gas Usage** – Bar graph provides at-a-glance usage over past 13 months (if available).

**7. What makes up my bill** – Includes any balance due, late fees, and natural gas service charges.

**a. Delivery and Service charges** – The cost to deliver the gas to your home or business and other customer charges.

**b. Supply charges** – The cost of the natural gas itself.

**8. Payment stub** – If paying by mail, please return the payment stub with your payment.



**Summit Utilities**  
PO Box 2414 | Fort Smith, AR 72902-2414

Service Address: [REDACTED] Rate Code: **OK02RS1**

Account: [REDACTED]

**What Do I Owe?**  
**\$166.58**

**When Is It Due?**  
**10/24/2022**

**WHAT HAVE I USED?**

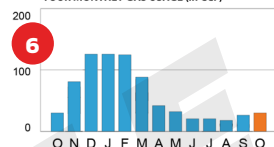
Bill Date: **10/04/2022** Mail Date: **10/6/2022**  
Normal Meter: **A1321014097**

Meter Read Dates	Current Reading	Previous Reading
08/30/22-10/03/22	500	470

Volume x Pressure Factor x Pressure Correction = FINAL Consumption  
30 x 1 x 1 = 30 CCF

Your current gas charges for 34 days usage **\$1.94 per day**

**YOUR MONTHLY GAS USAGE (in CCF)**



A Heating Degree Day (HDD) is a measure of address used by the National Weather Service. Colder weather will increase the degree day count.

Month	Oct 2021	Nov 2021	Dec 2021	Jan 2022	Feb 2022	Mar 2022	Apr 2022	May 2022	Jun 2022	Jul 2022	Aug 2022	Sep 2022
Days in Billing Cycle	31	34	30	31	30	31	30	31	30	31	30	31
HDD's in Billing Cycle	75	9	30	30	30	30	30	30	30	30	30	30
Actual Usage, CCF												

**WHAT MAKES UP MY BILL?**

Previous Balance	Late Fee	Payments/Credits	Last Payment Date	Balance Forward
\$100.67	\$0.00	\$0.00		\$100.67

Delivery and Service Charges		\$33.10
Customer Charge		\$16.66
Distribution Rate	10.00000 @ \$0.947000	\$9.47
Distribution Rate	20.00000 @ \$0.162200	\$3.24

Supply Charges		\$29.17
Gas Supply Rate	30.00000 @ \$0.97233	\$29.17

Tax and Other Charges		\$3.64
City Franchise Fee		\$1.16
County Tax 0.70%		\$0.41
City Tax 3.50%		\$2.07

**Account Summary**

Current Statement Charges: \$65.91  
Total Amount Due by 10/24/2022: **\$166.58**

Summit Utilities  
PO Box 2414 | Fort Smith, AR 72902-2414

Call your Summit office concerning billing, service, or to discuss payment arrangements.

**Total Amount Due by 10/24/2022 \$166.58**



Amount due if received after due date: **\$169.08**

PAY ONLINE: [SummitUtilities.com](http://SummitUtilities.com) and enroll in paperless billing.

Summit Heating Assistance Fund Contribution  
\$10  \$5  \$1  or \$\_\_\_\_\_00

Amount Enclosed \$

P: 000001 - EYNNNNN

Scan for a video walk-through of our new bill design.



# Quick Reference Guide

## If You...

## Do this:

Pay using your Bank's Electronic Banking	Provide your new account number and Summit Utilities information to your bank to avoid a delay in posting your payment.
Pay by check by mail each month	Please write your new account number on your check and use the payment stub attached to your bill. Note: new payment address on the payment stub.
Pay online using online account	Visit MySummitAccount.com and click on Login/Register. If you were previously registered online, you may use your old CenterPoint Energy username and password to log in, and will be prompted to change your password. New users may set up your new online account using your new account number, too. Click Pay My Bill and choose your preferred payment option and enter payment information.
Pay online without an online account	Visit MySummitAccount.com and click on Pay My Bill. Use your new account number, then choose your preferred payment option and enter payment information.
Are enrolled in AutoPay	Your bill will continue to be paid automatically each month.
Are enrolled in Paperless Billing	You will continue to receive an email from us every month to let you know when your gas bill is available to securely view and pay online or through your preferred payment method.
Pay by phone	To make a payment by phone, call 844-471-0064 in Arkansas and the Texarkana area, and 844-471-0099 in Oklahoma, and enter your new account number when making a payment.
Pay at a kiosk or payment agent (Walmart, banks, etc.)	Please remit your payment stub and include your account number on any check when making a payment. At self-service kiosks, enter your new account number when making a payment and choose Summit Utilities Arkansas (including Texarkana) or Summit Utilities Oklahoma.



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### Our customer service numbers will remain the same:

Arkansas/Texarkana  
800-992-7552

Oklahoma  
866-275-5265

### Our call center will be open Mon-Fri from 7am-7pm

Customers may experience longer wait times when calling Customer Service due to the potential for higher call volumes. We understand changes like this can be challenging, and we appreciate your patience following the transition.