

Phone Numbers

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| Natural Gas Emergencies, 24-hour response | 218-730-4100 |
| Water and Sewer Emergencies, 24-hour response | 218-730-4000 |
| Customer Service, Budget Billing, EasyPay, Rates | 218-730-4050 |
| Comfort Policy, Home Energy Loans | 218-730-4050 |
| Home Energy Check-up | 218-525-3078 |

Mailing Address

Public Works & Utilities Department, P.O. Box 169001, Duluth, MN 55816-9001

Customer Copy

The upper portion of this statement is your copy and itemizes the details of your account since your last billing. Please save for your records.

Meter Reading Policy

Each gas and water meter shall be read monthly except when inclement weather or lack of access to the meter prevents reading on the scheduled date. This may cause an estimated reading to be used on the bill.

Billing Payment Stations

Garfield Service Center 520 Garfield Ave, Duluth, MN 55802
Treasurer's Office Room 105 City Hall (during regular business hours)

Explanation of Abbreviations on Statement

* An asterisk indicates a correction factor was applied to the metered usage on the bill. Please go to www.comfortsystems.ws/MeterCorrectionFactor to find the meter correction factor applied to your usage.

Interest Charge

Interest is charged at 1.33 percent per month (annual effective rate of 17.23 percent) on all charges or budget payments billed and not paid prior to the date of your next bill.

Checks

Make checks payable to "Duluth Public Utilities." A \$30 fee will be charged on all dishonored checks.

Credit Card Payments

Bills may be paid at the Garfield Service Center or by phone using your personal VISA or MasterCard. Call 730-4050.

Charges and Payments

The due date shown is for current charges only. Previous balances are due upon receipt of this bill. Payments are applied to the oldest balance first.

Assistance in Paying Your Bill

Contact AEOA at 624-7625, St. Louis County at 726-2101, or the Salvation Army at 722-7934 ext. 102 to determine eligibility for assistance.