

Understanding Winter Natural Gas Bills

We're Here To Help

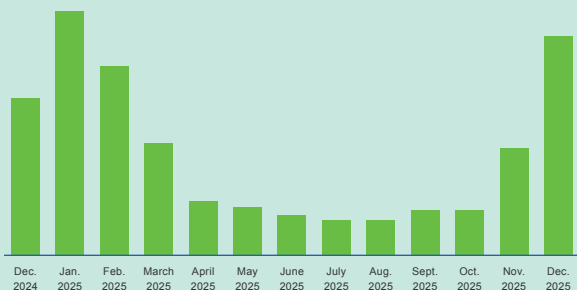
WHY IS MY BILL HIGHER?

- **Colder weather:** September through December 2025 was colder than the same period in 2024.
- **Higher usage:** Colder weather has led to a 145% surge in natural gas usage across our operating footprint.
- **Rising natural gas costs:** The market price of natural gas changes constantly, which can impact your bill. *Delta Utilities passes natural gas costs directly to the customer with zero markup or profit.*

BILLING CHANGES TO KNOW

- **Separate bills:** Electricity and natural gas are now billed separately following the transition from Entergy to Delta Utilities.
- **Seasonal impact:** Natural gas use typically rises in winter, while electricity use often decreases, which can make winter bills feel higher than in the past. As spring approaches and temperatures rise, we expect natural gas usage and bills to decrease.

Residential Natural Gas Usage Trends

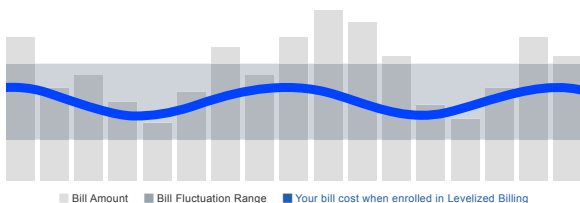


Take Control of Your Bill

As winter continues, Delta Utilities and our customer care team is here to help answer questions, explain your bill, and connect you with options that work for you.

ASSISTANCE OPTIONS

- **Levelized Billing Can Work for You:** Spread higher winter costs evenly throughout the year



- **Payment Arrangements:** Explore flexible options for current or past-due balances
- **DU Cares:** Apply for short-term financial relief to households experiencing difficulty paying their natural gas bills
- **LIHEAP Assistance:** Access federally-funded support to help with home energy costs, emergencies, and weatherization



**Delta Utilities Customer Service:
1-833-DELTA-99 (1-833-335-8299)**