

Good News About Your Natural Gas Bill

We know that many of you have seen higher-than-usual natural gas bills this winter, and we want to explain why – and share some good news about what’s coming.

WHY WAS MY BILL HIGHER?

Two things affect your natural gas bill:

Usage: This is the amount of natural gas you used during the billing period at the same base rate that was in place with Entergy. You can find this on your bill under “Gas Charges” “CCF Used.”

The Purchase Gas Adjustment (PGA): This is the cost Delta Utilities pays to purchase the natural gas that flows to your home. You can also find this on your bill under “Gas Charges.” When natural gas prices rise nationally - like in February 2026 due to extreme cold weather across the country - that cost is passed directly to customers without markup. Neither Delta Utilities, nor any other utility, has control over these market-driven price changes.

THE GOOD NEWS - LOWER GAS COSTS COMING YOUR WAY

Natural gas prices have dropped significantly since the February peak, and that means lower costs are coming your way. We expect the PGA on your bill to decrease by 30% or more, and you will see that reflected starting with your March bill. Warmer weather ahead also means your usage — and your bill — should continue to drop.

WHAT YOU’RE PAYING FOR NATURAL GAS - MONTH BY MONTH

This chart shows the Purchase Gas Adjustment (PGA) - the part of your bill that reflects the actual cost of natural gas itself that is passed on to customers without markup. This cost goes up and down based on market prices, which Delta Utilities does not control.



What this means for you: The cost per unit of natural gas is decreasing in March compared to February. Your total bill depends on how much gas you use. High usage can still result in a higher bill even when the per unit price drops.

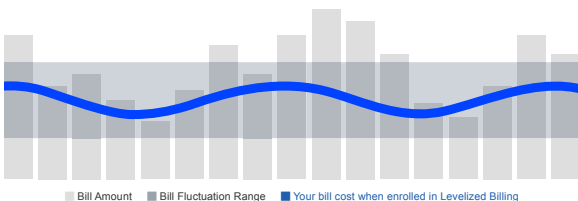
Ways We Can Help Right Now

Sign Up for Levelized Billing — This program spreads your natural gas costs evenly across 12 months, so you never face a big seasonal spike again. Call us or visit our website to enroll.

1. Login to your online account at myDU.com.
2. Click “Account Services”.
3. Click “Enroll in Levelized Billing”.
4. See your estimated monthly “Levelized Billing Amount”.
5. Click “Submit” to enroll.

We can also help you enroll over the phone.

Set Up a Payment Arrangement: If you have a balance you’re having trouble paying, we can work with you. Call us to set up a plan that fits your budget. We’re here to help.



Apply for Federal Assistance (LIHEAP): Our customer service representatives can connect you to federally funded assistance to help manage costs associated with home energy bills, energy crises, weatherization, and home repairs.

Delta Utilities Assistance - DU Cares: If you have an outstanding bill, you may qualify for short term financial relief. Apply online or by phone today.

Questions? We're Here.

Call us at 1-833-DELTA-99 (1-833-335-8299).

Our team is ready to help.



**Delta
Utilities™**