



# New Customer Welcome Book



# Welcome to Delta Utilities!

**We are excited to provide  
you with safe and reliable  
natural gas service.**



View our online  
welcome book

We strive to be more than just your natural gas utility through our commitment to our customers and the communities we serve. Our team brings decades of experience serving customers across the Gulf South with safety at the forefront of all that we do.

As your trusted energy provider and community partner, we understand the responsibility that comes with serving your home and neighborhood. The enclosed information about your natural gas service reflects our unwavering commitment to keeping you, your family, your neighbors, and our employees safe.

For any questions or concerns, please do not hesitate to contact our customer service team, who is available to assist you.

**1-833-DELTA-99 (1-833-335-8299)**  
**Monday - Friday, 7:00 a.m. - 7:00 p.m.**  
**DeltaUtilities.com**

Tim Poché  
Chief Executive Officer



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# Get Ready For Your First Bill

# WAYS TO PAY



## In Person

Visit a Quick Pay location or Customer Care Center. Find the location nearest to you at [DeltaUtilities.com/locations](https://www.deltautilities.com/locations).



## Online

Visit [myDU.com](https://myDU.com) to pay your bill electronically.



## Mail

Mail your payment in the envelope provided with your bill to:

Delta Utilities  
P.O. Box 672087  
Dallas, TX 75267-2087



## Phone

Call our customer service team at **1-833-DELTA-99 (1-833-335-8299)**.

### WHEN IS MY PAYMENT DUE?

Payment is due 21 days after the bill date listed on your bill. Your payment due date will be printed with the amount due on each of your natural gas bills.

## Need Help Paying Your Bill?

We understand that life happens, and we treat each customer with individual attention and consideration. Our goal is to provide all customers with reliable, continuous critical energy service.

## LOW INCOME HOME ENERGY ASSISTANCE PROGRAM

The Low Income Home Energy Assistance Program (LIHEAP) offers federally funded assistance to help manage costs associated with home energy bills, energy crises, weatherization, and minor energy-related home repairs. For more information, visit [DeltaUtilities.com](http://DeltaUtilities.com).

Delta Utilities also offers payment arrangements and extensions on overdue bills for qualifying customers. Contact our customer service team at 1-833-DELTA-99 (1-833-335-8299) to learn more.


## New Customer Deposits and Fees


At Delta Utilities, we're committed to making your service as affordable and straightforward as possible. Getting started requires a one-time connection fee for all customers. After we run a credit check, some customers may also need to provide a security deposit.

To make things even easier, both the deposit (if required) and the connection fee will appear on your first Delta Utilities bill, but you'll have the option to pay them in two installments instead of all at once.


## Payment Fees

### NO FEE OPTIONS


 **Online, phone, or AutoPay** using your bank account (ACH/eCheck).


 **By mail** with check or money order:

Delta Utilities  
P.O. Box 672087  
Dallas, TX 75267-2087

 **In person** with cash, check, or money order Please visit our website for a current list of pay-in-person locations.

### OPTIONS WITH FEES

 **Credit or debit cards** (online, phone, or AutoPay): \$1.75 for bills up to \$500, or 2.25% for bills over \$500.

 **Third-party payment centers:** may charge convenience fees (set and collected by the payment center, not Delta Utilities).

## Payment Programs and Preferences

### Paperless Billing

Go paperless and save time. Get an email when your natural gas bill is ready and pay online with instant confirmation.

### AutoPay

Pay on time, every time. Enroll in AutoPay through your myDU account to have your bill automatically deducted each month—saving you time, money, and hassle.

### Levelized Billing

Take control of your budget with Levelized Billing. Your payments are averaged over 12 months for a consistent bill and fewer seasonal surprises.

### Collective Billing

Manage multiple accounts easily with Collective Billing. Receive one monthly statement that combines all your charges into a single invoice.

## Manage Your Natural Gas Service Online

With an online account, you can view and pay your natural gas bill, set up AutoPay, and more—all on your own time with just a few clicks.

### EXISTING CUSTOMERS

- 1 Visit [myDU.com](http://myDU.com).
- 2 Log in using the **same email address and password** you've always used.
- 3 Click **Log into Portal** and follow the prompts to create a new password.

### NEW CUSTOMERS

- 1 Visit [myDU.com](http://myDU.com).
- 2 Click **Register**, and follow the prompts.

## 1 Header

Provides the account holder's service address and Delta Utilities' contact information.

## 2 Customer Information

This shows the account holder's name and account number along with the bill ID, date, and period.

## 3 Amount Due

This shows the total amount of your bill along with the payment due date.

## 4 Usage and Current Charges

The usage graph shows your natural gas usage, with each month representing your usage for the month. You can compare your current usage to the previous month(s) or year to help determine if your current usage is in line with previous periods and estimate what your future natural gas usage may be.

The current charge breakdown provides a summary of your due amount, showing how the total is divided between customer charges, gas charges, and other charges and taxes.

## 5 Important Messages

Items in this section contain important safety information and other messages from Delta Utilities.

## 6 Ways to Pay

Provides several methods for you to pay your natural gas bill.

## 7 Payment Stub

This section of the bill will be sent along with a check when paying your Delta Utilities bill by mail.



**Service Address**  
123 NATURAL GAS DRIVE  
CITY, STATE, ZIP

**Contact Center**  
7am - 7pm CST; Mon-Fri  
1 833-DELTA-99  
(833-335-8299)  
deltautilities.com/myDU

**Smell Gas? Act Fast!**  
Leave the area immediately!  
From a safe distance, call  
1 833-DELTA-99 and 911

Delta Utilities Region

## 2 Hi JANE SMITH,

Here is your natural gas service utility bill.

**Account #** 0000000000 | **Bill ID #** 0000000000  
**Bill Date** 05/05/2026 | **Bill Period** 04/02/2026 - 05/05/2026 (33 days)

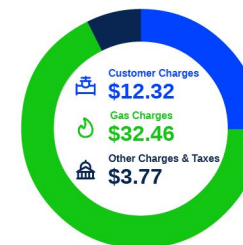
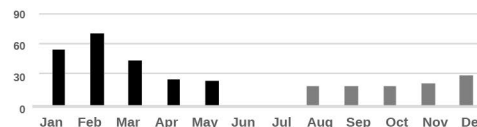
## 3 \$37<sup>00</sup>

**Amount to be drafted 05/27/2026**

You are on Auto pay  
You are on Levelized Billing

## 4 NATURAL GAS USAGE AND CURRENT CHARGES

■ 2025 ■ 2026



## 5 IMPORTANT MESSAGES

- Call 811 to locate utilities prior to any excavation, even by hand. If you need assistance with locating, inspecting, and repairing your buried gas piping, please contact a licensed plumber or contractor.
- Thank you for promptly paying your bill
- The customer is responsible for maintenance of piping and equipment after the meter. Unmaintained buried gas piping may be subject to corrosion and leakage and metallic piping should be inspected for these.

## WAYS TO PAY

For more information visit [deltautilities.com/payments](https://deltautilities.com/payments)



**Online**  
[deltautilities.com](https://deltautilities.com)  
*(Fee varies)*



**In-Person**  
[deltautilities.com/locations](https://deltautilities.com/locations)  
*(Fee varies)*



**By Phone**  
1 833-DELTA-99  
(833-335-8299)  
*(Fee varies)*



**By Mail**  
PO Box 672087  
Dallas Texas 75267-2087



Account 0000000000

OPCO 8000

Invoice# 0000000000

\*\*\* Bill to be drafted \*\*\*

DO NOT PAY

JANE SMITH  
123 NATURAL GAS DRIVE  
CITY, STATE, ZIP




**8 YOUR BILLING DETAIL INFORMATION**

Meter Serial #	Date of Service		Rate	Meter Reading	
	From	To		Previous	Current
U555555	04/02/2026	05/05/2026	DNRSGR	1,417.74	1,432.76
	Read Difference				15.02
	Actual Usage of CCF				15.00

**PREVIOUS CHARGES**

Previous Balance .....	\$ 36.00
Payment Received .....	\$ -36.00 (03/30/2026)
<b>Previous Charges Balance .....</b>	<b>\$ 0.00</b>

**CURRENT BILL PERIOD CHARGES**

 <b>Customer Charges .....</b>	<b>\$ 12.32</b>
• Current Customer Charge .....	\$ 12.32
 <b>Gas Charges .....</b>	<b>\$ 32.46</b>
• Gas Services 15 CCF at \$0.266 per CCF .....	\$ 3.99
• Gas Formula Rate Plan Rider Charge .....	\$ 12.64
• Purchase Gas Adjustment 15 CCF at \$1.055631 per CCF .....	\$ 15.83
 <b>Other Charges and Taxes .....</b>	<b>\$ 3.77</b>
• Street Use Franchise Fee .....	\$ 2.36
• City Tax 3% .....	\$ 1.41
<b>Current Charges Balance .....</b>	<b>\$ 48.55</b>

**TERMS AND DEFINITIONS**

- **Current Customer Charge:** A flat charge per month that covers a portion of the fixed costs required to provide gas service.
- **Gas Services:** A charge that covers a portion of the cost of the system utilized to deliver gas service to customers that is based on usage.
- **Gas Formula Rate Plan Rider Charge:** Covers changes in the cost of the system utilized to generate and deliver service to customers between base rate proceedings.
- **Purchase Gas Adjustment:** The cost of natural gas provided to the customers.
- **Street Use Franchise Fee:** A fee set by the City Council ordinance for the use of public rights-of-way, streets, land, and water-ways for placement of transmission and distribution.
- **City Tax:** Sales taxes mandated by city government.
- *To review the full list of definitions go to: [deltautilities.com/bill](http://deltautilities.com/bill)*

**8 Meter Reading**

Provides last month's meter reading subtracted from this month's meter reading to show the amount of natural gas (measured in CCF) you've used during the billing period.

**9 Charges**

Shows all line items for your bill, broken out into Previous Charges, Customer Charges, Gas Charges, Purchase Gas Adjustment, and any other applicable charges or credits.

**10 Definitions**

Provides brief descriptions of several definitions found within your natural gas bill.

*Bill definitions vary by region. View definitions for your area by visiting [DeltaUtilities.com](http://DeltaUtilities.com).*

# Safety Is Our Top Priority

# NATURAL GAS LEAKS

## SMELL GAS? ACT FAST!

Natural gas is a naturally odorless and colorless gas. We add mercaptan to our natural gas, which smells like rotten eggs, so that you and your family can smell potential natural gas leaks.

## WHAT TO DO IF YOU SUSPECT A NATURAL GAS LEAK

01

**Leave the area immediately.**

Make sure to take others with you.

02

**Avoid causing any sparks.**

Stop what you're doing. Do not flip light switches, turn on or off appliances, light matches, or do anything else that may cause a spark.

03

**Call 1-833-DELTA-99 (1-833-335-8299) and 911 to report the potential leak immediately.**

Even if you're unsure, always call, and we will send someone to check the area.

04

**Stay away from the affected area.**

Wait for crews to arrive and stay away from the affected area until a utility employee or emergency responder says it's safe to return.

## USING YOUR SENSES TO DETECT A NATURAL GAS LEAK



### Sight

Natural gas leaks can cause unnatural bubbles in puddles, ponds, creeks, lakes, and other bodies of water; throw dirt in the air; and cause unexplained dead patches of lawn or vegetation in otherwise green areas.



### Sound

Natural gas leaks can cause blowing noises or a hissing sound, typically accompanied by an odor that smells like sulfur or rotten eggs.



### Smell

Natural gas is a naturally odorless and colorless gas. Delta Utilities adds mercaptan, an odorant that smells like sulfur or rotten eggs, allowing natural gas to be detected if a natural gas leak occurs.

## BEWARE OF ODOR FADE

Your nose can help identify potential natural gas leaks—but don't rely on smell alone. The odorant added to natural gas can become undetectable over time, a condition known as odor fade. This can happen due to factors like new or unused steel pipes, limited or intermittent gas flow, high gas pressure, rust, moisture, or other substances inside the piping.

You may also be unable to smell a leak if you have a reduced sense of smell, experience temporary odor fatigue, are affected by illness, allergies, tobacco, alcohol, or medications, or if other environmental odors mask the gas smell.

For added protection and around-the-clock monitoring, install a methane detector. These devices can alert you to the presence of gas even when you can't smell it. Be sure to follow the manufacturer's instructions and all applicable safety standards.

*Please note these devices are not a substitute for using all your senses to detect a leak.*

## Storm and Severe Weather Preparedness

Severe weather and natural disasters can strike at any time. Our crews are often critical front-line responders during severe weather to help ensure the safety of homes, businesses, and communities. We've put together a few important safety tips to help you and your family stay safe during severe weather and storm events.

### BEFORE

#### Ensure your appliances and generators are installed properly

Natural gas appliances and generators should always be installed, inspected, and maintained by qualified professionals. Proper installation extends appliance life, protects gas infrastructure, and keeps your family safe.

Before installing or replacing a natural gas generator, call Customer Service at **1-833-DELTA-99 (1-833-335-8299)** to verify your meter can support your needs.

#### Have a plan for using your generator

Never run a generator indoors, in a garage, or near windows. Generators emit carbon monoxide, an odorless and deadly gas. Always operate them outside, away from doors, windows, and vents.

#### Keep your natural gas meter on

Do not turn off your meter; it maintains pressure and prevents floodwater from entering lines. If needed, turn off appliances individually. To restore service, follow appliance relighting instructions or call a licensed plumber or gas technician.

### AFTER

#### Smell Gas? Act Fast!

If you smell rotten eggs or suspect a natural gas leak, leave your home or the area immediately. Then call Customer Service at **1-833-DELTA-99 (1-833-335-8299)** and 911.

#### Clean the area around your natural gas meter

When putting out heavy trash or storm debris, make sure it's placed far from your natural gas meter, especially if your meter is near the curb. Debris removal equipment can damage the meter and create a safety hazard. If a meter is damaged, leave the area and call us immediately.

#### If your natural gas meter is turned off, do not turn it back on

Call Delta Utilities to complete an inspection and restore your service.

#### Check before you reconnect

Have a licensed plumber or natural gas appliance technician inspect your natural gas appliances before requesting service reconnection. Don't forget to check outdoor appliances like pool heaters and grills.

#### Call before you dig

Planning cleanup or repairs that involve digging? Before you start, call 811 to locate underground utility lines and avoid accidents.

# CALL BEFORE YOU DIG

Natural gas services rely on comprehensive, safe, and stable underground pipeline systems to deliver natural gas to customers. Natural gas distribution incidents are usually caused by damage to natural gas lines during construction, digging, and excavation activities.

## BEFORE YOU DIG

01

### Call 811

Homeowners and contractors are required by law to call 811 at least two working days before digging in Louisiana and at least three working days before digging in Mississippi. When you call 811, you will be connected to a representative who will ask you about the details and location of your digging project.

02

### Wait for Markings

Once you've called 811, it's time to wait! Utility companies have a few days to respond to your request by sending a technician to mark the approximate location of buried utilities—response times vary by state.

03

### Get Ready to Dig

Confirm all utilities have responded to your request before rolling up your sleeves and preparing to dig. Always dig around the marks and not on them. Some utility lines are at shallow depths and hitting them can cause expensive and dangerous damage.



W P  
A R G P P E L L I N G  
N A I S I N G  
G E  
THE STATE OF  
LOUISIANA



## Carbon Monoxide

Carbon monoxide is an odorless, colorless, and tasteless gas that is dangerous and potentially poisonous if inhaled. Typically, burning natural gas produces carbon dioxide—the same chemical compound that is used in fire extinguishers, carbonated drinks, and refrigeration systems—and water vapor. While these byproducts are typically harmless, incomplete combustion can create carbon monoxide.

We encourage our customers to buy and install carbon monoxide detectors on every level of your home or business, and to test them regularly.

Exposure symptoms include blurred vision, fatigue and drowsiness, confusion, nausea and flu-like symptoms, unconsciousness, and headaches. If you think carbon monoxide is present in your home or business, leave immediately and call 911. Take everyone in the building, even pets, out with you.

## Excess Flow Valves

Excess flow valves are optional devices that can be installed on your natural gas service line at your home or business. These are designed to automatically activate and restrict natural gas flow when it exceeds prescribed limits, such as when a service line is damaged due to excavation or other similar activity. Excess flow valves are not able to protect against leaks beyond the meter assembly (i.e., your house piping).

These devices help prevent natural gas buildup—reducing the chance of fires and explosions, personal injury, and property damage. With or without an excess flow valve, damage can be avoided by following the law and calling 811 to mark the location of underground utilities at least 48 hours (two working days) before excavation.

Customers can contact Customer Service at **1-833-DELTA-99 (1-833-335-8299)** to request an evaluation for excess flow valves.

# NATURAL GAS INFRASTRUCTURE

## Get To Know Your Natural Gas Infrastructure

Natural gas meters measure the amount of natural gas that flows through them, allowing customers and companies to determine usage for households or businesses. Your natural gas meter may be located inside or outside of your home.

### METER SAFETY

Federal regulations require Delta Utilities to periodically inspect our equipment, including piping and meters, to help ensure proper maintenance and service reliability. Property owners are responsible for the inspection and maintenance of the piping that connects the natural gas meter to their homes, businesses, or other facilities, and Delta Utilities is responsible for the servicing and maintenance of the natural gas meter.

### Meter Safety Tips

- Keep the path to the natural gas meter clear, with 3 feet of clearance in the front and at least 2 feet of clearance on either side.
- Keep vegetation and debris off the meter using a soft broom or brush—do not use sharp tools.
- Use caution when using landscaping tools, like lawnmowers, weed eaters, and shovels, around your meter.
- Do not tie or attach anything to your meter, lean ladders or heavy objects against your meter, or allow children to climb on your meter.
- Never tamper with your natural gas meter or attempt to service it yourself.

# S TURE

## Pipeline Safety

As your natural gas utility provider, we work hard to safely deliver energy to homes and businesses. Sometimes, this means we need to access parts of your property. That's why it's important to understand what right of way, easement, and encroachment mean, and how they may affect your natural gas service.

### RIGHT OF WAY

A right of way (ROW) is a legal path that allows utility crews to work on certain areas—even if the land is privately owned. You'll often find ROWs along streets, sidewalks, or alleys. These areas may look like part of your yard, but they allow access for important utility work.

### EASEMENT

An easement lets us use part of your property to install or maintain utility lines. You might see our technicians working in side yards, backyards, or along property lines where underground gas lines run. We may need to dig in these areas to:

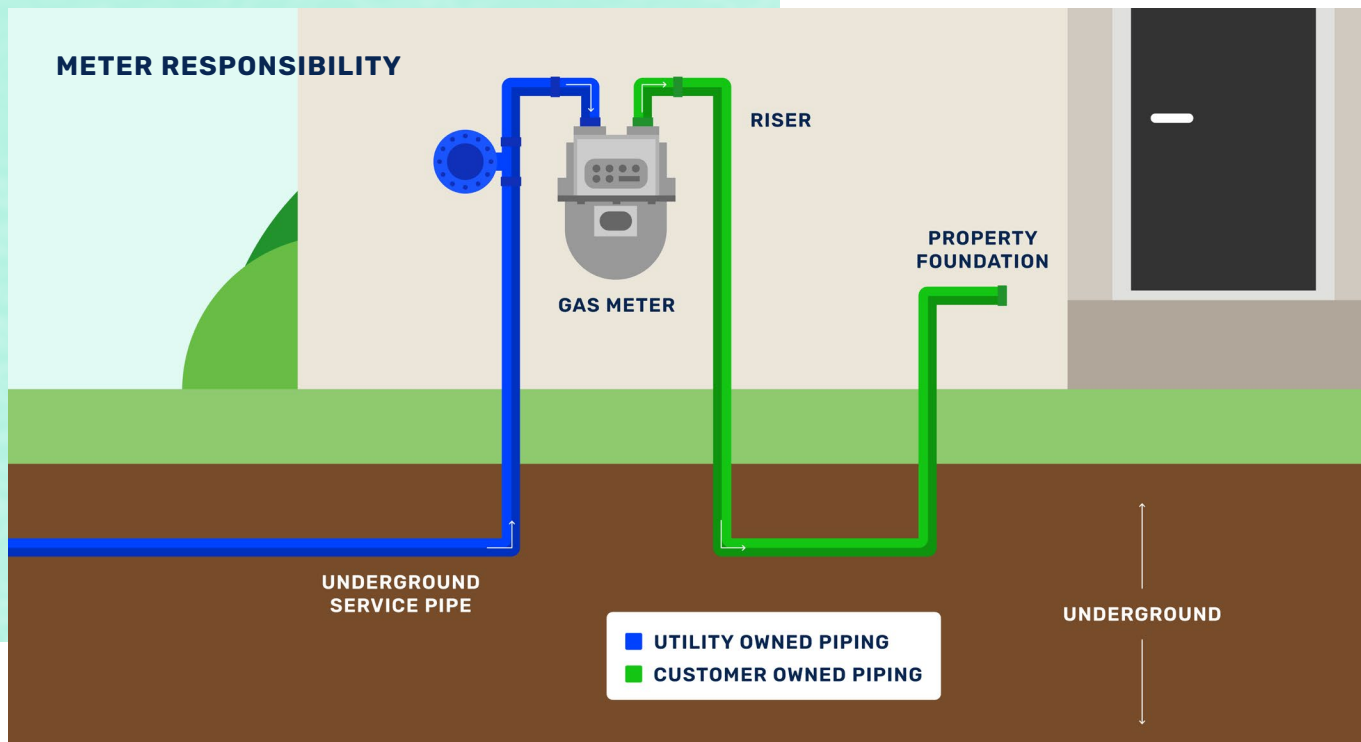
- Repair or upgrade gas lines
- Complete safety inspections
- Respond to emergencies like gas leaks or shut-offs

Pipeline markers can identify ROWs and easements.

### ENCROACHMENT

An encroachment happens when something is built or placed on top of a utility easement—blocking or limiting access. For example, a fence built over underground gas lines can make it hard (or unsafe) for our team to do their job. This can:

- Delay emergency response
- Increase risk for damage during operations
- Create unsafe working conditions for service technicians



# Beware of Utility Scams

## Utility Scam Awareness

Scammers may pose as Delta Utilities employees to steal your personal or financial information, whether over the phone, online, or in person. Stay alert and use these tips below to help protect yourself.

### ON THE PHONE

Scammers may call or text customers, threatening to immediately disconnect service and demanding immediate payment through prepaid cards, online payment portals, and fake websites.

We will always send you disconnection notices in the mail before disconnecting or shutting off your utility service, and we offer several bill payment options without specifying the type of payment you need to make.

### ONLINE

Scammers may send emails requesting payments made through portals not controlled by Delta Utilities.

Delete suspicious emails and do not use links or QR codes or open attachments unless you have verified the sender. Contact Delta Utilities Customer Service at **1-833-DELTA-99 (1-833-335-8299)** to verify emails, links, or other suspicious requests you receive online.

### IN PERSON

All Delta Utilities employees wear branded uniforms, drive branded vehicles, and carry identification badges, and we will typically call or email you in advance of any service.

If you're unsure if the person at your home is a Delta Utilities employee, ask for their ID badge or call Customer Service at **1-833-DELTA-99 (1-833-335-8299)** to confirm crews are in your area.



# About Delta Utilities

## Mission

Delivering safe, reliable, and cost-effective natural gas to our customers and communities, backed by exceptional service and a skilled, safety-driven team.

## Values

### SAFETY

We prioritize customer, employee, and community safety above all else.

### RELIABILITY

We ensure consistent natural gas service for today and the future.

### CUSTOMER-FOCUS

We embrace innovation to deliver exceptional service with the highest level of integrity and transparency.

## COMMUNITY IMPACT

We build stronger communities through partnerships and environmental stewardship.

Delta Utilities was founded with a clear vision: to build stronger, more resilient communities. We understand that natural gas plays a vital role in daily life, working quietly in the background every time you cook a hot meal, heat your home, or visit your favorite restaurant. This essential energy source keeps communities running strong, and we're committed to delivering it safely and reliably—because when our communities thrive, we thrive.

 [DeltaUtilities](#)

 [delta.utilities](#)

 [delta\\_utilities](#)

 [linkedin.com/company/deltautilities](#)



[Learn more online](#)





**Delta  
Utilities**<sup>TM</sup>