

This document is an explanation of your responsibilities and rights as a Spire customer in Tennessee. As of March 31, 2026, the natural gas provider for Nashville and the surrounding region has changed from Piedmont Natural Gas to Spire. Piedmont will provide service for your billing account needs on behalf of Spire for a period of time during this transition. This means that you will receive communications and notifications, including your bill and account notifications, from Piedmont on Spire's behalf until the transition is complete in 2027.

The Tennessee Public Utility Commission (TPUC) has authorized these procedures to ensure customers are treated fairly and are well advised. If a problem with your natural gas service or bill arises, please call 800-752-7504 as soon as possible. The information below relates to disconnection of service for nonpayment of a deposit or a delinquent bill and natural gas safety.

Reasons for discontinuing service

The TPUC has authorized Spire to discontinue or refuse to supply natural gas service on the following terms:

Without Notice

- If Spire finds that a hazard exists
- If a customer's use of equipment adversely affects Spire's service
- If there is evidence of tampering with Spire's equipment or unauthorized use of natural gas

With Notice

- If a customer violates or fails to comply with Spire rules and regulations on gas supply
- If a customer fails to fulfill obligations for service, subject to TPUC regulations
- If a customer fails to provide reasonable access to Spire's equipment
- If a customer has not paid a delinquent bill
- If a customer fails to pay a deposit when required

Paying your bill

Each month, pay the total current charges by the DUE DATE shown on the bill. After the due date, pay the total current charges plus a late payment charge, which is 5% more.

Disconnection of service

If your bill is past due or you do not pay a required deposit, we will:

- Mail you a written notice that gas service will be disconnected unless the past-due balance is paid before the expiration date shown on the notice. The expiration date is seven days after Spire sends the notice.
- Disconnect service if the bill is not paid by the due date.

Third-party notification

At your request, a copy of a disconnection notice may be sent to a designee of your choice. This service helps prevent disconnection by alerting your designated third party of a possible problem. You are still responsible for paying your bill. If you would like more information on third-party notification, please visit piedmontng.com or call 800-752-7504.

Medical emergencies

Spire will delay disconnection of natural gas service for 30 days if a physician, public health officer or social service official certifies, in writing, that discontinuing natural gas service will worsen an existing medical emergency for you or another permanent resident of the premises where service is rendered.

Please call for information on requesting a 30-day medical extension. A prompt request is important.

Life-support devices

Spire will not disconnect service at an address if you have natural gas appliances that are critical to maintaining the health of one or more residents. Please call for full information on criteria used to determine whether a natural gas appliance is considered a life-support device.

Reinstating service

If natural gas service is disconnected for nonpayment, service will be restored if you:

1. Pay the total amount past due
2. Pay a reconnection charge
3. Pay a deposit

You are responsible for:

- Paying your bill by the due date
- Calling before we disconnect your service, if you cannot pay your natural gas bill
- Providing notification that your household contains natural gas appliances that are critical to the health of a household member

You have the right to:

- Seek help paying your natural gas bill - The community agencies you contact will determine if you are eligible for low-income energy assistance. Our customer representatives can provide information about community resources, or you can call any of the following the agencies directly:
 - In Dickson County — call the Mid-Cumberland Human Resources Agency at 615-441-1153
 - In Davidson County — call the Metropolitan Action Commission at 615-862-8860
 - Other Tennessee counties served by Spire — call the Mid-Cumberland Community Action Agency at 615-742-1113
- Ask about alternative payment arrangements, if you are temporarily unable to pay your natural gas bill. Under the terms of the agreement, you give up your right to dispute the amount due under the agreement. If you do not fulfill the terms of the agreement, we may disconnect your natural gas service without offering you a new payment agreement
- Question whether a monthly bill is correct. If warranted, your bill will be adjusted.

If you feel your bill is incorrect:

- Please call 800-752-7504 immediately. If you do not question one month's bill within 15 days of the bill date, your bill will be deemed correct.
- If you feel a disconnection notice is in error, please use the Analyze Your Bill tool at piedmontng.com and provide notification through that tool, or call 800-752-7504.
- Contact the Tennessee Public Utility Commission's Complaint Division, 502 Deaderick Street, 4th Floor, Nashville, TN 37243 (615-741-2904 or 800-342-8359) to appeal an unfavorable decision. Contact the TPUC before the net due date if you are disputing a disconnection notice. We will not disconnect service for nonpayment of the disputed portion of a bill while it is being reviewed. Your right to appeal will not expire if delay on Spire's part makes it impossible to contact the TPUC within the required time period. You have the right to suspend payment of the disputed portion of a bill while the dispute procedures mentioned above are in progress.