

Call 811 BEFORE you dig! Call at least two days prior to digging. It's the LAW! More safety information at www.baycitygas.com or at 245-2327. MESSAGES

DUE DATE 10/20/15
REQUESTS FOR PAYMENT ARRANGEMENTS MUST BE MADE
IMMEDIATELY AND IN PERSON FOR ALL PAST DUE.

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Natural gas is a clean burning, efficient, natural fuel. It is delivered to your homes and businesses through a modern and highly reliable system of underground pipelines, which is routinely checked for leaks. These pipelines are rugged and flexible, and buried at a safe depth.

However, ANY DIGGING activity - landscaping, fencing, plumbing repairs - could possibly damage the lines. New Underground Damage Prevention Rules, Chapter 18 under Title 16 of the Texas Administrative Code, specify appropriate steps to be taken BEFORE digging, including calling the One Call Center (811) or the pipeline operator (Bay City Gas at 245-2311) at least 48 hours PRIOR to digging activity.

CALL BEFORE YOU DIG! 245-2311 or toll free 811

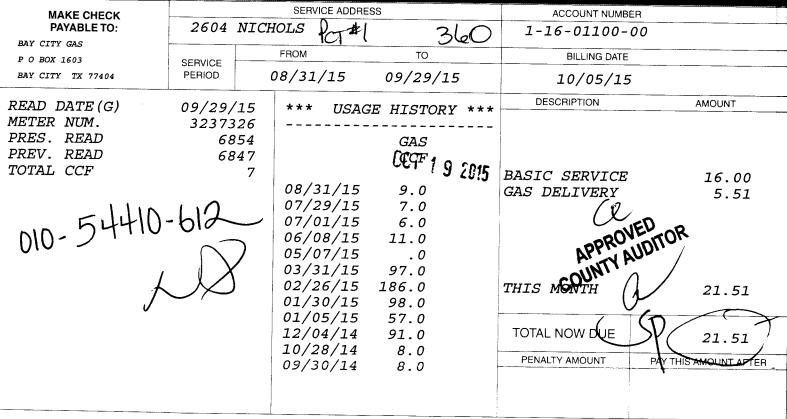
<u>ALL damages</u> to underground pipelines must be reported IMMEDIATELY to the pipeline operator (Bay City Gas Company) and to the Texas Railroad Commission (online at www.rrc.state.tx.us).

Natural gas is colorless, odorless, non-toxic and lighter than air. Natural gas can be highly combustible or explosive in certain concentrations, so it is odorized with a smell similar to rotten eggs in an effort to make leaks detectable.

If you detect the smell of gas within your home or business, do NOT operate any electrical devices - including wall switches, phones or flashlights.

If the odor of gas is FAINT, check to see if a gas appliance has been left on accidentally, or if a pilot light has gone out. If the odor persists or is STRONG, take no chances, get everyone out of the premises and call BAY CITY GAS COMPANY AT 245-2311. This number is answered 24 hours per day, 365 days per year. These calls are a priority and will receive IMMEDIATE attention from Bay City Gas personnel. Outside leaks can be more difficult to identify, but the odor will be the best indicator. Other signs may include dead vegetation, blowing dirt and/or a hissing sound. Call BAY CITY GAS COMPANY at 245-2311 if you suspect a gas leak.

Additional information regarding your gas service and natural gas safety can be found on your MONTHLY BILLS, at www.baycitygas.com, or by CALLING OUR OFFICE at 245-2311

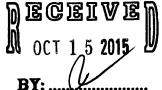


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