



Suburban Natural Gas Company

Established 1882

To our valued customers:

You may have recently noticed that your natural gas bill is higher than you may have expected. This is due to the increased price of gas and for many customers higher usage due to the extremely cold weather event at the end of January 2026 and early February 2026. Due to the extreme cold weather, ice, heavy snow, and very low temperatures, natural gas production slowed and, in some cases, shut down in late January which has impacted overall market rates throughout the entire industry.

Local Distribution Companies (LDC's) provide natural gas distribution service under tariffed rates. A component of the price is the Gas Cost Recovery Rate (GCR), which changes monthly and is calculated in accordance with PUCO rules. The GCR is the actual cost of natural gas that Suburban pays to purchase natural gas for customers use. That cost is then passed through to customers on a dollar-for-dollar basis based on the customer's usage with no mark-up or profit to the LDC. While reasonable attempts are made at monthly intervals to obtain actual meter readings and usage per customer, there are instances where estimated readings are necessary. Per Ohio Administrative Code 4901:1-13-04(G)(1) "Each gas or natural gas company shall obtain actual readings of its customer meters at least once every twelve months."

If you have questions about your natural gas bill, please call 740-548-2450 or 419-655-2345 and one of our customer service specialists will be here to assist you and answer your questions. Please know that we can experience higher than normal call volumes during this time of the year and if your call is not immediately answered, please leave a message and one of our customer service specialists will return your call just as soon as possible.

For additional information, the Public Utilities Commission of Ohio (PUCO) has posted "Natural gas prices during winter - Rising natural gas prices impact bills," which also offers a complete list of energy assistance programs. Please visit the PUCO's website or click the following link: <https://puco.ohio.gov/utilities/gas/resources/natural-gas-prices-during-winter-2026> for additional information.