Florida Natural Gas®

Paperless Billing Terms & Conditions - Consent to Receive Electronic Bills and Other Communications

Welcome to Florida Natural Gas® ("FNG"). Thank you for enrolling in Paperless Billing.

Consent to Receive Electronic Bills and Other Communications. FNG will send you documents electronically with your consent. By enrolling in Paperless Billing, you understand that you will no longer receive a paper bill for your service in the mail, and you affirmatively agree to receive and authorize FNG to send in an electronic format (1) monthly billing statements, (2) notices and authorizations under the FNG Automatic Payment Program and the e-BIII service, if you have enrolled in these programs, (3) FNG's Terms and Conditions of Service, (4) bill and regulatory inserts, (5) any information about your service or changes to these documents that might affect you (collectively, the "Communications"). You further agree that we may discontinue sending paper Communications to you as long as your consent has not been withdrawn. We will send all electronic Communications to you (1) via e-mail, (2) by access to a website designated in an e-mail, or (3) by access to a website designated in advance for such purpose.

You also affirmatively agree that your electronic assent on the FNG website or on our electronic documents has the same effect as if you signed in ink.

Withdrawing Your Consent. Receiving the Communications electronically is optional, and you may withdraw your consent to receive them by this method at any time by emailing us at customerservice@onlyfng.com, contacting us toll-free at 1-877-436-4427 or by contacting us through other methods that we may offer to you in the future. If you withdraw your consent, we will revert your account to receive paper Communications after a reasonable period of time to process the withdrawal.

Updating Your Information. You must keep your e-mail address current with us. You must promptly notify us of any change in your e-mail address. You may update your account information by emailing us at customerservice@onlyfng.com, contacting toll-free at 1-877-436-4427 or by contacting us through other methods that we may offer to you in the future.

System Requirements to Access Electronic Information. In order to access, receive, and retain electronic Communications, you must have:

- a computer or other device capable of accessing the Internet and receiving, displaying, and storing electronic Communications;
- a valid e-mail address;
- an Internet browser that supports 128-bit encryption;
- sufficient electronic storage capacity on your computer's hard drive or other data storage unit; and
- software which permits you to receive and access PDF flies.

You will also need a printer if you wish to print out and retain Communications on paper.

Please note that some service providers block e-mail from senders who are not listed In contacts or on safe lists, so you may not receive your electronic Communications unless you specifically add FNG to your contacts or safe list.

Paper Communications.

You have the right to receive a paper copy of any Communication that was sent to you electronically. You can obtain a paper copy free of charge by:

- printing the Communications;
- calling us at 770-850-6200 or toll-free at 1-877-436-4427;
- sending an e-mail message to customerservice@onlyfng.com with your name, mailing address, an a brief description of the requested information; or
- writing to us at P.O. Box 440667, Kennesaw, GA 30160-9512 with your name, mailing address, and a brief description of the requested information.

We reserve the right to provide you with a paper copy of any Communication that you have authorized us to provide electronically. If we are required by law to provide you certain Communications in non-electronic form, we will continue to deliver those Communications to you in writing. However, if the law changes in the future and permits any of those Communications to be delivered electronically, we will update this consent in order to cover those Communications as well.