

**NOTICE**

For questions regarding your bill, please contact the Customer Service Department at 407-656-2734, press 3, or 1-800-542-3344. Office hours are 8:00 A.M. to 5:00 P.M., Monday thru Friday, except for holidays.

All calls received between 5:00 P.M. and 8:00 A.M., Monday thru Friday, holidays and weekends, are received by the answering service. Calls pertaining to service will be responded to on the next regular workday. Calls pertaining to your bill must be handled by the Customer Service Department. Emergency calls will be responded to promptly by the on call service technician.

Service work plus trip charges will be charged at the current rate. Also, all parts and materials used at the time of service will be added to your account. These rates are subject to change by action of the Board of Commissioners.

**PAYMENT INFORMATION**

To pay electronically, please go to [www.langd.org](http://www.langd.org), or use our mobile app. To pay in person, please bring both portions of your bill to one of our three convenient locations. To pay by mail, please enclose your remittance stub with your check or money order and mail to P.O. Box 850001, Orlando, FL 32885-0023. To pay by phone, through automatic system - free, or to speak with a representative to make payment - \$7.50 fee. **PAYMENTS MUST BE RECEIVED BEFORE THE DUE DATE. WE DO NOT ACCEPT PAYMENT IN THE FIELD.**

Service is subject to be interrupted for any account not paid in full by the due date. Any previous balance on this bill is subject to immediate service interruption. LANGD is not responsible for payments received the same day as service interruption. Any account interrupted for non-payment will be assessed a reconnect fee of \$45.00 at time of turn on and may be subject to an increase in deposit per LANGD Tariff. Payment must be made by 2 p.m. for same day turn on.

**DISTRICT OFFICE**

Winter Garden 1320 Winter Garden-Vineland Rd. 407-656-2734  
Office Hours - 8:00 A.M. - 5:00 P.M.

**BRANCH OFFICES**

Apopka 38 N. Park Ave.  
Office Hours - 8:00 A.M. - 1:00 P.M., 2:00 P.M. - 5:00 P.M.  
Clermont 676 W. Montrose St.  
Office Hours - 8:00 A.M. - 12:00 P.M., 1:00 P.M. - 5:00 P.M.

**Go Paperless**

**Sign up for Electronic Statement - Email address required.**  
**Automatic Bank draft available for: Checking Account, or Credit Card**

Lang-13 Back (Rev. 04-15)

**BILLING STATEMENT INFORMATION**

<b>CCF</b>	ONE HUNDRED CUBIC FEET, THE STANDARD UNIT OF GAS MEASUREMENT.
<b>BTU</b>	BRITISH THERMAL UNIT, A UNIT OF HEAT MEASUREMENT.
<b>CONVERSION FACTOR</b>	FACTOR USED, WHERE APPLICABLE, TO ADJUST FOR VARIATIONS FROM STANDARD DELIVERY PRESSURE AND STANDARD DELIVERY TEMPERATURE.
<b>THERMS</b>	UNIT OF HEAT EQUAL TO ONE HUNDRED THOUSAND (100,00) BTU'S.
<b>TOTAL FUEL BILL</b>	CUSTOMER CHARGE + ENERGY CHARGE+ PGA
<b>CUSTOMER CHARGE</b>	FIXED ADMINISTRATIVE COST. CHARGE IS MADE WHETHER OR NOT ANY GAS IS USED.
<b>ENERGY CHARGE</b>	ALL COSTS ASSOCIATED WITH THE DISTRIBUTION OF GAS, OTHER THAN THE COST OF GAS ITSELF.
<b>PURCHASE GAS ADJUSTMENT (PGA)</b>	TOTAL COST OF GAS AND TRANSPORTATION PURCHASED BY LAKE APOPKA NATURAL GAS DISTRICT, FOR DISTRIBUTION TO OUR CUSTOMERS.
<b>GROSS RECEIPTS TAX</b>	STATE OF FLORIDA TAX ON REVENUE. COLLECTED BY LAKE APOPKA NATURAL GAS DISTRICT AND REMITTED TO STATE.
<b>PUBLIC SERVICE COMMISSION (PSC) FEE</b>	CHARGE BY FLORIDA PSC FOR REGULATION SAFETY. COLLECTED BY LAKE APOPKA NATURAL GAS DISTRICT AND REMITTED TO PSC.
<b>FRANCHISE FEE</b>	FEE CHARGED BY LOCAL MUNICIPALITIES FOR A UTILITY TO OPERATE IN THEIR CITY BOUNDARIES. COLLECTED BY LAKE APOPKA NATURAL GAS DISTRICT AND REMITTED TO CITIES.
<b>CITY or COUNTY TAX</b>	STATE-ALLOWED TAX (FL STATUTE SECTION 166.233 {PGA} FOR CITIES AND COUNTIES TO COLLECT ON ENERGY CHARGE AND CUSTOMER CHARGE, AND ON PGA (MAY CHARGE ONLY TO LEVEL COLLECTED BY LAKE APOPKA NATURAL GAS DISTRICT) AND REMITTED TO TAXING ENTITY.
<b>ESTIMATED</b>	IF WE WERE UNABLE TO READ YOUR GAS METER, YOUR GAS USE HAS BEEN CALCULATED BASED ON PAST USAGE. THE METER IS SCHEDULED TO BE READ NEXT MONTH AND ANY DIFFERENCE BETWEEN THE ESTIMATE AND ACTUAL USE WILL BE TAKEN INTO ACCOUNT.
<b>DUE DATE</b>	THE DUE DATE IS THE LAST DATE THE DISTRICT CAN RECEIVE A PAYMENT WITHOUT THE CUSTOMER INCURRING A LATE FEE
<b>LATE FEE</b>	FEE ASSESSED IF PAYMENT IS NOT RECEIVED BY THE DUE DATE. THE FEE IS \$5.00 OR 1.5% OF THE BALANCE, WHICHEVER IS GREATER.

**MAIL PAYMENT TO:**

LAKE APOPKA NATURAL GAS DISTRICT  
P.O. BOX 850001  
ORLANDO, FLORIDA 32885-0023

**Know what's below.**



**Call before you dig.**

**PLEASE ENTER CHANGE OF ADDRESS:**


Before digging,  
Call Sunshine 1-800-432-4770, or 811  
If you smell the Odor of GAS call 407-656-2734.  
Thank You!