

# We are here to help

## Hi, we're Long Beach Utilities.

Well, this isn't how we hoped to reintroduce ourselves...

Long Beach Water and the former Gas Department are now united as Long Beach Utilities.

We are still the same dedicated professionals, fully committed to providing exceptional water, gas and sewer services to residents and businesses. As Long Beach Utilities, our goal is continue to provide the reliable service you expect while going even further to serve and benefit our community.

### **An important message about your gas bill**

Unfortunately, we must start off the year with some bad news about natural gas prices. Due to soaring global natural gas prices and colder-than-average temperatures, the market cost of gas has tripled in just the past month for all of Southern California.

You already are seeing higher natural gas bills from December. And the bills for January are expected to be much higher. The average single-family residential customer will see an increase of \$200 or more on their bill.

### **What are we doing about it?**

As Long Beach Utilities, we are reviewing current natural gas purchasing strategies to find additional ways to provide greater price stability and customer protection going forward. We are:

- Maximizing our withdrawals of our less expensive storage inventory
- Looking to renegotiate some of our local gas supply contracts
- Applying \$1.3 million in reserves to reduce customer impacts

We also offer extended payment plans, level pay plans, appliance rebates, low-income discounts for qualifying customers, and other customer assistance programs.

### **What should you do?**

We know that high utility rates can be a huge burden, especially amid inflationary pricing in all the other aspects of your life right now.

We're here to help and figure it out together.

You can take some small steps to reduce your bill this month:

- Dial down the thermostat to 68 degrees or lower
- Wash clothes in cold water
- Take shorter hot showers
- Warm your home with natural sunlight during the day
- Bundle up with warm blankets, socks and sweaters

### **Struggling to pay? Don't worry**

Call us at **(562) 570-5700** to set up a payment plan that works for you.

Find more information at [longbeach.gov/energyresources](https://www.longbeach.gov/energyresources).



*Para traducción al español, escanee aquí*

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Para sa salin sa Tagalog, mag-scan dito