



February 11, 2026

## A Message to Our Customers and Community

First and foremost, the Clinton Newberry Natural Gas Authority (CNNGA) would like to thank our customers for choosing us as your trusted energy provider. We sincerely appreciate your continued support and the opportunity to serve our community with safe, reliable natural gas service.

### **Winter Storms & Impact on Natural Gas Costs**

As you are aware, during January, a series of severe winter storms impacted much of the southeastern United States. These weather events drove exceptionally high demand for natural gas, while simultaneously, national supplies were reduced, creating extreme stress on the natural gas market. As a result, the wholesale cost of natural gas increased drastically during the month.

As the weather declined, and the pending Arctic weather resulted in one of the most demanding periods on CNNGA's system in many years, CNNGA scheduled more gas than normal to meet our customers' needs. Even with these measures in place, CNNGA had to purchase additional natural gas to meet our customers' needs during the severe weather. Unfortunately, these additional gas purchases came at highly elevated market prices.

For context, January index prices for natural gas were generally below \$6 per dekatherm (DT). However, during peak demand periods, spot market prices for gas purchased by CNNGA reached levels as high as \$97 per DT (a 16-times increase). These extraordinary market conditions directly impacted the cost of the gas delivered during January.

### **What This Means for Our Customers**

Customers will see the elevated cost of natural gas reflected in the price paid per Therm for January gas deliveries. These higher charges are driven by wholesale market conditions and increased consumption, as many consumers remained inside throughout the severe weather period, which directly increased their use of natural gas as their systems worked to keep them comfortable. Customers can expect to see a natural gas utility bill that is approximately 50% higher than expected.

CNNGA understands the financial impact that higher winter gas bills can have on individual and household budgets, and we recognize that some customers may struggle to pay their bill in full by the date listed on their billing statement. CNNGA offers residential and small commercial several options for those who need assistance paying their balance by the "pay by" date listed on their billing statement:



### **Option 1: Payment Plan**

Customers may contact CNNGA on or before their pay-by date to arrange a payment plan that spreads the balance due on the January usage statement over a maximum six-month period.

### **Option 2: Levelized Billing Program**

Eligible customers may enroll in CNNGA's levelized billing program, which calculates usage over a rolling 12-month period. This program updates monthly and works to levelize the balance due across upcoming months.

### **Option 3: Energy Assistance Resources**

CNNGA can provide customers with a list of agencies that may be able to assist with paying natural gas bills. Customers who believe they may qualify for assistance are encouraged to contact CNNGA for more information and referrals.

### **Our Commitment to You**

Our primary message to you, our customers, is that we are partners in addressing this unprecedented increase. Once you receive your utility bill, please contact our team as needed.

CNNGA worked diligently to keep rates as low as possible during this period and will continue to look for opportunities to reduce costs and push consumer prices down whenever market conditions allow. Natural gas markets were very volatile throughout January but appear to be stabilizing as February forecasts indicate above-average temperatures across the region.

CNNGA remains committed to responsibly managing costs, maintaining system reliability, and supporting our customers during periods of market uncertainty. We appreciate your trust and are proud to serve our communities.

Sincerely,

Jimmy Capps

General Manager