



Notice of Credit/Debit Card Convenience Fee Effective January 1, 2026

Due to steadily rising operational costs – including the credit and debit card processing fees – the Board of Commissioners of Hawkins County Gas Utility has made the difficult decision to implement a **Credit/Debit Card Convenience Fee** for all over-the-counter payments made using a credit or debit card. The fee will be the same as the fee that has always been charged to customers using our **Online Bill Pay** or **Pay by Telephone** service.

The credit/debit card convenience fee can be avoided by paying your bill with cash, check or by automatic bank draft.

As a public utility, we are fully aware of the financial challenges that rising costs can create for our customers. Please know that this decision was not made lightly. The Board has worked diligently to avoid any additional fees, but unfortunately, given the current economic conditions, a credit/debit card convenience fee has become unavoidable.

Hawkins County Gas Utility remains committed to providing safe, reliable, and affordable natural gas and LP gas service. We continually seek ways to reduce operational expenses while maintaining high standards of service our community depends on. We appreciate your understanding and continued support.

The following Credit/Debit Card Convenience Fee will take effect on Thursday, January 1, 2026

Your account will be charged a Billing Service fee of \$2.50 for all payments up to \$85.00, or a fee of 2.95% for all payments above \$85.00. This will result in two separate charges, the third party fee to Billing Servicing and the bill balance to Hawkins County Gas Utility.