

Energy Affordability: Myths vs. Reality



This guide clarifies common misconceptions and highlights how natural gas contributes to reliable and affordable energy.



Common Misconceptions

Myth

Reality

Elizabethtown Gas (ETG) profits when gas commodity prices rise.



ETG purchases natural gas from a supplier and charges customers the same price with no markup. ETG does not profit from the price of gas itself.

ETG controls every part of my natural gas service, including supply and delivery.



Natural gas is sourced from suppliers, transported through pipeline networks to ETG, and then safely delivered through ETG's local system to homes and businesses.

My bill only depends on gas prices.



Your bill can change for various reasons, including how much energy you use, the weather, and the time of year.

The Distribution and Consolidated Adjustment Charges on my bill is like paying for food or package delivery.



These charges are not a one-time delivery fee. It pays for maintaining thousands of miles of pipelines, supporting safe and reliable service every day, responding to emergencies, and supporting customer programs.

There is no help available if I cannot pay my bill.



There are programs available to qualified customers to help lower your bill and provide financial assistance. Flexible payment options may also be available.

Small changes will not make a difference on my bill.



Simple steps can reduce your energy costs over time. Adjusting your thermostat or using less hot water can help.

In most cases, switching to electric heating will save money.



Natural gas is often the most cost-effective choice for homes or businesses. The best option depends on your equipment, usage, and energy needs.

Infrastructure investments only increase bills.



Investments help prevent costly repairs and outages. They help keep service safe, reliable, and ready to meet demand.

Questions about your bill?

We are here to help: elizabethtowngas.com | 1.800.242.5830