

# What you should know about Weather Normalization Adjustment (“WNA”)

Weather can often be unpredictable, especially during the winter. Variations in temperature can significantly affect your natural gas bill.

## What is WNA?

WNA is approved by the Railroad Commission of Texas to reduce the effect of abnormally warm or cold weather on customer bills. It is NOT a rate increase. It simply makes your gas bills more predictable and more stable, regardless of weather conditions. It only affects your bill during the winter heating season, December through February. Simply, WNA adjusts a portion of your bill for the difference between the actual weather and the normal weather.

## What is “normal” weather?

Normal weather is the 10-year temperature average used to establish Universal Natural Gas’s current rate. Universal Natural Gas compares the temperatures during a billing period with the 10-year average for that same period. The WNA adjusts a portion of your bill for the difference between the actual weather and the normal weather.

## Will my bill be affected in the summer?

WNA applies only to the heating season (December through February).

## Why is WNA important?

For you, it lowers a portion of your bill when weather is colder than normal and you’re using more natural gas or increases your bill slightly when weather is warmer to cover our cost of service. As a valued customer, we want to keep you well-informed as we continually strive to provide you with the most efficient and reliable service possible.