

Accessibility Statement

National Gas & Electric, LLC — ngande.com

Last reviewed: June 18, 2026

Our Commitment

National Gas & Electric, LLC is committed to ensuring that our website, ngande.com, is accessible to all visitors, including people with disabilities. We believe everyone deserves equal access to information about our energy products and services.

Our Goal

We aim to meet the **Web Content Accessibility Guidelines (WCAG) 2.1 Level AA** standard, published by the World Wide Web Consortium (W3C). These guidelines explain how to make web content more accessible to people with a wide range of disabilities, including visual, auditory, cognitive, and motor impairments.

What We Are Doing

Our ongoing accessibility efforts include:

- Regularly reviewing our website against WCAG 2.1 Level AA criteria.
- Utilizing the UserWay accessibility widget, which provides visitors with tools to customize their browsing experience, including font size adjustments, contrast settings, and screen reader compatibility.
- Working with our web development team to identify and remediate accessibility barriers.
- Ensuring new content and features are evaluated for accessibility before publishing.
- Providing text alternatives for non-text content where applicable.
- Maintaining sufficient color contrast and readable font sizes throughout the site.

Known Limitations

While we strive for full accessibility, some areas of our site may not yet fully meet WCAG 2.1 Level AA. We are actively working to identify and address these gaps. Areas we are continuing to

improve include:

- Certain PDF documents (such as Environmental Disclosure Labels and regulatory notices) may not be fully accessible to screen readers. Where possible, HTML alternatives will be provided.
- Some third-party embedded tools (such as rate-check and enrollment forms) are managed by external vendors. We are working with those vendors to improve accessibility.

Feedback and Contact

We welcome your feedback. If you experience any difficulty accessing any part of our website, or if you need information in an alternative format, please contact us:

Phone: 888-442-0002

Email: customercare@NGandE.com

Mail: National Gas & Electric, LLC
12140 Wickchester Lane, Ste. 600
Houston, TX 77079
Attn: Accessibility

We aim to respond to accessibility feedback within **5 business days**.

Enforcement

If you are not satisfied with our response, you may contact the **U.S. Department of Justice** regarding ADA Title III complaints at www.ada.gov or by calling 1-800-514-0301.

Technical Information

This website is built on WordPress using the Avada theme and builder. We rely on the following technologies for accessibility:

- HTML5
- CSS3
- JavaScript
- UserWay Accessibility Widget

Assessment Approach

National Gas & Electric assesses the accessibility of this website through self-evaluation and automated tooling (UserWay). We intend to commission a formal third-party accessibility audit in

the future and will update this statement with those findings.

This statement was prepared on June 18, 2026 and will be reviewed and updated at least annually. National Gas & Electric, LLC | 12140 Wickchester Lane, Ste. 600, Houston, TX 77079 | 888-442-0002 | customercare@NGandE.com