

## **Frequently Asked Questions – Joint Interest Billing**

### **Who do I contact for Joint Interest Billing questions?**

- Please contact us at [JIB@roanresources.com](mailto:JIB@roanresources.com) or 405-241-2271. We strive to answer all calls and emails within 5 business days.

### **How Do I Change My Address?**

- Please fill out a Change of Address Form and send it to [divisionorders@roanresources.com](mailto:divisionorders@roanresources.com)

### **When is my monthly Joint Interest Billing (JIB) invoices processed?**

- Invoices are generally prepared and mailed between the fourth and sixth workday of the following month.

### **Can I receive my monthly invoice/statement electronically?**

- Yes, you can view and print all your invoices by accessing EnergyLink at [www.energylink.com](http://www.energylink.com). EnergyLink is a secured site and it is free of charge for basic services.

### **How do I get a username and password to sign up for EnergyLink?**

- Contact us at [JIB@roanresources.com](mailto:JIB@roanresources.com) and we can provide a username and password. You can also contact EnergyLink directly at [www.energylink.com](http://www.energylink.com)

### **Can I stop receiving paper JIB invoices?**

- Yes, please contact us at [JIB@roanresources.com](mailto:JIB@roanresources.com) or 405-241-2271. Per your request we will remove you from receiving paper invoices.

### **When is my JIB invoice payment due?**

- All JIB invoices have payment terms of 30 days. If a balance becomes past due the account could be subject to Revenue netting. If there is a billing discrepancy that is causing you to short pay please contact us at [JIB@roanresources.com](mailto:JIB@roanresources.com)

### **Why would I not receive a JIB invoice?**

- There are a few reasons that you may not receive a monthly JIB invoice. The most common would be a bad address on file or your wells did not have any expenses processed. If you do not believe these to be the cause please contact us at [JIB@roanresources.com](mailto:JIB@roanresources.com)

### **Where should JIB payments be mailed?**

- Please submit all JIB invoices payments to the below address

**Roan Resources – JIB's  
Dept. 300  
PO Box 4623  
Houston, TX 77210-4623**



**How often are payout statements provided?**

- Any partner that is subject to a payout will receive statements every 3 months. The detail will include transactions generated through the billing quarter and will be prepared the following month. Anticipated mailings would occur every January, April, July, and October.

**How often are billings statement provided?**

- Any partner that has an aged balance due or credit will receive a mailed statement every 3 months. Anticipated mailings would occur every January, April, July, and October.