

Fountaintown Gas Co., Inc.

RIGHTS &



RESPONSIBILITIES

106 E Main St
PO Box 1007
Morristown, IN 46161-1007

Phone: (765)763-6393
Fax: (765)763-7281

EMERGENCY: (800)379-1800

www.ftgas.net

WELCOME to Fountaintown Gas Co., Inc. In addition to any applicable local, city, state, or federal codes, Fountaintown Gas Co., Inc. has certain requirements that must be met in order to obtain and maintain gas service.

We are excited to work with you to provide natural gas service at your property and are pleased to have you as a customer.

Providing safe and reliable natural gas service is our commitment to you.

APPLYING FOR NEW SERVICE

When applying for natural gas service, a deposit may be required to establish service.

- ☐ A visit to the Fountaintown Gas Co., Inc. office is required to complete account paperwork prior to the connection of service.
- ☐ If natural gas service has been disconnected for twelve (12) or more months, a Pressure Test Certification Card will need to be completed and returned to the office prior to the connection of service.
- ☐ A valid mailing address must be provided prior to natural gas service being established.
- ☐ If the applicant has not established a satisfactory payment history with a regulated utility (natural gas or electric utility), a deposit may be necessary. The deposit will be calculated based on the twelve-month usage for the property.
- ☐ If the deposit is \$200, we will connect the utility service when the deposit is received. A deposit over \$200, service will be connected once a minimum of half the deposit has been made and a payment arrangement for the remaining deposit established.
 - Any deposit on an account will be applied as a credit after twelve (12) consecutive on-time payments; or,
 - The deposit will be applied to your final bill when you request to have the natural gas utility shut off.

PAYMENT

It is the customer's responsibility to update any address and phone number changes with Fountaintown Gas Co., Inc. promptly. All gas bills are due in the office by close of business the 17th of the month.

PAYMENT OPTIONS

By Mail – Allow 5-7 days for mailing
Fountaintown Gas Co., Inc.
PO Box 1007
Morristown, IN 46161-1007

In Person – You may pay your bill in the Morristown, IN office during normal business hours. Accepted payment methods are cash, money order, and debit or credit card*.

Online – Visit www.seingas.net to pay your bill with a debit or credit card*.

Phone – Call (765)763-6393 to pay with a debit or credit card*.

**Payment with a debit or credit card will have a convenience fee added for each transaction. Visa and MasterCard are accepted.*

BUDGET BILLING PROGRAM

Fountaintown Gas Co., Inc. offers an equalized payment program to our customers with a good payment history and has been in the home for a minimum of twelve (12) months. An application for the program will be mailed annually with the April monthly statement; once enrolled in the program, you will remain enrolled until you request to be removed or Fountaintown Gas Co., Inc. removes you due to not fulfilling the terms of the agreement. The monthly budget amount for an account is based upon average monthly usage over the prior twelve months service for an account, normalized weather conditions and projected gas costs.

SERVICE OR BILL INQUIRIES

If you have questions or concerns about your utility bill, please call the office at (765)763-6393. During a bill investigation, you are required to pay the undisputed portion of the bill.

You may also contact the Indiana Utility Regulatory Commission to review your concern:

Indiana Utility Regulatory Commission
PNC Center
101 W Washington Street, Suite 1500E
Indianapolis, IN 46204
Phone: (317)232-2701

DISCONNECTION OF SERVICES

To request a voluntary disconnection of utility service, please call the office at least three business days in advance. You will remain responsible for all usage and the related charges until we disconnect the service(s).

Fountaintown Gas Co., Inc. may disconnect your service without prior notice for the following reasons:

- A condition dangerous or hazardous to life, physical safety, or property exists.
- An order is issued by the court, the Indiana Utility Regulatory Commission (IURC) or authorized public authority.
- Fraudulent or unauthorized use is detected and the utility has reasonable grounds to believe the affected customer is responsible for use.
- The utility's regulating or measuring equipment has been tampered with and the utility has reasonable grounds to believe that the affected customer is responsible for the tampering.

Fountaintown Gas Co., Inc. may disconnect service for non-payment of services when:

- Prior balance has not been paid by the due date of the 17th. *NOTE: A disconnection notice prints on the front of the monthly statement when there is a prior balance and the account is subject to disconnection of service.*
- A payment agreement with Fountaintown Gas Co., Inc. for a prior balance has not been followed.
- A check is returned for payment of a past due balance; in addition a returned check fee will be charged to the account.

When a service order is generated to disconnect service; a Collection Charge will be applied to the account. Refer to the back of the monthly statement for more detail.

If your service has been disconnected, no after-hours reconnections will be performed. This includes the hours between 5:00 pm and 8:00 am, Monday through Thursday and the weekend from 5:00 pm through 8:00 am Monday. Any holiday office closing is also considered after-hours.

Prior to disconnection we offer a number of payment methods to make the process easier for the customer. Customers who are unable to pay a bill in full should notify our office as soon as possible to discuss options for payment. *Agreements may be available to customers who qualify, but only if you contact our office more than 24 hours prior to the due date.*

The Indiana Energy Assistance Program (EAP) provides financial assistance to low-income households to maintain utility services during the winter heating months. The program is implemented through Community Action Agencies with outreach offices in every county. Please contact the Community Action Agency in your area to learn about the appropriate funds available and the steps to submitting an application.

UNAUTHORIZED USE OF SERVICE

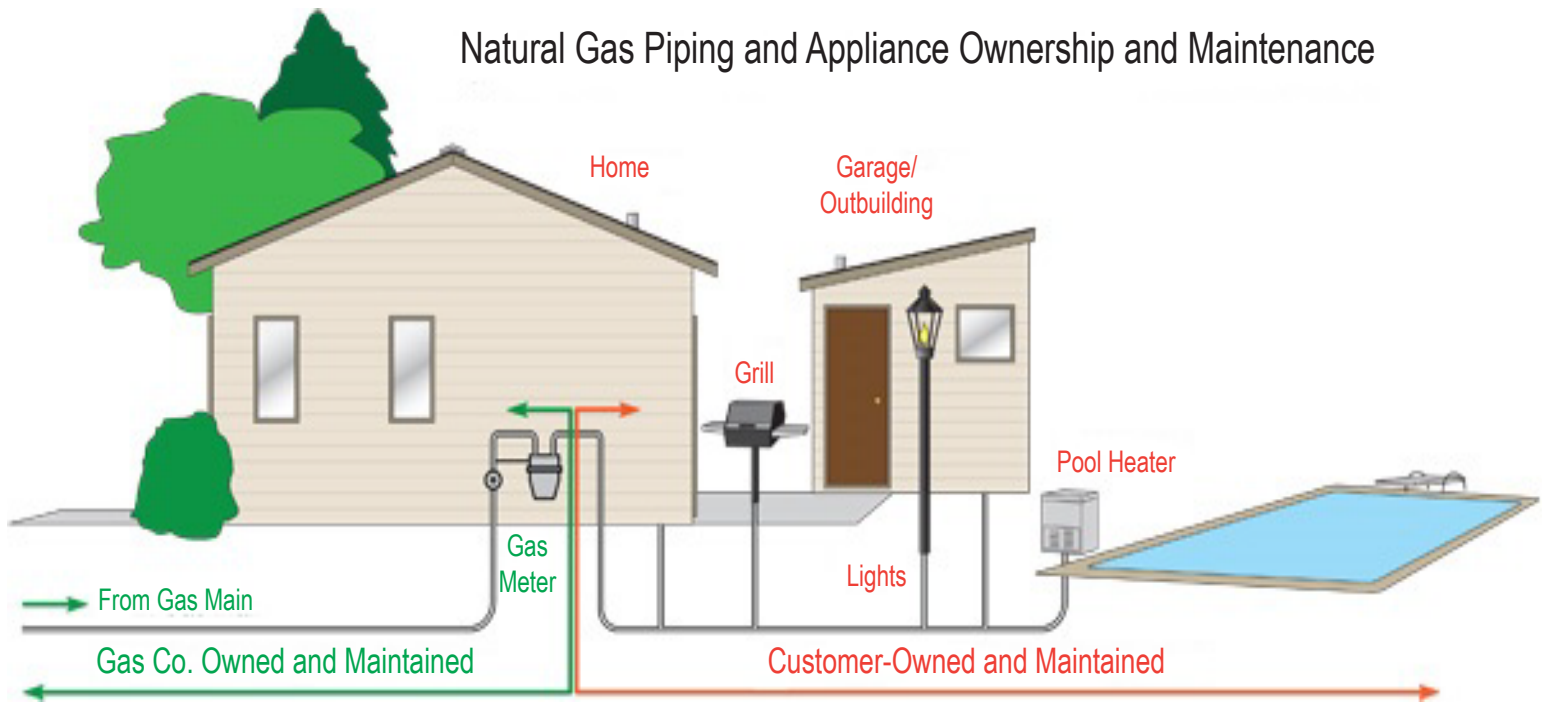
You are not permitted to connect or reconnect service yourself, or employ any person to do so.

Stealing natural gas is a dangerous crime. It is also unsafe and may cause serious injury to the thief and surrounding neighbors. Stealing utility service by tampering with a meter is considered a felony and will be prosecuted. Furthermore, utility theft increases the cost for all of us.

If you observe someone stealing natural gas service, please call our office at (765)763-6393. Your call can remain completely confidential.



Natural Gas Piping and Appliance Ownership and Maintenance



CUSTOMER PIPING

Federal Regulation #192.16 requires that we notify you to exercise diligence in regards to underground or buried gas piping. Buried gas piping may be subject to leakage and/or corrosion (may occur on metallic pipe) and could potentially be subject to hazards if not maintained.

Remember that any and all gas piping downstream (house side) of the gas meter belongs to you, the gas consumer, and you are responsible for the maintenance and operation of this portion of the piping. We do not own the gas line beyond the meter; therefore, we do not routinely maintain or locate these lines. Commercial plumbers and/or heating contractors may be contacted if and when gas lines need attention.

Buried gas piping should be:

- Periodically inspected for leaks.
- Periodically inspected for corrosion, if metal.
- Reported if any unsafe condition is discovered; or the flow of gas is shut off.

METER READING

All meters are read monthly in time to have the bills processed for mailing no later than the first day of the following month. Meter reading may be estimated when good cause exists including, but not limited to, customer request, inclement weather, inaccessibility of a customer's meter, inability to obtain a reading after reasonable effort has been made, and other circumstances beyond the control of the utility.

METER ACCESSIBILITY

Gas meters must be accessible at all times for meter reading, inspection and maintenance. If you fail to provide access to the meter, including any limitation imposed, for example, fencing, decking, landscaping, backfill and/or unrestrained animals. Fountaintown Gas Co., Inc. may disconnect service. If access is not granted, the meter may be moved to an accessible location at the customer's expense.



**Know what's below.
Call before you dig.**

ENSURE YOUR SAFETY

The leading cause of damage to buried pipelines is the failure to call and obtain the pipeline's exact location prior to digging. Damage to pipelines – such as a scratch, gouge, crease or dent – may cause a leak.

Before starting any digging project, you are required by state law to call 811 at least two full working days before any planned excavation. Fountaintown Gas Co., Inc. will mark the location of the gas lines; this is a free service.

Excavation activity can be as simple as planting a tree, installing landscaping, building a fence or installing a swimming pool. REMINDER: It is unsafe to build a structure over existing gas lines; building a garage, above ground pool, or even a shed are just a few examples.

OUR SAFETY COMMITMENT

It is unlikely a gas leak will occur, but you should always be prepared. We are committed to protecting you, your property and the environment. By implementing safety programs we are better equipped to detect the possibility of a leak happening prior to it actually occurring.

Using the latest technology, security, and industry practices, natural gas pipelines and mains are monitored to maintain service and safety. Fountaintown Gas Co., Inc. executes many programs to ensure your safety including:

- Design and Construction
- Monitoring of Fountaintown Gas Co., Inc. lines
- Integrity Management Program
- Emergency Responder and Excavator Training Program
- Public Awareness and Damage Prevention Program
- Coordination and communication with police, fire and public officials.

RESPONDING TO NATURAL GAS LEAKS

Knowing how to recognize, react and report natural gas emergencies can help keep you and your community safe.

Service Outage

If you have a sudden and unexpected outage of natural gas service, please call the office as soon as possible. Please do not assume that the problem has been reported by another gas customer.

RECOGNIZE – Signs of a natural gas leak may include:

- “Rotten egg” smell
- Blowing or hissing sound
- Dead or discolored vegetation in an otherwise green area
- Dirt or dust blowing from a hole in the ground
- Bubbling in wet or flooded areas
- Flames, if a leak has ignited

REACT

- Leave the area immediately, without using anything that could ignite the natural gas
- Do not use any electrical device, such as light switches, telephones / cell phones, garage door openers
- Do not use an open flame, matches or lighters
- Do not try to locate the source of the gas leak
- Do not try to shut off any natural gas valves or gas appliances
- Do not start vehicles
- Do not re-enter the building or return to the area until our employee says it's safe to do so

REPORT

- Go to a safe location
- Then call Fountaintown Gas Co., Inc.
 - (765)763-6393
 - (800)379-1800
 - Call 24 hours a day, 7 days a week