



Fountaintown Gas Co., Inc.

106 E Main St • PO Box 1007 • Morristown, IN 46161 • ftgas.net
P: (765)763-6393 • F: (765)763-7281 • Emergency: (800)379-1800 • October 2020

VISITING THE OFFICE: Remember; if you need to visit the office, an appointment must be made in advance and a mask or face covering worn while in the office. However; most customer requests can be handled over-the-phone or by utilizing online options we have available. Payments can be made using the drop slot in the front of the building, by mail, or using our automated teller or through our website at ftgas.net.



CUSTOMER RIGHTS & RESPONSIBILITIES: Information on your rights and responsibilities as a natural gas customer can be found on our website at ftgas.net.

A CONSUMER FACT SHEET FROM THE INDIANA OFFICE OF UTILITY CONSUMER COUNSELOR

in.gov/oucc/2382.htm

What Every Utility Consumer Should Know:

- You are responsible for paying all bills on time and in full.
- If you are unable to pay your utility services, you are responsible for contacting the utility immediately to determine if alternate payment arrangements can be made.
- If you receive a disconnection notice, contact the utility right away and:
 - Discuss exactly why you received the notice.
 - Discuss payment plan options, if you are facing disconnection due to nonpayment.
 - Remember that under certain circumstances, utilities are required to provide options while continuing to provide service. In other cases, they may provide such options.
- While the OUCC does not offer financial assistance, various programs can help low-income households.

Service disconnection rules vary by utility. This summary only applies to utilities that are regulated by the Indiana Utility Regulatory Commission (IURC).

Scholarship Opportunity



In 2010 a scholarship was established to provide educational benefit to students served by the Gas Company, who plan to pursue an accredited certification or degree at a post-secondary institution. This scholarship is awarded to an individual, who with the benefit of additional education will impact the community in a positive way.

Interested in Applying? Visit the website of the Hancock County Community Foundation at www.givehcgrowhc.org. The guidance counselor for the applicant will also have information on applying. Completed applications are due by February 1, 2021. NOTE: You don't need to live in Hancock County to be eligible; you just need to be served by Fountaintown Gas Co., Inc.



The Indiana Energy Assistance Program provides financial assistance to low-income households to maintain utility service during the winter heating months. The program is implemented through Community Action Agencies in every county. The agency in your county will assist you with processing an application and utility vendor payments.

Decatur County HSI
Phone: (812)663-8830

Hancock County ICAP
Phone: (317)462-1936

Henry County ICAP
Phone: (765)529-2863

Rush County ICAP
Phone: (765)932-2863

Shelby County HSI
Phone: (317)392-3153

in.gov/ihcda.4067.htm
hsi-indiana.com
icapcaa.org