



ENERGY ASSISTANCE PROGRAM NOTICE: March 15, 2021 ends the Indiana Energy Assistance Moratorium protection. Review your monthly statement closely; you will need to bring your account current by close-of-business on the March due date.

If you are concerned about your ability to pay the full account balance, contact the office prior to the due date to discuss your account and possible repayment options.

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 for 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 type of utility. This summary only applies to utilities that are regulated by the Indiana Utility Regulatory Commission (IURC).

FLOODING AND NATURAL GAS METERS: Spring in



Indiana often brings localized flooding to our service area; Fountaintown Gas Co., Inc. wants to ensure you know what to do to help keep the natural gas system safe and reliable.

If water rises to the level of our gas meter and/or regulator, notify the Gas Co. at (765)763-6393 or (800)379-1800 immediately. A Field Service Technician will need to inspect the situation, and after the water recedes some of our equipment may need replaced.

Flooding is an example of a situation that may require the utility to shut off specific properties or areas. To communicate with our customers and inform them in a timely manner of any disruption in service, it is important to update your contact information when something changes.

CUSTOMER NOTIFICATION: Winter Weather

During the month of February much of the nation, including Indiana, experienced lower than normal temperatures and higher than average snowfall. As a result, many natural gas meters were inaccessible during normal meter reading. Therefore, your bill may have been estimated this month. If your bill was estimated, it will be noted on the billing statement. Any account that was estimated will have the necessary corrections made, if necessary, on the next billing statement. The office is open during normal business hours to answer any questions or concerns.



WINTER HEATING TIPS

- Lower your thermostat by a few degrees in the winter.
- Invest in a programmable thermostat.
- Flip your ceiling fan switch to reverse to make the blades spin clockwise.
- Move furniture away from vents.
- Look for air leaks.

COVID - 19 UPDATE: LOBBY REMAINS CLOSED, EXCEPT BY APPOINTMENT. FACE MASK / COVERING IS REQUIRED FOR ENTRY. DROP SLOT BY STEPS FOR PAYMENTS.