

RECONNECTION CHARGES AND BAD CHECKS

When service is turned off for non-payment of a bill, a Reconnection Charge will be assessed and collected before service is restored, pursuant to the provisions of Appendix C, Other Charges.

Customers desiring temporary suspension of service shall pay a Reconnection Charge to cover part of the cost of discontinuance and reestablishment of their service, pursuant to the provisions of Appendix C, Other Charges.

When a customer issues a check for service that is returned by the bank for “insufficient funds” an Insufficient Funds Check Charge will be assessed, pursuant to the provisions of Appendix C, Other Charges.

BILL PAYMENT

Bills will be rendered monthly and must be paid at the office of IUC during business hours or use our secured drop box located at the entrance of IUC. If a bill is not paid by the due date thereof as stated in the bill, the customer shall be considered delinquent in payment and IUC may, upon fourteen (14) days written notice in accordance with 170 IAC 5-1-16(e), discontinue service.

When the due date falls on Saturday, Sunday, or any legal holiday, the first business day thereafter shall be added to the due date. Failure to receive bill shall not entitle the customer to pay the net bill if he/she fails to make payment by the due date, nor shall it affect the right of the Company to discontinue service for non-payment of bill as provided above.

CALL BEFORE YOU DIG!

Prior to any digging or excavation at or around your home or place of business, you are required to call the Indiana Underground Protection Agency, better known as “Know What’s Below. Call Before You Dig”

The national number for “Call Before You Dig” is 811 and is available to everyone in the public. Failure to call before you dig may jeopardize your safety and the safety of others that live near you.

IMPORTANT NOTICE ON

CUSTOMER-OWNED UNDERGROUND PIPING

Department of Transportation regulations require Indiana Utilities Corporation (IUC) notify each customer the necessity of maintaining customer-owned, underground gas piping. IUC maintains and inspects all gas piping to the outlet side of the meter. IUC does not maintain customer-owned gas piping beyond the customer meter. Customer-owned piping includes all piping from the outlet of the meter to appliances. (e.g. outdoor lighting, grills, etc.)

There may be an occasional situation where the residential meter set is separated from the dwelling. Under that circumstance and in addition to Federal Department of Transportation regulations, the division of Pipeline Safety of the IURC requires IUC to leak survey underground gas-carrying, metallic piping from the meter set to the outside wall of the residence. It is important to note that performing a periodic leak survey does not constitute maintenance of the customer-owned line. Therefore IUC is not providing cathodic protection, inspection of, or other types of similar maintenance of underground line.

Buried gas piping that is not maintained may be subject to the potential hazards of corrosion and leakage. All buried piping should be periodically inspected for leaks. If the piping is metallic, it should also be periodically checked for corrosion. If any unsafe condition or leak is found, the gas piping should be repaired promptly. Plumbing and heating contractors can assist you in locating, inspecting, and repairing underground gas piping.

Contact IUC BY:

PHONE: 812-738-3235

AFTER HOURS PHONE: 1-800-589-8142

FAX: 812-738-1512

WEB: WWW.INDIANAUTILITIESCORP.COM

Indiana Utilities Corporation

123 W Chestnut St. Corydon IN, 47112

INDIANA UTILITIES CORPORATION

This pamphlet explains your rights and responsibilities as a customer of Indiana Utilities Corporation. It is being provided to all Natural Gas customers in accordance with rules and regulations of the Indiana Utility Regulatory Commission.



*Indiana Utilities
Corporation*



Know what's below. Call before you dig.

The Indiana Utility Regulatory Commission (IURC) the state agency that regulates all utility rates and services, requires issuance of an easy to understand pamphlet that explains the customers rights and responsibilities with regard to gas service. While the pamphlet covers areas of consumer rights and responsibilities, additional information about gas service is available from our office. If you have any questions about your gas service please call or visit our office.

NEW SERVICE APPLICATION

A written application or contract, properly executed, may be required before the Company is obligated to render gas service. IUC shall have the right to reject for valid reasons any such application or contract. Valid reasons shall include unsafe conditions or a previous bill; both conditions are described in the 170 IAC 5-1-16, the company may deny or reject the connection of the customer. The company may require a long-term contract providing for annual revenue guarantee or other special conditions when an unusual expenditure for construction or equipment is necessary to furnish the customer with service.

SERVICE CONNECTIONS

Upon written request for gas service by a prospective customer or a group of prospective customers located in the same neighborhood, IUC will extend free of charge its facilities consisting of distribution mains, underground service pipes, meters, and other equipment necessary to provide the service requested, provided (a) that the total estimated non-gas cost revenue from the prospective customer or customers for a period of six (6) years is equivalent to or in excess of the estimated cost of providing such facilities and (b) that patronage or demand is of such permanency as to warrant the capital expenditure involved.

The customer shall give easement necessary to the Company for company's pipes and apparatus across and on the property of and controlled by the customer, necessary to the furnishing of service. Customers shall allow access to Company Employees at all reasonable times for the purpose of reading, inspecting, testing, repairing, or replacing meter or meters or other equipment used in connection with the service, and for the removing of same upon discontinuance of service. Service pipes, meters, and regulators will at all times remain subject to the control of IUC and will be maintained by the IUC at its own expense.

However, any alterations necessary, such as change of location or enlargements of service, must be done at customers the expense.

CUSTOMER PIPING

Pipes and Equipment at and from the outlet side of the meter must be installed and maintained at the expense of the customer. IUC under no circumstances are required to inspect the piping and equipment of the customer, but IUC will assist you in evaluating for possible leaks and replacing your service line. In some cases IUC may not be able to correct your service line to your home. In that event you will need to contact a local plumber and/or heating and cooling contractor make the repair

CUSTOMER DEPOSITS

IUC may require a present customer to make a reasonable cash deposit based upon the criteria set forth in 170 IAC 5-1-15(C). If a perspective customer fails to establish that he/she is creditworthy, in accordance with the criteria set forth in 170 IAC 5-1-15(8).

IUC may require a cash deposit by the customer. In either of the aforementioned cases, the cash deposit shall not exceed 1/3 of the estimated annual cost of service to be rendered, unless the customer or applicant has contracted for the " budget plan", in which case the amount of the cash deposit is greater than \$70, the customer shall be permitted to pay such deposit in equal installments over a period of eight (8) weeks.

Such deposit shall bear simple interest at the rate of six (6) percent (6%) per annum, payable at the time the deposit is refunded to the depositor, provided said deposit remains with IUC for a period of twelve (12) months or longer. Deposits shall cease to bear interest upon discontinuance of service.

Retention of said deposit by IUC, prior to final settlement, shall not be considered as payment or part payment of any bill for service. However, IUC may apply said deposit against unpaid bills for service; and in such case, the Customer will be required to restore deposit to the original amount before service is re-established.

Any deposit or accrued interest will be refunded upon satisfactory payment by the customer for a period of either twelve (12) successive months or twelve out of any fifteen (15) consecutive months provided that the customer did not make a late payment for any two consecutive months. Following customer-required termination of service, IUC will apply the deposit, plus accrued interest, to the final bill and the balance (if any) will be refunded to the customer or upon specific request from the customer, IUC will refund the deposit plus accrued interest within fifteen (15) days after payment of the final bill.

BUDGET BILLING

Budget Billing is available to residential and commercial customers wanting to level out seasonal variations in monthly bills. The payment is based on expected usage and applicable rates from the most recent consumption information available. The budget period extends from May to April. The annualized amount is divided by twelve (12) to determine the monthly budget amount. The customer bill will provide the actual meter read, billing, and account balance information, so that the customer can compare the budget payment to the actual bill activity.

IUC will review budget payments periodically throughout the budget period to determine if an adjustment is necessary. Account balances, debit or credit, at the end of the budget period, will be rolled into the budget payment for the subsequent twelve-month period. Customer not wanting to continue in the next budget period should contact IUC. Customers who fail to make two (2) monthly budget payments will be removed from the plan.

ESTIMATED BILLING

Despite every effort to read your meter each month, sometimes we are unable to do so because of the extreme weather conditions, emergencies and other circumstances. In order to be able to send you a monthly bill, we will estimate the volume of gas used during the period on your previous usage. If your reading is estimated, the bill will indicate such. If your actual use is higher or lower than our estimated amount, the difference will be reflected in the first bill rendered after your meter is read.

DISCONTINUANCE OF SERVICE

In accordance with 5-1-16(a), a customer shall notify the company at least three (3) days prior to the day disconnection is desired. The customer shall remain responsible for all service used until such service is disconnected following such notice. IUC upon request of the customer shall disconnect service within three (3) working days of the requested disconnection date. The customer shall not be liable for any such service rendered after the expiration of three (3) such days.