



DISCONNECTION POLICY

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

Fountaintown Gas Co., Inc., may disconnect 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 Fountaintown Gas Co., Inc., has reasonable grounds to believe the affected customer is responsible for such use.
- Fountaintown Gas Co., Inc., regulating or measuring equipment has been tampered with, and Fountaintown Gas Co., Inc., 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 close of the business day on the 17th of the month. *NOTICE: A disconnection notice prints on the front of the monthly statement when there is a prior balance, and the account is subject to disconnection due to a prior balance.*
- A payment agreement with the Gas Co. for a prior balance has not been followed.
- A check is returned for payment of a past due balance; a \$35.00 returned check fee will be charged to the account.

When a service order is generated to disconnect service for non-payment, a \$30.00 Collection Charge will be applied to the account. To avoid disconnection, payment must be made prior to the arrival of a Fountaintown Gas Co., Inc., employee at your property.

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

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 disconnection day.*