



May 2017

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## DISCONNECTION OF SERVICE:

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

- Prior balance has not been paid by close of business on the due date.
  - **NOTICE:** Your 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. Any additional notice from the Gas Co. will be at the discretion of the Gas Co.
- A payment agreement with Fountaintown Gas Co., Inc. for a prior balance has not been followed.
- If a check is returned by the bank for payment of a past due balance; a returned check fee will also be charged to the account.
- ❖ When an order is generated to disconnect service; a Collection Charge will be applied to the account. Refer to the back of your monthly statement for more detail.
- ❖ If service has been disconnected, no after-hours reconnection 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 Friday through 8:00 am Monday. Any holiday office closing is also considered after-hours.
- ❖ Prior to making a payment after disconnection, please contact the office to learn the amount owed. The amount reflected on the online system for bill payment may not reflect all charges and fees that need paid prior to reconnection of services.

## Employees of Fountaintown Gas Co., Inc. undertake a wide range of safety programs, including:

- Installing above-ground markers to indicate the location of certain portions of our buried gas lines.
- Performing regular visual inspection and leak surveys of our systems to identify potential problems.
- Maintaining detailed requirements for qualification and inspection of construction techniques used in our system.
- Adding mercaptan, a rotten-egg smell, to odorless natural gas so that customers and the public can smell leaks if they happen.
- Educating the public on the importance of "Call Before You Dig" to prevent third-party damage to natural gas pipelines.



## Planning a home improvement? Planting a tree? Installing a deck or fence?

- Accidental damage during third-party excavation is the leading cause of serious incidents on natural gas pipelines.
- Before you start digging on your property, the law requires you to notify all utilities by call 811 at least two full business days in advance so that underground lines can be located and clearly marked.

## LANDLORD POLICY NOTICE

**EFFECTIVE JULY 1, 2017:** If a Landlord Standby Agreement has not been completed and returned to the office by July 1, 2017; any rental account will be shut off between tenants and not automatically put back in the landlord's name.

Landlord Standby Agreements will be mailed to known landlords with natural gas accounts.

Please contact the office during normal business hours, if you have any questions or concerns regarding the Landlord Policy.

## BUDGET BILLING

### Are you a Budget Billing Customer?

As a current budget billing customer, any balance owed or overpaid will be calculated into the next twelve-months of your budget billing program. All budget payments need to be made, regardless of your actual account balance, this allows for an accurate calculation.

### Are you interested in Budget Billing?

The Budget Billing Program applications are due into the office by the June due date. If you don't have an application, you can visit [www.ftgas.net](http://www.ftgas.net) and sign up through our website or pick an application up in the office.

In July, Fountaintown Gas will be working with USDI surveying our natural gas system. You may notice USDI personnel walking our natural gas system and performing inspections. If you have any questions or concerns, please contact the office during normal business hours.