



# Fountaintown Gas Co., Inc.

106 E Main St • PO Box 1007 • Morristown, IN 46161 • [www.ftgas.net](http://www.ftgas.net)  
P: (765)763-6393 • F: (765)763-7281 • EMERGENCY: (800)379-1800 • May 2019

## **METER ACCESS**

The Indiana Utility Regulatory Commission states that the natural gas meter and shut-off valve at your property must remain unobstructed at all times. Building a deck over or surrounding the meter, boxing the meter in with any material, planting shrubbery too close, back filling, fencing, unrestrained pets, and locking of gates will all potentially restrict access to our natural gas meter. Restricting access can cause delays in an emergency and during meter reading. If you have any questions or concerns about access to the natural gas meter at your property, please contact the office during normal business hours.

## **DISCONNECTION OF SERVICE**

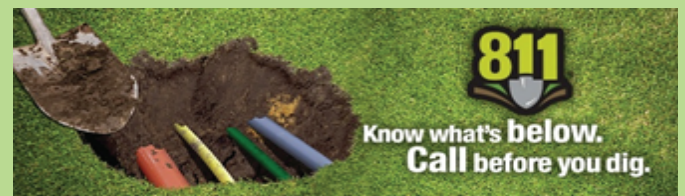
Fountaintown Gas Co., Inc. may disconnect service for non-payment when:

- ➔ 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 for payment of a past due balance; a returned check fee will 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 Friday 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 a disconnection, please contact the office to learn the amount owed. The amount listed online may not reflect all charges and fees required to be paid prior to reconnection of service.

**PLEASE NOTE:** If you plan to leave your service disconnected for a few months, you will be responsible for the minimum monthly charges for each month the service is off and this will be payable prior to reconnection of the service. After twelve months of inactive service, a pressure test will be required for the gas piping at the property – this is the responsibility of the gas consumer; please contact the office for a Pressure Test Certification card that will need to be completed prior to service being activated.

**REMINDER:** In July, Fountaintown Gas Co., Inc. 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.

**Fountaintown Gas Co., Inc. continues to strive towards providing new payment options for our customers. Continue to watch our website; [www.ftgas.net](http://www.ftgas.net), and bill inserts for new payment options that may become available.**



We understand the desire to get outside during the nice weather and tackle home improvement projects. But before you jump into expanding the flower bed, planting that shrub, redoing the deck, or other projects, remember to call 811 before you dig. Call at least two full working days prior to any planned projects.