

Fountaintown Gas Co., Inc.

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Budget Billing Program

WHAT IS THE BUDGET BILLING PROGRAM?

The budget billing program is a method of equalizing your heating cost over a one-year period for your convenience. Budget billing does not affect the cost of gas, but allows the customer to pay the same amount each month for eleven months regardless of amount of consumption. The budget amount is calculated by using the prior twelve months average consumption, projected gas cost, and normalized weather conditions. The budget amount will be recalculated each year in June, with the June billing reflecting the settlement amount. The July bill, which is due in August, will start the new budget year. Your fixed payment amount will appear in the box labeled Budget Amount. You will pay that amount each month regardless of what appears in the Net or Gross Amount boxes. **Once enrolled, payments are mandatory through June of the program year.**

WHAT ARE THE TERMS AND CONDITIONS OF THE BUDGET PROGRAM?

Participants must have a zero or credit balance at the beginning of the budget plan year to qualify for the program. Monthly budget payments must be paid on or before the due date (17th of each month) for each of the eleven months of the plan year. For every month your payment is received after the due date, penalties will be applied to your account at settlement. Be aware that failure to receive a bill does not relieve you of penalty. Penalties are figured based on the budget amount owed, not the actual account balance. Late payments may be cause for termination from the budget billing program. Failure to complete your plan year payments will make you ineligible for participation in the next year. Budget accounts, which are settled on or before July 17th, are on automatic renewal for the budget program for the next year. Payment of the budget amount will signify your acceptance of the terms and conditions of the Budget Billing Program. Should you decide not to participate in the Budget Billing Program, just pay the Net Amount on or before August 17 and you will be removed from the program.

August 7, 2009

WHAT IS SETTLEMENT MONTH?

Settlement month is when all accounts are balanced. No amount will appear in the Budget Amount box. The actual balance of your account will appear in the Net Amount box. If your budgeted amount left you with a debit balance, you must pay that amount in full on or before July 17. Credit balances under \$100.00 will remain as a credit on your account. Credit balances over \$100.00 will be refunded by check. If your account is not paid in full on or before July 17, a penalty will be applied to your account and the Gross Amount will be due. Any account having an outstanding balance after July 17, will not be eligible for participation in the budget program for the following year.

WHAT METHODS OF PAYMENT ARE ACCEPTED?

Payments may be made in our office from 8:00 am to 5:00 pm daily Monday through Friday, or inserted in the drop slot on the front of our building at any time, day or night. Please enclose your payment and stub in an envelope when using the drop slot. If you do not have the stub, make sure your name and account number or service address are clearly marked on the envelope.

Payments may be sent via the US Postal Service. Please allow a minimum of 5 days for delivery. Be aware that your account is not considered paid until payment is received in our office.

Payments may be charged to a VISA or MASTERCARD account, either in person or by phone. You will be charged a \$5.00 fee per transaction for this service.

Online payments may be made on our website at www.fountaintowngas.net.

If you are making online payments through a bank or payment service please note that they write a check that is sent to us via the US Mail. Your account is not considered paid until we receive the payment in our office.

HOW DO I ENROLL IN THE BUDGET BILLING PROGRAM?

To enroll in the Budget Billing Program you may go to our website www.fountaintowngas.net and submit an application, or you may obtain an application from our office to complete and return. If you are accepted into the program, your fixed budget amount for the current plan year will appear on your July bill payable in August.

Enrollment deadline for the 2009 – 2010 plan year is June 24, 2009.

*****THANK YOU FOR CHOOSING GAS*****

August 7, 2009