



**South Eastern Indiana  
Natural Gas Co., Inc.**

# Customer Rights and Responsibilities

312 W. Carr St. • PO Box 441 • Milan, IN 47031  
Phone: (812)654-2444 • Fax: (812)654-3834 • EMERGENCY: (800)379-1800  
[www.seingas.net](http://www.seingas.net)

**W**elcome to South Eastern Indiana Natural Gas Co., Inc. In addition to any applicable local, city, state or federal codes, the Gas Co. has certain requirements that must be met in order to obtain and maintain gas service.

We are excited to work with you to provide natural gas service at your property and are pleased to have you as a customer.

Providing safe and reliable natural gas service is our commitment to you.



## **APPLYING FOR NEW SERVICE**

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When applying for natural gas service, a deposit may be required to establish service.

- A visit to the Gas Co. office is required to complete account paperwork prior to the connection of service.
- If natural gas service has been disconnected for twelve (12) or more months, a Pressure Test Certification card will need to be completed and returned to the office prior to the connection of service.
- A valid mailing address must be provided prior to natural gas service being established.
- A government issued ID is required; for example, a driver's license.
- If the applicant has not established a satisfactory payment history with a regulated utility, a deposit may be necessary. The deposit will be calculated based on the twelve-month usage for a property.
- Deposits may be eligible to have the payment divided into payments, if a repayment contract is established. A minimum of half the deposit must be paid at the time of establishing service.
  - Any deposit on an account will be applied to the account as a credit after eleven on-time payments in-a-row; or,
  - The deposit will be applied to your final bill when service is shut off or transferred to a new account holder.

## **DISCONNECTION OF SERVICE**

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

South Eastern Indiana Natural Gas Co., Inc. may disconnect your service without prior notice for the following reasons:

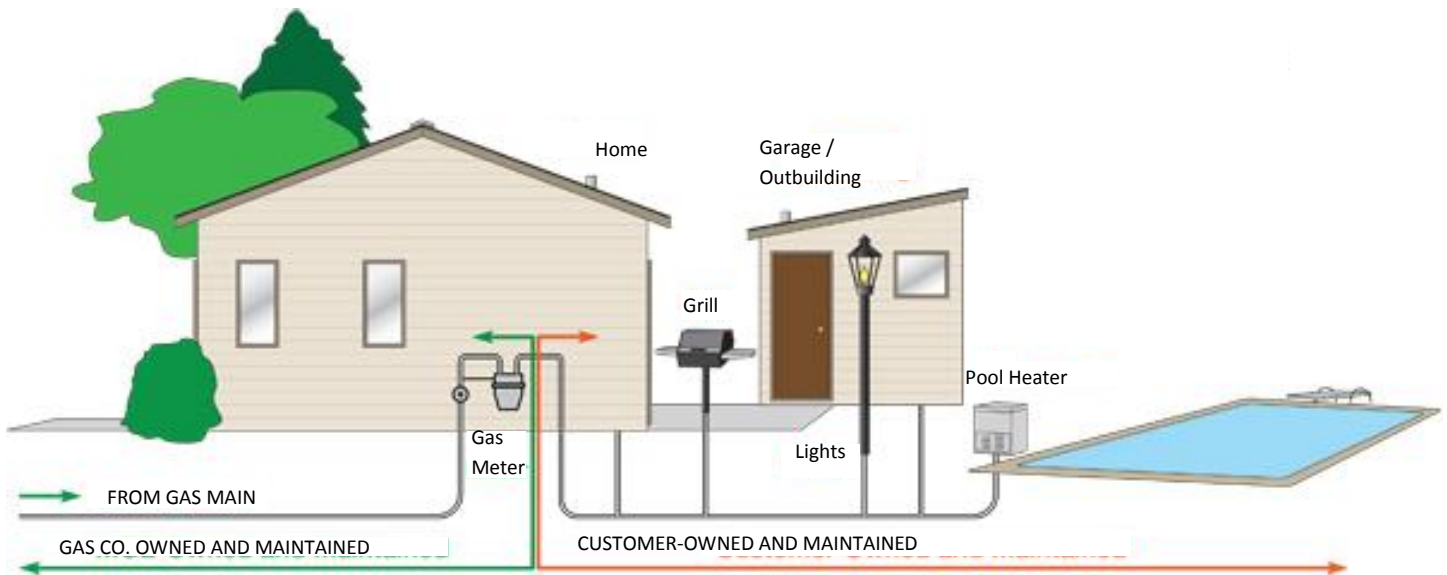
- A condition dangerous or hazardous to life, physical safety, or property exists.
- An order is issued by the court, the Indiana Utility Regulatory Commission (IURC) or authorized public authority.
- Fraudulent or unauthorized use is detected and the utility has reasonable grounds to believe the affected customer is responsible for such use.
- The utility's regulating or measuring equipment has been tampered with and the utility has reasonable grounds to believe that the affected customer is responsible for the tampering.

South Eastern Indiana Natural Gas Co., Inc. may disconnect service for non-payment of services when:

- Prior balance has not been paid by close of business on the due date of the 17<sup>th</sup>. **NOTE: A 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.**
- A payment arrangement with South Eastern Indiana Natural Gas Co., Inc. for a prior balance has not been followed.
- A check is returned for payment of a past due balance; in addition, a returned check fee will be charged to the account.

When a service 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 your service has been disconnected, no after-hours reconnections 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.



### **CUSTOMER PIPING**

Federal Regulation #192.16 requires that we notify you to exercise diligence in regards to underground or buried piping. Buried gas piping may be subject to leakage and/or corrosion (may occur on metallic pipe) and could potentially be subject to hazards if not maintained.

Remember that any and all gas piping downstream (house side) of the gas meter belongs to you, the gas consumer, and you are responsible for the maintenance and operation of this portion of piping. We do not own the gas line beyond the meter; therefore, we do not routinely maintain or locate this piping. Commercial plumbers and/or heating contractors may be contacted if and when consumer piping needs attention.

Buried gas piping should be:

- Periodically inspected for leaks.
- Periodically inspected for corrosion, if metal.
- Repaired if any unsafe condition is discovered; or the flow of gas is shut off.

### **METER READING**

All meters are read monthly in time to have the bills processed for mailing no later than the first day of the following month. Meter reading may be estimated when good cause exists including, but not limited to, customer request, inclement weather, inaccessibility of a customer's meter, inability to obtain a reading after reasonable effort has been made, and other circumstances beyond the control of the utility.

### **UNAUTHORIZED USE OF SERVICE**

You are not permitted to connect or reconnect service yourself, or employ any person to do so.

Stealing natural gas is a crime. It is also dangerous and may cause serious injury to the thief and surrounding neighbors. Stealing utility service by tampering with the meter is a crime and will be prosecuted. Furthermore, utility theft increases the cost for all of us.

If you observe someone stealing natural gas, please call the office. Your call can remain confidential.

### **EFV SAFETY DEVICE INSTALLATION**

If you have a natural gas service line to your Single-Family Residence, Multifamily Residence, or you're a small commercial customer with a single service line and a known customer load not exceeding 1000 SCFH, and don't already have an Excess Flow Valve, you have the right to request one be installed on your service line. Excess Flow Valves, or EFVs, are a safety device that are designed to shut off the flow of natural gas automatically if the service line were to break downstream of the EFV. If you decide that you want to have an EFV installed, and qualify based upon the guidelines, we will install one at a mutually agreed upon date. You will be responsible for the cost of installation and any future maintenance or replacement costs associated with the EFV.

## METER ACCESSIBILITY

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Gas meters must be accessible at all times for meter reading, inspection, and maintenance. If you fail to provide access to the meter, including any limitation imposed, for example, by fencing, decking, landscaping, backfill and/or unrestrained animals, South Eastern Indiana Natural Gas Co., Inc. may disconnect service. If access is not granted, the meter may be moved to an accessible location at the customer's expense.

## ENSURE YOUR SAFETY

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The leading cause of damage to buried pipelines is the failure to call and obtain the pipeline's exact location prior to digging. Damage to pipelines – such as a scratch, gouge, crease or dent – may cause a leak.



Before starting any digging project, you're required by state law to call 811 at least two full working days before any planned excavation. The Gas Co. will mark the location of the gas lines. This is a free service.

Excavation activity can be as simple as planting a tree, installing landscaping, building a fence or installing a swimming pool. REMINDER: It is unsafe to build a structure over existing gas lines; building a garage, above ground pool, or even a shed are just a few examples.

## OUR SAFETY COMMITMENT

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It is unlikely a gas leak will occur, but you should always be prepared. We are committed to protecting you, your property and the environment. By implementing safety programs, we are better equipped to detect the possibility of a leak happening prior to it actually occurring.

Using the latest technology, security, and industry practices, natural gas pipelines and mains are monitored to maintain service and safety. South Eastern Indiana Natural Gas Co., Inc. executes many programs to ensure your safety, including:

- Design and Construction
- Monitoring of South Eastern Indiana Natural Gas Co., Inc. lines
- Integrity Management Program
- Emergency Responder and Excavator Training Program
- Public Awareness and Damage Prevention Program
- Required training and certification for operations personnel
- Coordination and communication with police, fire, and public officials

## PAYMENT INFORMATION

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*It is the customer's responsibility to update any address and phone number changes with South Eastern Indiana Natural Gas Co., Inc. promptly. All gas bills are due in the office by close of business the 17<sup>th</sup> of the month.*

### Payment Options

By Mail: Allow 5 to 7 days for mailing

South Eastern Indiana Natural Gas Co., Inc.

PO Box 1007

Morristown, IN 46161-1007

In Person: You may pay your bill in the Milan office during normal business hours; accepted payment methods are cash, check, money order, and debit / credit card\*. For after hours, there is a drop slot next to the front entrance of the office.

Online: Visit [www.ftgas.net](http://www.ftgas.net) to pay your bill with a debit / credit card\*. You must have a registered account; to register use information from your most recent billing statement.

Phone: Call (812)654-2444 to pay with a debit / credit card\*.

\*Payment with a debit / credit card will have a convenience fee for each transaction. Visa, MasterCard and Discover are accepted.

## **BUDGET BILLING PROGRAM**

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The Gas Co. offers an equalized payment program to our customers with a good payment history and who have been in the home a minimum of twelve months. An application for the program will be mailed annually with the April billing statement; once enrolled in the program, you will remain enrolled unless you request to be removed or the Gas Co. removes you due to not fulfilling the terms of the agreement. The monthly budget amount for an account is based upon the following criteria: average monthly usage over the prior twelve months service for an account, normalized weather conditions, and projected gas costs.

## **SERVICE OR BILL INQUIRIES**

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If you have questions or concerns about your utility bill, please call the office. During a bill investigation, you are required to pay the undisputed portion of your bill.

You may also contact the Indiana Utility Regulatory Commission to review your concern at (317)232-2701.

## **RESPONDING TO NATURAL GAS LEAKS**

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Knowing how to recognize, react and report natural gas emergencies can help keep you and your community safe.

### **RECOGNIZE**

Signs of a natural gas leak may include:

- A "rotten-egg" smell
- Blowing or hissing sound
- Dead or discolored vegetation in an otherwise green area
- Dirt or dust blowing from a hole in the ground
- Bubbling in wet or flooded areas
- Flames, if a leak has ignited

### **REACT**

- Leave the area immediately, without using anything that can potentially ignite the natural gas
- Do not use any electrical device, such as light switches, telephones, garage door openers.
- Do not use an open flame, matches or lighters.
- Do not try to locate the source of the gas leak.
- Do not try to shut off any natural gas valves or gas appliances.
- Do not start vehicles or any mechanized equipment.
- Do not re-enter the building or return to the area until our employee says it is safe to do so.

### **REPORT**

- Go to a safe place, then
- Call South Eastern Indiana Natural Gas Co., Inc.
  - (765)763-6393 during normal business hours
  - (800)379-1800 after hours
  - Call 24 hours a day, 7 days a week
  - There isn't a charge for this service

## **SERVICE OUTAGE**

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If you have a sudden unexpected outage of natural gas, please call as soon as possible. Please do not assume that the problem has been reported by another gas customer.

### **Want more information about natural gas?**

[www.safegas.org](http://www.safegas.org)

[www.aga.org](http://www.aga.org)

[www.commongroundalliance.com](http://www.commongroundalliance.com)

### **Indiana Utility Regulatory Commission**

PNC Center

101 W Washington Street, Suite 1500E

Indianapolis, IN 46204

Phone: (317)232-2701