

online payment service allows you to pay your gas bill on our website; it is a free, convenient, and secure service.

Medical Emergencies

Residential customers may delay disconnection if you are unable to pay your bill and a permanent member of the household becomes seriously ill, or if disconnection may cause a medical emergency. A written certificate from a doctor or public health official, stating the name of the person affected, will postpone disconnection of service for 30 days from date of receipt. A second 30-day extension may be granted if requested.

Winter Protection

If you have children, elderly, or infirm in your household and declare to us that you are unable to pay your bill in full during the months of December, January or February, your residential service will not be disconnected for non-payment during those months. If, when you declare your inability to pay in full, you agree to be placed on the Winter Payment Plan (WPP) your protection from disconnection will be extended to include the months of November and March. To receive the benefits associated with the WPP, you must pay your WPP account each month.

Third-Party Notification

As a residential customer, you may want a third party notified regarding a suspension of service. You may choose a friend, relative, member of clergy or agency. The third party is not responsible for paying your bills, but may do so.

Complaint Procedure

You may file a complaint with us at any time. Upon receipt of your complaint, it will be investigated immediately. The results of our investigation will be given to you and you will be given an opportunity to discuss our findings with us. If you are still dissatisfied after contacting us, a complaint may be filed with the Idaho Public Utilities Commission. Your service will not be disconnected based upon the subject matter of the complaint while it is under investigation as long as you continue to pay all amounts not in dispute.

Si le gustaría recibir esta información en Español, favor de llamar Intermountain Gas Company.



In the Community to Serve®



To our residential and small commercial customers:

This is a summary of the customer service policies for Intermountain Gas Company's residential and small commercial customers, as determined by the Idaho Public Utilities Commission (IPUC). These policies cover the rights and responsibilities of customers and utilities. If you have questions about these policies, contact Intermountain Gas Company or the IPUC at the numbers listed below:

Intermountain Gas Company

P.O. Box 7608
Boise, ID 83707-1608
377-6840 (Boise/Treasure Valley)
1-800-548-3679 (Other Areas)
Fax: (208) 377-6081
Website: www.intgas.com

IPUC Consumer Assistance

P.O. Box 83720
Boise, ID 83720-0074
334-0369 (Boise/Treasure Valley)
1-800-432-0369 (Other Areas)
Fax: (208) 334-4045
Website: www.puc.idaho.gov

Deposits / Policies

Are Deposits Required? *Deposits are not required for service unless:*

1. You have an outstanding bill for prior service within the last four years.
2. Your service was disconnected for one of the following reasons:
 - a. nonpayment of a bill.
 - b. misrepresentation of identity.
 - c. failure to pay for damages.
 - d. unauthorized use or theft of service.
3. You supplied false information at the time of application for service.
4. You are a residential customer and did not have service with Intermountain Gas Company for a period of 12 consecutive months during the last four years and do not pass an objective credit screen.
5. You request service at a residential address where a former customer who owes a past-due balance for service incurred at that location still resides.
6. You receive two or more written Final Disconnect Notices in a 12 month period.
7. You have filed bankruptcy.
8. You are a small commercial customer applying for service for the first time.

You may pay the deposit in two installments, one-half when you apply for service and the balance in 30 days.

Intermountain Gas Company pays interest at a rate set annually by the IPUC. The deposit, plus interest, will be refunded when you leave service or when you have paid all bills satisfactorily for 12 consecutive months.

Instead of paying a deposit, you may receive service if someone else signs a guarantee for your bill. This person, called the guarantor, must be an Intermountain Gas Company customer of the same rate class and have 12 months good credit history with the Company. The guarantor is responsible for an amount equal to the deposit amount, and will be released from obligation after 12 months of satisfactory payments have been made.

Service Disconnection

Your gas service can be disconnected with proper notification for one of the following reasons:

1. Not paying a bill by the due date, or paying with a payment transaction not honored by the bank.
2. Failure to pay deposit.
3. Failure to keep payment arrangements.
4. Misrepresenting your identity to receive service.
5. Preventing access to our meter.
6. Wasting service through improper equipment.
7. You are a minor not competent to contract as an adult.
8. You owe a past-due amount on an existing account or from a previous account.

Notification

Written notice is mailed at least seven calendar days before the disconnection date.

At least 24 hours before disconnection, an attempt is made to contact you to remind you of the original notice. If service is not disconnected within 21 calendar days after the proposed date, Intermountain Gas Company will make another diligent effort to contact you to remind you that service will be terminated.

In the event of a transaction not honored by the bank, or failure to make a payment on a payment arrangement, Intermountain Gas Company can disconnect service without further notice.

Disconnections Without Notification *Service can be disconnected at any time without customer notification if:*

1. A situation exists that is immediately dangerous to your life, physical safety or property.
2. The IPUC, a court, or other authorized public agency orders a disconnection.
3. Natural Gas is used without authorization.

Restrictions On Disconnections *Service cannot be disconnected if:*

1. Your unpaid bill totals less than \$50, unless the bill is for two or more months of service.
2. You are charged for another customer's bill, or for any other class of service.
3. The unpaid bill results from the purchase of non-gas goods or services.
4. The unpaid bill is for service provided four or more years ago unless the customer has promised in writing to pay or made a payment on the bill within the last four years.
5. You fail to pay amounts in dispute while a complaint filed with the IPUC is under review.
6. You fail to pay amounts in dispute while a case is pending before a court in the state of Idaho unless authorized by court order.

Except in unusual situations, service will **not** be disconnected on any Friday or day preceding a legal holiday or on a Saturday, Sunday or legal holiday.

Payment Arrangement Options

If you cannot pay your bill in full, arrangements can be made with Intermountain Gas Company to pay part of the amount due immediately and the remainder in installments. If this arrangement is made, a schedule will be developed outlining how the balance will be paid.

Intermountain Gas Company has many payment options available to help you manage your monthly bill: Level Pay helps you budget by paying an even monthly amount throughout the year. AutoPay will automatically deduct your authorized gas payment each month from your financial institution. For those who qualify, Winter Pay allows you to pay a portion of your utility bill when you are unable to pay the full amount each month. Our