



# SPECIAL HANDLING FEES



## Dear Customer:

Our goal at Intermountain Gas is to keep costs for service to our customers as low as possible. To do this, we believe individual customers should bear the cost of any special handling they require instead of having all customers pay for these services. The Idaho Public Utilities Commission authorizes Intermountain Gas to recover the following costs:

### 1. Interest on Past-Due Accounts

Amounts due for your previous month's gas bill that remain unpaid at the time of the next billing date will be assessed interest at the rate of 1% per month. Participants in the Level Pay Plan will be exempt from late payment interest charges.

### 2. Field Collection Fee: \$15

If a company representative must visit your home to collect a past-due payment, a \$15 fee will be assessed. If gas service is discontinued, this charge does not apply (see Reconnection Fee).

### 3. Reconnection Fee

A reconnection fee is assessed whenever service has been discontinued and then restored for a customer. A service reconnection fee is \$22 during the hours of 8 a.m. to 4:30 p.m. and \$44 during the hours of 4:30 p.m. to 7 p.m. Monday through Friday. A reconnection completed on a weekend or company holiday will be charged a \$50 fee.

### 4. Returned Check Fee: \$20

This charge shall apply when a payment (check or electronic) is not honored and returned by the bank.

### 5. Account Initiation Fee: \$14 or \$40

Each account opened with Intermountain Gas from 8 a.m. to 5 p.m. Monday through Friday will be billed a \$14 fee with the first regular bill. A \$40 fee will be charged for all accounts opened after 5 p.m. Monday through Friday and on weekends or holidays.

