



THIRD-PARTY NOTIFICATION

PROTECT THOSE IN YOUR CARE FROM SERVICE DISCONNECTION

Intermountain Gas Company provides a third-party notification service designed to help residential customers maintain continuous gas service. Under the program, the company will attempt to contact a designated third party—such as a friend, family member, member of the clergy, social service agency or financial institution—by telephone or in writing before discontinuing residential service.

The designated third party is notified of the pending disconnection; however, the individual or organization assumes no responsibility for paying the customer's outstanding balance.

Customers interested in learning more about the program or enrolling may contact the company by phone or email.

To participate, customers must complete the Third-Party Notification form and return it either with their next gas bill payment or by mail to:

Intermountain Gas Company
Attn: Customer Support
P.O. Box 7608
Boise, ID 83707-1608

Both the customer and the designated third party must sign the form before submission.

Third-Party Notification is designed to help:

- Elderly customers
- Infirm customers
- Customers with language or reading challenges
- Any customer in need of assistance

Service is offered to Intermountain Gas customers who are at risk of losing their gas service due to nonpayment of past-due bills or service related situations.

REQUEST FOR THIRD-PARTY NOTIFICATION

Customer's Name (please print)

Account Number

Address

City, State, Zip

()

Phone Number

Email

3rd Party Name (please print)

Address

City, State, Zip

()

Phone Number

Email

Signature (Required)

Signature (Required)

Intermountain Gas Company will make every effort to notify the designated third party; however, the company is not liable for the third party's failure to notify the customer of any company communications.

STAY ONE STEP AHEAD OF UTILITY SCAMMERS

Utility customers across the country, including Intermountain Gas Company customers, may be targeted by scammers through phone calls, emails, text messages or even in-person visits. Understanding the warning signs of these scams can help customers protect their personal and financial information.

Scammers often pose as utility company representatives and claim that a customer's account is past due. They may demand immediate payment and threaten to disconnect service if payment is not made right away. These tactics are intended to create a sense of urgency and pressure customers into acting without verifying the information.

Intermountain Gas Company does not conduct business in this manner. Customers should be cautious of any unsolicited communication requesting personal information or immediate payment.

How to Protect Yourself

If you receive a suspicious phone call, email or in-person visit, Intermountain Gas recommends taking the following precautions:

- Do not provide personal, financial or account information over the phone or through email.
- Do not respond to suspicious emails or click on links contained within them.
- Do not open email attachments from unknown or unexpected sources.



- Hang up on suspicious callers and contact Intermountain Gas directly to report the incident.
- Verify Before You Pay.

If you are unsure whether a communication is legitimate, verify your account information through official Intermountain Gas channels.

Customers can securely access their accounts 24 hours a day, seven days a week by logging in at **www.intgas.com** rather than by clicking links provided in emails or text messages.

Customers may also verify their account balance by calling: **208-377-6840** (Boise/Treasure Valley) or **800-548-3679** (all other service areas).

Customer service representatives are available Monday through Friday, from 7:30 a.m. to 6:30 p.m. (excluding holidays).

Know the Signs of a Legitimate Intermountain Gas Contact

Intermountain Gas customer service representatives can verify a customer's account number and will never require payment using prepaid debit cards or other unconventional payment methods.

The company also provides reminders and notices before service disconnections occur. Official disconnection notices are sent only through the U.S. mail. Additionally, field personnel visiting a customer's property can be identified by their company uniforms and official identification badges.

Scammers rely on fear, urgency and confusion to persuade customers to provide money or personal information. Taking a moment to verify a request through official Intermountain Gas channels can help protect customers from becoming victims of fraud.

Commonly used utility scam tactics



Disconnection Deception

Scammers call threatening disconnection of your utility service, demanding immediate payment with prepaid cards.



Number Spoofing

Scammers will spoof a callback number that closely resembles the utility's number.



Overpayment Tactic

Scammers call claiming you have overpaid your utility bill, and you need to provide personal bank account information or a credit card number to facilitate a refund.



Identification Attack

Rather than directing victims to call a 1-800 number, the scammers direct the caller to press 1 to collect more data in an effort to get personally identifiable information.



Door Knocking Impostor

Door-to-door impostors pose as utility workers to gain entry or access into unsuspecting victims' homes.

CUSTOMER SERVICE

Monday-Friday 7:30 a.m. - 6:30 p.m.
Boise/Treasure Valley: **208-377-6840**
All Other Areas: **800-548-3679**