

Your Intermountain Gas bill has a new look!

The new bill format was designed to provide you with more detailed information about your account and your natural gas usage. It also contains helpful information on the back side explaining ways to pay your bill, billing terms and definitions and other important customer information.

Your customer account number has changed. If you are using a bill pay service to automatically pay your Intermountain Gas bill, make sure your information is updated with the new Intermountain Gas account number.

This brochure gives you a detailed description of the new bill. If you have additional questions about the new bill format, please visit our Customer Service section on Understanding Your Bill at www.intgas.com or contact us at 1-800-548-3679, or 208-377-6840 in the Boise/ Treasure Valley, between the hours of 7 a.m.-7 p.m. Monday-Friday.



How to Read Your New Intermountain Gas Bill



www.intgas.com

How to Read Your New Intermountain Gas Company Bill



SERVICE FOR
JANE CUSTOMER
1234 S MAIN ST
BOISE, ID 83704-3455

In the Community to Serve®

www.intgas.com

ACCOUNT NUMBER 123 456 7890 3
DATE DUE Apr 13, 2015
BILL DATE Mar 24, 2015
AMOUNT DUE \$46.70

PAGE 1 OF 2

Front Side

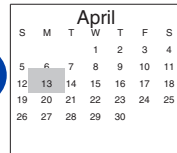
ACCOUNT SUMMARY

Previous Balance \$67.91
Payment Received 3/15/2015 Thank you -67.91
Current Gas Charges 46.70
Amount Due on 4/13/15 \$46.70

Any balance remaining after the due date is subject to a late payment charge of 1.00% per month.

CUSTOMER SERVICE & EMERGENCY SERVICE
208-377-6840 - Boise/Treasure Valley
1-800-548-3679 - All Other

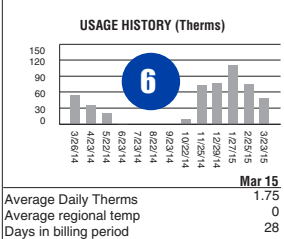
Emergencies: 24 hours a day
Non-emergencies: Mon-Fri, 7 AM - 7 PM
Email: customerservice@intgas.com
Mail: Intermountain Gas Company,
Attn: Customer Service, PO Box 7608, Boise, ID
83707-1608. Please include your account number.
CALL BEFORE YOU DIG 811



Payment Due ▲

Gas Charges

BILLING PERIOD 2/24/15 - 3/23/15
DAYS 28
METER NUMBER 482111111
METER READ DATE 3/23/15
Next scheduled read 4/17/15



RATE	Average Daily Therms	Rate
RS-1 Residential	1.75	0
	Average regional temp	28
	Days in billing period	

CURRENT READING	PREVIOUS READING	USAGE 100 CU FT	BILLING FACTOR	THERMS BILLED
3755	- 3707	= 48	x 1.030300	= 49

Customer Charge	6.50
Weighted Average Cost of Gas 49 Therms x \$0.39482	19.35
Pipeline Costs and PGA Adjustment 49 Therms x \$0.1934	9.48
Distribution Charge 49 Therms x \$0.20422	10.01
Municipal Franchise Fee	1.36
Total Gas Charges	\$46.70

MESSAGE CENTER: 7

PLEASE KEEP THIS PORTION FOR YOUR RECORDS.

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT, MAKING SURE THE RETURN ADDRESS SHOWS IN THE ENVELOPE WINDOW.



ACCOUNT NUMBER
123 456 7890 3

In the Community to Serve®

Has your mailing address or phone number changed? Check here and provide details on back.



JANE CUSTOMER
1234 S MAIN ST
BOISE ID 83704-3455



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PO BOX 64
BOISE ID 83732

DATE DUE
Apr 13, 2015

AMOUNT DUE
\$46.70

Please enter amount enclosed



Write account number on check and make payable to IGC.

4812345678903000004670000004670

Back Side



Customer Service: Boise/Treasure Valley 208-377-6840 • Other Areas: 1-800-548-3679
7 a.m.-7 p.m. Monday-Friday • www.intgas.com
Call volume generally higher on Mondays for faster service, please call Tuesday-Friday.

Ways to Pay Your Bill
Online: Go to www.intgas.com for our free online payment service. Once you have registered, simply log in each month to make your payment using any active U.S. checking account. It's an easy and secure way to avoid late fees on your gas bill online 24/7.
AutoPay: Automatically pay your bill each month from your checking account. You can schedule your automatic payment from your account page following your bill date for the next business day through the end of the month.
By Phone: Our self-service automated telephone system allows you to pay your gas bill or deposit another bill on the phone. 24/7. To make a payment, call our toll-free number and follow the prompts to be connected with our independent service provider. A convenience fee for each transaction will apply.
Payment Locations: Pay by cash, check or money order at one of our authorized participating Western Union Convenience Pay® locations. To locate a payment location near you, visit our website www.intgas.com for a complete up-to-date list. Western Union charges a \$1 convenience fee for each payment. Payments made at a payment location are not credited to your account until they are received by Intermountain Gas.
By Mail: Mail your payment along with your bill to: Intermountain Gas Company, P.O. Box 64, Boise, ID 83732-0064. Be sure to allow time for mailing so that your payment is received by the due date.
Local Pay: This billing plan levels out your monthly bill so you can reduce fluctuations brought on by changes in the weather and the cost of energy. If interested, contact us through your account using Online Account Service at www.intgas.com or call our customer service number.
Payment Due Date: Your bill is past due if payment is not received by the due date shown on the front of this billing statement. If you are paying with a credit card or paying at one of our payment locations in response to a Disconnection of Service Notice, please contact Intermountain Gas at 1-800-548-3679 and let us know that payment has been made.

Billing Terms and Definitions
Rate: The rate reflected on this bill has been approved by the Idaho Public Utility Commission. Copies of current rate schedules are available at www.intgas.com.
15-16: Residential service for customers who do not have both natural gas space and water heating.
15-17: Residential service for customers using, at a minimum, both natural gas space and water heating.
15-18: General Service (small commercial or light industrial business usage that does not exceed 100,000 therms per day).
15-19: Intermountain Government Residential.
15-20: Intermountain Government Commercial.
15-21: See specific contract.
Name: Identify the billing capacity provided by natural gas. One therm equals the heating capacity of 100,000 British Thermal Units (BTU). A BTU is the quantity of heat required to raise one pound of water one degree Fahrenheit.
If you think you are on the wrong size or being assessed a fee in error, please contact customer service.
15-22: See specific contract.

Important Customer Information
Intermountain Gas is willing to make satisfactory payment arrangements. If you cannot pay your bill on time, please call customer service at 208-377-6840 or 1-800-548-3679 between 7 a.m. and 7 p.m. Monday-Friday and arrange a payment plan.
Financial Assistance: Come-income households may be eligible for assistance through federal and state energy assistance funds. Intermountain Gas can refer you to assistance funds and agencies in your area. Call 208-377-6840 or 1-800-548-3679.
Payments made by check or electronically are not considered a cash payment. Payments made with a restrictive signed check (limited cash) will not act as an account satisfaction without our express written approval. When you provide a check as payment, you authorize us to use information from your check either to make a one-time electronic fund transfer (EFT) from your account or to process the payment as a check transaction. Other than the amount of the check, we do not use the information on a check to withdraw from your account at any time. We will not receive a copy or an image of your check from your financial institution.
Suspension of service may be postponed 30 days upon receipt of a certificate from a licensed physician or a public health official, stating there is a serious illness or medical emergency in the household that has a life-threatening nature.
A complaint concerning the suspension may be filed with the company or the Idaho Public Utility Commission, 1500 North Capitol Blvd., Boise, ID 83725-0001.
Illness/Injury: Please notify us at 208-377-6840 or 1-800-548-3679 or the website at www.intgas.com. Service will not be interrupted prior to the resolution of such filed complaint.
Your Gas Piping: Buried gas piping exists between Intermountain Gas' meter and your natural gas appliances. You are responsible for the installation, repair and maintenance of this buried piping. It may be subject to the potential hazards of gas leaks. If you are not responsible for buried piping, please contact Intermountain Gas at 208-377-6840 or 1-800-548-3679. Repair of any leaks condition is Intermountain Gas' responsibility. It is covered by local, state and federal codes. Intermountain Gas will not be responsible for the cost of gas piping disconnection or your meter.

Save a Stamp! Receive, view and pay your bill online at www.intgas.com.
Moving? To avoid being billed for service you have not used, please contact us at least two business days before you want service disconnected.
Has your mailing/email address or phone number changed? Please provide details here and check the box on the front of this stub.
Account No.: _____
Name: _____
Mailing Address: _____
City: _____ State: _____ ZIP: _____
Phone: (____) _____ Email: _____

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- Customer Information** Here you will find the name listed on the account, as well as the service address where natural gas is delivered.
- New Account Number** This area contains your new account number, the bill date, the amount due, and the date payment is due. Information previously connected to your old account number will be linked to your new account number.
- Account Summary** This area provides a summary of your account: your previous balance, previous payment, current balance, total amount due, and the due date of your next payment. Adjustments, if any, also will be shown here.
- Intermountain's Contact Information** Use the information here to contact us, to report an emergency and to get answers to all of your billing and customer service questions.
- Gas Charges** This area gives a detailed listing of natural gas utility service charges, including your consumption, the most recent meter reading, days in the billing cycle and the applicable rate schedule.
- Usage History** This graph shows up to a 13-month comparison of your historical natural gas consumption.
- Message Center** Watch this area for important messages related to your account.
- Bill Remittance Stub** Return this portion of the bill to Intermountain Gas with your payment. When mailing your payment, please make sure the address on the remittance stub shows through the return envelope.
- Ways to Pay Your Bill** This section provides important information about the various bill payment options available.
- Billing Terms & Definitions** Here you will find important billing terms and definitions that are useful for understanding your bill.
- Important Customer Information** Information regarding payment arrangements, financial assistance, payments made by check, postponement of a suspension of service and the Idaho Public Utilities Commission contact information.
- Your Gas Piping Message** Message regarding the buried gas piping between Intermountain Gas' meter and your natural gas appliances. You are responsible for the maintenance of this pipe.
- New Address or Phone Number** If your contact information has changed, please complete this section and send it to Intermountain Gas with your payment.