



**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](http://www.intgas.com)**

*Call volume generally is higher on Mondays; for faster service, please call Tuesday-Friday.*

**Ways to Pay Your Bill**

**Online:** Go to [www.intgas.com](http://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 view and /or pay your gas bill online 24/7.

**AutoPay:** Automatically pay your bill each month by authorizing Intermountain Gas Company to withdraw your payment from your financial institution on your bill's due date, which is shown on your bill stub. Enroll electronically by logging in to your account online at [www.intgas.com](http://www.intgas.com) and completing the online form.

**By Phone:** Our self-service automated telephone system allows you to pay your gas bill or deposit anytime it is convenient – 24/7. To make a debit, credit card or check-by-phone payment, simply call our customer service 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<sup>®</sup> locations. To locate a payment location near you, visit our website [www.intgas.com](http://www.intgas.com) for a complete up-to-date list. 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 stub to Intermountain Gas Company, **PO Box 5600, Bismarck, ND 58506-5600**. Be sure to allow time for mailing so that your payment is received by the due date.

**Level 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, sign up through your account using Online Account Services at [www.intgas.com](http://www.intgas.com) or contact Customer Service.

**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**

**Billing Factor:** A calculation comprised of atmospheric pressure, delivery pressure, temperature and BTU quality of gas. It is used to convert the metered cubic feet of natural gas into therms for billing purposes. The billing factor, when multiplied by the consumption of gas in cubic feet, equals the number of therms billed.

**Customer Charge:** Recovers a small portion of the costs incurred to provide service to your home or business.

**Cost of Gas:** Includes the weighted average cost of gas as well as the interstate pipeline and storage related costs incurred to deliver the natural gas to Intermountain's local distribution system. It also includes the temporary Purchased Gas Cost Adjustment (PGA), which is a method of reconciling or "trueing-up" the prices Intermountain pays for purchasing and transporting natural gas to our customers, as compared to the tariff rates currently in effect.

**Distribution Cost:** Includes costs incurred to move natural gas through Intermountain's local distribution system.

**Energy Efficiency Charge:** Recovers costs incurred by the Company for its residential energy efficiency programs. Applies to customers billed under Rate Schedule RS.

**Municipal Franchise Fee:** Cities charge a franchise fee to operate in most of the municipalities we serve. If a customer lives outside the city limits, this fee does not apply.

**Rates:** The rates reflected on the bill have been approved by the Idaho Public Utilities Commission. Copies of current rate schedules are available at [www.intgas.com](http://www.intgas.com) and are summarized below:

**RS:** Residential Service – Applicable to any customer using natural gas for residential purposes.

**GS 1:** General Service – Applicable to customers whose requirements for natural gas do not exceed 2,000 therms per day, at any point on the Company's distribution system. Requirements in excess of 2,000 therms per day may be served under this rate schedule upon execution of a one-year written service contract.

**IS- R:** Interruptible Snowmelt Residential.

**IS- C:** Interruptible Snowmelt Commercial.

**Industrial:** See specific contract.

**Therms:** Identifies the heating 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 rate schedule or being assessed a fee in error, please contact customer service.**

**Important Customer Information**

**Intermountain Gas is willing to make satisfactory payment arrangements.** If you cannot pay your bill at this 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:** Low-income households may qualify for assistance through federal and community assistance funds. Intermountain Gas customer service can refer you to assistance funds and agencies in your area or you may call the Idaho Careline at 2-1-1 or 1-800-926-2588.

*Payments made by check or electronically that are dishonored by the bank will be assessed a \$20 returned payment fee.*

*Payments marked with a restrictive legend (Paid in Full, for example) will not act as an accord and satisfaction without our express prior 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. When we use information from your check to make an EFT, funds may be withdrawn from your account as soon as the same day we receive your payment. The transaction will appear on your bank statement as EFT and you will not receive a copy or an image of your check from your financial institution.*

**Exclusions**

Suspension of service may be postponed thirty (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 or that loss of service may create one.

A complaint concerning the suspension may be filed with the company or the Idaho Public Utilities Commission, Consumer Assistance, P.O. Box 83720, Boise, ID 83720-0074 (Boise/Treasure Valley 208-334-0369, all other areas 1-800-432-0369) or via the website at [www.puc.idaho.gov](http://www.puc.idaho.gov). Service will not be interrupted prior to the resolution of such filed complaint.

**Your Gas Piping**

If buried gas piping exists between Intermountain Gas Company's meter and your natural gas appliances, you are responsible for the maintenance of this pipe. If this pipe is not maintained, it may be subject to the potential hazards of corrosion and leaks. Buried piping should be:  
 1) Periodically inspected for leaks. 2) Periodically inspected for corrosion (if piping is metallic).  
 3) Repaired if any unsafe condition is found. 4) Located prior to excavation. 5) Excavated by hand. Please call your local plumber for assistance if you have buried gas piping downstream of your meter.

**Save a Stamp! Receive, view and pay your bill online at [www.intgas.com](http://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: \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_ Cell Phone: (\_\_\_\_) \_\_\_\_\_

Email: \_\_\_\_\_