



South Eastern Indiana Natural Gas Co., Inc.

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The Indiana Energy Assistance Program (EAP) provides financial assistance to low-income households to maintain utility services during the winter heating months. The program is implemented through Community Action Agencies with outreach offices in every county. Please contact the Community Action Agency in your area to learn about the funds available and the steps for completing an application.

South Eastern Indiana Natural Gas Co., Inc. Scholarship

Interested in applying? Visit the website of the Ripley County Community Foundation at www.rccfonline.org. Also; you may visit your high school guidance counselor to learn more about the scholarship. Completed applications are due to Ripley County Community Foundation by February 1, 2020. You do not need to live in Ripley County to apply, you just need to be served by South Eastern Indiana Natural Gas Co., Inc.

DISCONNECTION OF SERVICE POLICY

To request a voluntary disconnection of utility service, please call the office at least three business days in advance. You will remain responsible for all usage and the related charges until service is disconnected.

South Eastern Indiana Natural Gas Co., Inc. may disconnect the service without prior notice for the following reasons:

- A condition dangerous or hazardous to life, physical safety, or property exists.
- An order is issued by the court, the Indiana Utility Regulator Commission (IURC) or authorized public authority.
- Fraudulent or unauthorized use is detected and the utility has reasonable grounds to believe the affected customer is responsible for such use.
- The utility's regulating or measuring equipment has been tampered with and the utility has reasonable grounds to believe that the affected customer is responsible for the tampering.

South Eastern Indiana Natural Gas Co., Inc. may disconnect service for non-payment of services when:

- Prior balance has not been paid by close of business on the due date of the 17th. **NOTE: A disconnection prints on the front of the monthly statement when there is a prior balance and the account is subject to disconnection of service.**
- A payment agreement with South Eastern Indiana Natural Gas Co., Inc. for a prior balance has not been followed.
- A check is returned for payment of a past due balance; in addition, a returned check fee will be charged to the account.

When a service order is generated to disconnect service for non-payment or tampering; a Collection Charge will be applied to the account. Refer to the back of your monthly statement for more detail.

If service has been disconnected, no after-hours reconnections will be performed. This includes the hours between 5:00 pm and 8:00 am, Monday through Friday and the weekend from 5:00 pm Friday through 8:00 am Monday. Any holiday office closing is also considered after-hours.

Prior to disconnection we offer a number of payment methods to make the process easier for the customer. Customers who are unable to pay a bill in full should notify our office as soon as possible to discuss options for payment. *Agreements may be available to customers who qualify, but only if you contact our office more than 24 hours prior to the due date.*