



# South Eastern Indiana Natural Gas Co., Inc.

312 W Carr St • PO Box 441 • Milan, IN 47031 • FEBRUARY 2020  
Phone: (812) 654-2444 • **EMERGENCY: (800) 379-1800** • [www.seingas.net](http://www.seingas.net)

## A CONSUMER FACT SHEET FROM THE INDIANA OFFICE OF UTILITY CONSUMER COUNSELOR

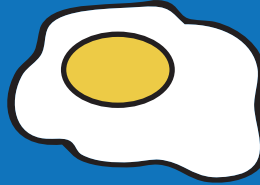
[IN.gov/oucc/2382.htm](http://IN.gov/oucc/2382.htm)

### **What Every Utility Consumer Should Know:**

- You are responsible for paying all bills on time and in full.
- If you are unable to pay for your utility services, you are responsible for contacting the utility immediately to determine if alternate payment arrangements can be made.
- **If you receive a disconnection notice, contact the utility right away and:**
  - Discuss exactly why you received the notice.
  - Discuss payment plan options, if you are facing disconnection due to nonpayment.
  - Remember that under certain circumstances, utilities are required to provide options while continuing to provide service. In other cases, they *may* provide such options.
- While the OUCC does not offer financial assistance, various programs can help low-income households.

Service disconnection rules vary by type of utility. This summary only applies to utilities that are regulated by the Indiana Utility Regulatory Commission (IURC).

## SMELL ROTTEN EGGS? WE'LL TAKE OVER. EASY!



**ENERGY ASSISTANCE PROGRAM NOTICE:** March 15, 2020 ends the Indiana Energy Assistance Moratorium protection. Review your monthly statement closely; you will need to bring the account current by close-of-business on the March due date.

**If you are concerned about your ability to pay your full account balance, contact the office at least two business days prior to the due date to discuss your account.**

**How to identify a possible gas leak** – If you smell a rotten egg or sulfur odor, you hear a blowing or hissing sound, or you see blowing dirt, it could be a gas leak.

**What to do** – Leave your home and the area immediately. Don't use any electrical device such as a light switch, telephone, appliance or garage door opener. Don't try to find the gas leak yourself.

**Who to call** – Go outside and use your cell phone or a neighbor's phone, call South Eastern Indiana Natural Gas Co., Inc. at (812)654-2444 or after-hours at (800)379-1800. We will respond 24 hours a day, 7 days a week.

### **NOTICE TO CUSTOMERS**

**During March and April as part of our Safety Commitment, South Eastern Indiana Natural Gas Co., Inc. will be inspecting the natural gas meters in our system.**

As part of the inspection process, we are reminding customers that the Indiana Utility Regulatory Commission states that the natural gas meter and shut-off valve at your property must remain unobstructed at all times. Building a deck over or surrounding the meter, boxing the meter in with any material, planting shrubbery too close, back filling, fencing, unrestrained animals, and locked gates will all potentially restrict access to our natural gas meter and valves.

If you have questions or concerns regarding access to the natural gas meter at your property, contact the office during normal business hours.