



South Eastern Indiana Natural Gas Co., Inc.

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Milan, IN 47031
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seingas.com

EMERGENCY: (800)379-1800

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DISCONNECTION OF SERVICE:

- ◆ **BE AWARE:** All payments are due prior to close-of-business on the due date. If only the prior month's balance is paid after close-of-business, it may not prevent a disconnection of service.

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

- Prior balance has not been paid by close-of-business on the due date:
 - **NOTICE:** Your disconnection notice prints on the front of the monthly statement when there is a prior balance and the account is scheduled for disconnection for non-payment of a prior balance. Any additional notice will be at the discretion of the Gas Co.
- A Repayment Agreement with South Eastern Indiana Natural Gas Co., Inc. for a prior balance or deposit has not been followed.
- If a check is returned by your financial institution for a payment of a past due balance; in addition, a returned check fee will be charged to the account.
- ❖ When a work order is generated for disconnection of service for non-payment; a Collection Charge will be added to the account. Refer to the back of your monthly statement for more detail.
- ❖ If service has been disconnected, no after-hours reconnection will be performed. This includes the hours between 5:00 pm and 8:00 am, Monday through Thursday and the weekend from 5:00 pm Friday through 8:00 am Monday. Any holiday closing is also considered after-hours.
- ❖ Prior to making payment after a disconnection, you need to contact the office to learn the amount owed. It's possible the amount on our online system for bill payment may not reflect all charges and fees required to be paid prior to reconnection of service.

DID YOU RECEIVE INDIANA ENERGY ASSISTANCE?

March 15, 2018 ends the Indiana Energy Assistance Program's moratorium. Review your natural gas account closely; accounts that received Energy Assistance funds may be in danger of disconnection of service, if the account has an outstanding balance as of close-of-business of the due date.

If you are concerned you will be unable to make the account current by the due date, contact the office to discuss the account.

WARNING

You are not permitted to connect or reconnect service yourself, or employ any person to do so.

Stealing natural gas is a dangerous crime. It is also unsafe and may cause serious injury to the thief and surrounding neighbors. Stealing utility service is considered a felony and will be prosecuted. Furthermore, utility theft increases the cost for all of us.

If you observe someone stealing natural gas, please call our office at (812)654-2444. Your call can remain confidential.

