



Customer Service: Boise/Treasure Valley 208-377-6840 | Other Areas: 800-548-3679
MON-FRI, 7:30 a.m. - 6:30 p.m. Call volume generally is higher on Mondays; for faster service, please call Tuesday-Friday.

www.intgas.com

01/2024

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 view and /or pay your gas bill online 24/7.

AutoPay: Automatically pay your bill each month by authorizing Intermountain Gas Company (IGC) 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 and completing the online form.

Paymentus®: Pay your bill by phone or online 24/7 through this independent service provider. Use a credit card, debit card, or electronic check.

To use Paymentus® by phone, call 833-425-1697 and follow the prompts.

To pay online, visit www.intgas.com/paymentus. You will need your account number ready when using this service. 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. Payments made at a payment location are not credited to your account until they are received by IGC.

By Mail: Be sure to allow time for mailing so that your payment is received by the due date. Mail your payment along with your bill stub to:

Intermountain Gas Company, PO Box 5600, Bismarck, ND 58506-5600.

Level Pay: This billing plan levels out your monthly bill to 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 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 IGC at 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 IGC'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 IGC 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 energy efficiency programs. Applies to customers billed under Rate Schedule RS and GS-1.

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 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.

**Separate meter required. Visit intgas.com/rates-services/rates-tariffs for details.*

Important Customer Information

Intermountain Gas Company is willing to make satisfactory payment arrangements. If you cannot pay your bill at this time, please call customer service, Monday-Friday to arrange a payment plan at 208-377-6840 or 800-548-3679.

Financial Assistance: Low-income households may qualify for assistance through federal and community assistance funds. IGC 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 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, by calling Boise/Treasure Valley 208-334-0369 or all other areas 800-432-0369, or via the website at 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 IGC'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.

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: _____