

# RIGHTS AND RESPONSIBILITIES SUMMARY



This is a summary of the customer service policies for Intermountain Gas Company's residential and small commercial customers, as determined by the Idaho Public Utilities Commission (IPUC).

These policies cover the rights and responsibilities of customers and utilities. For questions about these policies, contact Intermountain Gas or the IPUC at the numbers listed below:

#### Intermountain Gas Company

P.O. Box 7608  
Boise, ID 83707-1608  
208-377-6840 (Boise/Treasure Valley)  
800-548-3679 (other areas)  
Fax: 208-377-6081  
[www.intgas.com](http://www.intgas.com)

#### IPUC Consumer Assistance

P.O. Box 83720  
Boise, ID 83720-0074  
208-334-0369 (Boise/Treasure Valley)  
800-432-0369 (other areas)  
Fax: 208-334-4045  
[www.puc.idaho.gov](http://www.puc.idaho.gov)

## DEPOSITS/POLICIES

### Are deposits required?

Deposits are not required for service unless the customer:

1. Has an outstanding bill for prior service within the last four years.
2. Was disconnected for one of the following reasons:
  - a. Nonpayment of a bill.
  - b. Misrepresentation of identity.
  - c. Failure to pay for damages.
  - d. Unauthorized use or theft of service.
3. Supplied false information at the time of application for service.
4. Did not have service as a residential customer with Intermountain Gas for a period of 12 consecutive months during the last four years and did not pass an objective credit screen.
5. Requested service at a residential address where a former customer who owes a past due balance for service incurred at that location still resides.
6. Received two or more written Final Disconnect Notices in a 12-month period.
7. Has filed bankruptcy.
8. Applied for service as a small commercial customer for the first time.

The deposit may be paid in two installments. One-half of the deposit amount is due immediately with the remaining installment payable in one (1) month.

Intermountain Gas Company (IGC) pays interest at a rate set annually by the IPUC. The deposit plus interest will be refunded to a customer when they stop service or when they have paid all bills satisfactorily for 12 consecutive months.

Instead of paying a deposit, the customer may receive service if someone else signs a guarantee for the bill. This person, called the guarantor, must be an Intermountain Gas customer of the same rate class and have 12 months good credit history with IGC. The guarantor is responsible for an amount equal to the deposit amount and will be released from obligation after 12 months of satisfactory payments being made.

## SERVICE DISCONNECTION

Gas service may be disconnected with proper notification for any of the following reasons:

1. Not paying a bill by the due date or paying with a payment method not honored by the bank.
2. Failing to pay deposit.

3. Failing to keep payment arrangements.
4. Misrepresenting one's identity to receive service.
5. Denying the utility access to its meter.
6. Wasting service through improper equipment.
7. Being a minor not competent to contract as an adult.
8. Owing a past due amount on an existing account or from a previous account.

### Notification and acceptable payment

Written notice is mailed at least seven calendar days before the disconnection date.

At least 24 hours before disconnection, an attempt is made to contact the customer to review the original notice. If service is not disconnected within 21 calendar days after the proposed date, IGC will again provide notice if service will be terminated.

IGC employees visiting the customer's premises to disconnect service for nonpayment will not accept cash. Payment offered at the door must be in the form of a check, money order or proof of payment through a designated payment agency.

In the event a payment method is not honored by the bank or the customer fails to make a payment on a payment arrangement, Intermountain Gas may disconnect service without further notice.

### Disconnections without notification

Service may be disconnected at any time without customer notification if:

1. A situation exists that is immediately dangerous to a customer's life, physical safety or property.
2. The IPUC, a court or other authorized public agency orders a disconnection.
3. Natural gas is used without authorization.

### Restrictions on disconnections

Service cannot be disconnected if:

1. The unpaid bill totals less than \$50, unless the bill is for two or more months of service.
2. A Customer is charged for another customer's bill or for any other class of service.
3. The unpaid bill results from the purchase of non-gas goods or services.
4. The unpaid bill is for service provided four or more years ago unless the customer has promised in writing to pay or made a payment on the bill within the last four years.
5. A customer fails to pay amounts in dispute as part of a complaint filed with the IPUC while it is under review.



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- A customer fails to pay amounts in dispute while a case is pending before a court in the state of Idaho unless authorized by court order.

Except in unusual situations (see Disconnections without notification), service will not be disconnected on any Friday or day preceding a legal holiday or on a Saturday, Sunday or legal holiday.

## PAYMENT ARRANGEMENT OPTIONS

If a customer cannot pay their bill in full, arrangements can be made with IGC to pay part of the amount due immediately and the remainder in installments. If this arrangement is made, a schedule will be developed outlining how the balance will be paid.

IGC has many payment options available to help manage monthly bills: Level Pay helps customers budget by paying an even monthly amount throughout the year. AutoPay will automatically deduct an authorized gas payment each month from a selected financial institution. For customers who qualify, Winter Payment Plan allows a portion of the utility bill to be paid when the full amount can not be paid each month. Intermountain Gas's online payment service allows customers to pay gas bill's on it's website as a free, convenient and secure service.

### **Medical emergencies**

Residential customers may delay disconnection if they are unable to pay a bill and a permanent member of the household becomes seriously ill, or if disconnection may cause a medical emergency. A written certificate from a doctor or public health official, stating the name of the person affected, will postpone disconnection of service for 30 days from date of receipt. A second 30-day extension may be granted if requested.

### **Winter Payment Plan**

Residential customers with children, elderly or infirm in their household who tell Intermountain Gas they are unable to pay their bill in full during the months of December, January or February, will not be disconnected for non-payment during those months. If, when they declare their inability to pay in full, they agree to be placed on the Winter Payment Plan (WPP), their protection from disconnection will be extended to include the months of November and March. To receive the benefits associated with the WPP, customers on the plan must pay their WPP amount each month.

### **Third-party notification**

Residential customers may want a third party notified regarding a suspension of service. These customers may choose a friend, relative, member of clergy, or agency. The third party is not responsible for paying the bill but may do so.

## RATE INFORMATION

Intermountain Gas is a regulated utility under the jurisdiction of the IPUC. The term "regulated utility" means regulators must approve rates when any rate change is proposed by Intermountain Gas.

### **What components are in our gas rates?**

The rates Intermountain charges residential and commercial customers for the gas delivered includes two major components: the Customer Charge and the Per Therm Charge, which includes the Cost of Gas, the Distribution Cost and the energy efficiency charge.

The Customer Charge recovers a small portion of the costs incurred to provide service to a customer's home or business.

Therms identify the heating capacity provided by natural gas. One therm equals the heating capacity of 100,000 British Thermal Units (BTU).

The 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 Adjustment" (PGA).

The Distribution Cost includes costs incurred to move natural gas through Intermountain's local distribution system.

Intermountain also collects a small charge to recover costs incurred by energy efficiency programs.

### **What is a PGA?**

It's a method of reconciling or "trueing-up" the prices Intermountain pays for purchasing and transporting gas to customers, as compared to the tariff rates currently in effect. The price paid for natural gas fluctuates daily, yet the rates charged to customers are normally adjusted only once each year through the PGA mechanism. Intermountain's earnings do not change as a result of a rate change approved in a PGA.

### **Rates**

Intermountain classifies rates based on the type of service provided. These rate types, or tariffs, determine the charges used to calculate a customer's bill. The rates have been approved by the Idaho Public Utilities Commission:

- 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 the rate schedule upon execution of a one-year written service contract.

- IS-R or Interruptible Snowmelt (Residential): For residential customers using natural gas to melt snow and/or ice on sidewalks, driveways, or any other similar appurtenances.
- IS-C or Interruptible Snowmelt (Commercial): Small commercial customers using natural gas to melt snow and/or ice will be billed under this tariff.

Customers that have recently made a change to gas appliances that would affect the rate classification should contact Customer Service.

Franchise fee: Intermountain Gas obtains the right to construct, maintain and operate a gas transmission and distribution system from most municipalities we service. An annual fee of approximately three percent is collected with the customer's monthly billing and passed through to these cities. If a customer lives outside the city limits, the municipal franchise fee does not apply.

## COMPLAINT PROCEDURE

Customers may file a complaint with Intermountain Gas at any time. Upon receipt of a complaint, Intermountain will investigate immediately. The results of the investigation will be given to the customer and they will be have an opportunity to discuss the findings with Intermountain Gas. If a customer is dissatisfied after contacting Intermountain Gas, a complaint may be filed at any time with the IPUC. Service will not be disconnected based upon the subject matter of the complaint while it is under investigation as long as there is continued payment on all amounts not in dispute.

*Si le gustaría recibir esta información en Español, favor de llamar Intermountain Gas Company.*

## CONTACT US

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