

- For failure to pay a bill for a different class of gas service.
- If there is an inability to pay the full amount due and you agree in writing to: (a) pay a reasonable portion; (b) pay the remainder of the outstanding gas bill, including the penalty over a three month period; and (c) pay all undisputed future gas bills as they become due. The agreement must be signed by the customer and a Company representative. If any part of the agreement is broken, gas service will be subject to immediate disconnection without further notice. This type of arrangement may not be granted if a similar agreement with us was broken in a prior twelve month period.
- Due to an inability to pay an unusually large gas bill which may be due to estimated meter reads, incorrect meter reads, meter malfunction, or other human error and you agree to: (a) pay a reasonable portion of the gas bill; (b) pay the remainder within three months; and (c) pay all undisputed future gas bills for service as they come due. The agreement must be in writing and signed by the customer and a Company representative. A penalty will not be added to the amount owed.

A notice of service disconnection will state the earliest date of disconnection and the reason. It will also include the Company telephone number. Company representatives who are sent to disconnect gas service will make a reasonable attempt to identify themselves and tell a responsible person at the residence that the gas service is being disconnected. Company representatives may provide the reason for disconnection and the amount of any delinquent gas bill, and will ask for any available proof that the delinquent gas bill has been paid or is currently in dispute subject to IURC review. If proof of either of the above is presented, service will not be disconnected.

If the gas service is disconnected and the customer is not at home, a notice of disconnection will be left in a conspicuous place on the premises. The notice will state that gas service has been disconnected and will give the location and telephone number of the Sycamore Gas Office where arrangements can be made to have gas service restored. We will disconnect gas service for nonpayment of gas bills only between the hours of 8 a.m. and 3 p.m., prevailing local time. Also, we will not disconnect service for nonpayment after 12 noon of the day immediately preceding any day when our offices will be closed.

CHARGE FOR RECONNECTION OF SERVICE

The Company may charge and collect in advance \$15.00 in the following instances:

- Reconnection of service, which has been disconnected due to enforcement of Rule 2.
- Reconnection of service, which has been disconnected within the preceding twelve months at the request of the customer.

C. If service is discontinued because of fraudulent use thereof, the Company may charge and collect in addition to the reconnection charge of fifteen dollars (\$15.00) the expense incurred by the Company because of such fraudulent use, plus an estimated bill for gas used, prior to the reconnection of service.

LATE PAYMENT CHARGE

If a customer does not pay a Bill for Gas Service on or before the payment date, the customer will be assessed a Late Payment Charge of 3% of the total balance of account

NONSUFFICIENT FUNDS (BAD CHECK) CHARGE

The Company may charge and collect a fee of \$8.00 to cover the cost of handling an unsecured check, where a customer tenders in payment of an account a check which upon deposit by the Company is returned as unpaid by the bank for any reason.

CREDIT CARD PROCESSING FEE

The Company may charge and collect a fee of \$4.95 to cover the cost of processing a payment made by means of a credit card.

BUDGET BILLING

The Budget Billing Plan is a way to even out seasonal variations in gas billings and is available upon request to all residential customers who have established a prompt payment record. Customers may start on this Plan from April 1 thru July 31 with no deposit required. Others can start from August 1 thru October 31 after putting down the equivalent of those monthly Budget Bill payments from April through the first billing month requested. Under this Plan, each a uniform amount is billed monthly (rather than the amount for your metered usage) based upon either your actual average monthly gas usage normalized for weather variations over the previous 12-month period, or for a new customer, your actual average usage. Except for the annual review, no other adjustments are normally required. Your failure to maintain a prompt payment record will result in removal from the Budget Billing Plan.

ESTIMATED BILLS

Although we make every effort to read customer gas meters each month, readings may be missed due to circumstances beyond our control. When a meter reading is missed, a gas bill is issued based on an estimate of the amount of gas delivered during that billing period. Estimated gas bills are clearly coded "E" for estimated. If the actual gas usage is higher or lower than the amount shown on an estimated gas bill, the difference will be reflected on the first gas bill issued after an actual reading is obtained.

NORMAL TEMPERATURE ADJUSTMENT (NTA)

This adjustment applies to usage during the heating season of October through April. The adjustment is designed to minimize the bill impact of gas usage variations tied to changing weather patterns. Usage for the billing period is adjusted to a calculated amount that would have been used during a normal weather period. Normal weather is deemed to be the 30 year average for the region.

COMPLAINTS

You may register a complaint and request a conference about any matter pertaining to your gas service, including security deposit, disconnect notice, or your gas bill before it becomes delinquent. The complaint may be in person at the Sycamore Gas office, by letter mailed to the Sycamore Gas office, or by completing a form available from Sycamore Gas or from the IURC.

Sycamore Gas will promptly and thoroughly investigate your complaint, confer with you upon request and notify you in writing of our proposed disposition of your complaint.

No gas service will be discontinued until at least 10 days after Sycamore Gas mails this notice of disposition.

APPEAL PROCESS

Any residential customer who is dissatisfied with the proposed disposition of a complaint may make a written request to the IURC to review the matter. The IURC requires that a request for review be made within seven days of the mailing the proposed disposition and that a copy of the request be sent to Sycamore Gas. The written request to the IURC should certify that a copy has been sent to the Sycamore Gas office at the appropriate address shown on the front of this pamphlet.

The IURC will make a prompt and thorough review and mail its written decision to the customer and Sycamore Gas within 30 days.

Your gas service will not be disconnected until at least three days after the URC has mailed its decision, provided you have continued to pay all undisputed bills on time. If we cannot agree as to what portion of a gas bill is undisputed, you may pay an amount equal to your average gas bill for the twelve months immediately preceding the disputed gas bill. If you have received fewer than twelve gas bills, an amount equal to 1/12 of the estimated annual billing for gas service will be sufficient.

The address of the IURC is:

Indiana Utility Regulatory Commission
913 State Office Building
Indianapolis, IN 46204-2284



This pamphlet explains your rights and responsibilities as a residential customer of Sycamore Gas and explains our obligations to you, our customer. We are providing it to you as a service in accordance with the rules and regulations of the Indiana Utility Regulatory Commission (IURC).

If you have any questions or need additional information regarding your gas service or gas bill, please contact the Sycamore Gas office listed below. We welcome the opportunity to answer your questions and to assure you that we are always at your service.



1155 East Eads Parkway
Greendale, IN 47025
Phone (812) 537-1921
Fax (812) 537-3731

For further information go to our website: www.sycamoregas.com

CALL BEFORE YOU DIG!



To Submit a Locate Request
24 Hours a Day, Seven Days a Week:
Call 811 or 1-800-382-5544

Web: www.indiana811.org

AVAILABILITY OF SERVICE

Natural gas service is provided for space heating, cooking, water heating, clothes drying, incineration, pool heating, gas lighting and other uses, under the conditions set forth in our General Rules and Regulations Applicable to Gas Service. Customers desiring new or additional gas service should contact the Sycamore Gas office for information regarding the availability of gas for their specific situation(s).

INSTALLATION AND MAINTENANCE OF GAS SERVICE

Except as otherwise provided in these RULES AND REGULATIONS, in service agreements or in rate schedules, the Company will install and maintain the lines and equipment on the outlet side of the curb valve or outside the curb or apparent curb when the shut off valve is not located near the curb. It is not required to install or maintain any lines or equipment, except meters and service regulators, on the customer's side of this point of delivery without cost to the customer. The point of delivery will be located as near to the curb line as possible.

If a distribution main of adequate capacity is adjacent to the premise to be served, the customer, or the customer's agent, may install the lines and equipment between the point of delivery and the meter inlet valve upon proper execution of an order of notification subject to the Company's rules, regulations and current specifications, and subject to inspection and test by the Company. The service pipe will end at the inlet of the meter connection. If it should be necessary to extend the service pipe beyond the point of entry, such extension shall be encased.

Only one gas service will be installed into any building or individual dwelling regardless of the number of customers to be served therein. Branch services will not be run unless approved by the Company.

The customer's gas service line shall be as short as practicable but not limited to a specific length. The proposed size, length, and direction of the gas service pipe and proposed meter location shall be subject to the Company's approval.

No connection or work of any kind shall be done on a gas main or the Company's piping by anyone who is not an authorized representative of the Company.

When repairs on or replacement of the service piping between the point of delivery and the inlet to the meter is required, such work will be done at the customer's expense either by the Company, the customer or the customer's agent only after the gas has been shut off and the piping has been disconnected by the Company. After said work is completed, an application for inspection and test must be made to the Company. The cost of the Company inspections and test of the customer installed piping will be borne by the customer.

If you detect the odor of gas on your premises, we will check your gas piping, appliances and equipment for gas leaks at no charge. It is your responsibility to repair any gas leaks we find on your premises. If the gas leaks found are serious,

we will shut off the gas and /or disconnect any faulty equipment until the necessary repairs are made.

CUSTOMER RESPONSIBILITY

The customer is responsible for the installation and maintenance of the lines and equipment between the point of delivery (outlet side of the curb valve or at the curb or apparent curb when the shut off valve is not located near the curb) and the meter inlet valve as well as for the appliances and apparatus used in conjunction therewith. The customer will hold the Company harmless from and against all claims for injury or damage to persons or property occasioned by or in any way resulting from such service or the use thereof on the customer's side of the point of delivery.

Sycamore Gas Co. does not maintain customer buried piping. The term "customer buried piping" does not include branch lines that serve yard lanterns, pool heaters, or other types of secondary equipment. If the customers buried piping is not maintained, it may be subject to the potential hazards of corrosion and leakage. All buried gas piping should be periodically inspected for leaks, and corrosion (if piping is metallic) and repaired if any unsafe condition is discovered. When excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand. Plumbing and /or Heating contractors can assist in locating, inspecting, and repairing the customer's buried piping.

OWNERSHIP OF METERING EQUIPMENT

All meters and equipment furnished by the Company, shall, unless otherwise expressly provided herein, be and remain the property of the Company and the customer shall protect such property from loss or damage. Meters and equipment may be located inside customer premises, Only an authorized agent of the Company shall be permitted to remove or handle said equipment.

SUPPLYING SERVICE

Service will not be supplied to any premise if at the time of application for service the applicant is indebted to the Company for service previously supplied at the same or other premise until payment of such indebtedness shall have been made or contractually agreed to. Unpaid balances of previously rendered Final Bills may be transferred to the new or same premise and included on initial or subsequent bills.

USE OF SERVICE

Service is supplied directly to the customer through the Company owned meter and is to be used by customer in accordance with the provisions of the applicable Rate Schedule. Service is for the customer's use only and under no circumstances may the customer or the customer's agent or any other individual, association or corporation install meters for reselling or otherwise disposing of the service supplied to the customer.

In case of any unauthorized sale, extension or other disposition of service, the Company may discontinue the supplying of service to the customer until such unauthorized act is discontinued and full payment is made to the Company for all unauthorized use as well as reimbursement in full for all extra expenses incurred, including expenses for clerical work, testing and inspections.

ACCESS TO PREMISE

Authorized agents of the Company shall at all reasonable hours, after display of identification badge or Company pass, have access to the premise to inspect, maintain and repair the customer's meters and associated equipment. Reasonable hours are from 7:30 a.m. to 7:30 p.m. except in cases of emergency, at the customer's request or with the customer's consent.

DEPOSITS

A deposit may be required and will not exceed one third of the estimated annual billing for service to the specific premises. After 12 consecutive months of on time payments, the deposit will be applied as a credit to the customer account. When vacating a premise, the deposit will be applied to the final bill and any remaining balance will be refunded to the customer.

MINIMUM CHARGE

The Customer Charge is the minimum monthly charge. In no event shall the Customer Charge be waived during the billing months of April through October. If a customer requests service disconnection service between the billing months of April through October and subsequent reconnection is made within twelve (12) months, the Company may apply the minimum monthly charge for the months that the service has been disconnected plus the reconnection charge as set forth on Sheet No. 61.

BILLING PERIODS

Bills ordinarily are rendered at regular monthly intervals, but may be rendered more or less frequently at the Company's option. Non-receipt of bills by the customer does not release or diminish the obligations of the customer with respect to payment thereof.

The word "month" as it pertains to the supply of service shall mean the period of approximately thirty (30) days between meter readings. Meters may be read more or less frequently when special readings are required at the customer's request or when the Company has been unable to obtain readings.

The Company shall have the right to establish billing districts for the purpose of reading meters and rendering bills to the customers at various dates. A change or revision of any Rate Schedule shall be applicable to all bills on which there is usage on or after the effective date of such change or revision, except as otherwise ordered by the Indiana Utility Regulatory Commission.

When a customer requests service termination, or when the Company discovers a customer has terminated service by moving from the premises served, or when the Company disconnects service due to non-payment of the account or for other reasons, the Company will render a Final Bill addressed to the customer's forwarding address, if known, or to the last known address, for the entire balance of the account, including a bill calculation from the last regular actual reading date, which period may vary widely.

Bills are due by the date indicated thereon and are payable only at the Company's offices or authorized agencies for collection. If partial payment is made, the amount will be applied to items of indebtedness in the same order as they have accrued.

DISCONNECTION OF SERVICE

At Customer's Request: Customers should request service disconnection at least three working days ahead of time by contacting the Company office. Disconnection will occur within three days of the request date. The customer is obligated to pay for all gas metered until the earlier of the service disconnection or three working days after the request for service disconnection.

Without Customer's Request: The Company may disconnect the gas service at its discretion and without giving advance notice under the following conditions:

- If a condition dangerous or hazardous to life, physical safety or property exists.
- Upon order by any court, the IURC, or other duly authorized public authority.
- If fraudulent or unauthorized use of gas is detected, and there are reasonable grounds to believe that the customer is responsible for such use.
- If Company-owned regulating or measuring equipment has been tampered with and there are reasonable grounds to believe that the customer is responsible for such tampering.

Gas service may be disconnected for nonpayment or for the violation of any rule or regulation after giving fourteen (14) days advance written notice. Service disconnections may be postponed for two ten day periods if postponement request are provided to us from a doctor or public health official indicating that the disconnection would pose a threat to the health or the safety of a person in the household.

For residential customers service will not be disconnected:

- From December 1 through March 15 for any customer who is receiving or has applied for economic assistance.
- For failure to pay for service work, merchandise, or appliances purchased from the Company.
- For failure to pay a bill for gas service provided at a different location that has remained unpaid for less than 45 days.
- If the previous occupant of the premises has an unpaid gas bill, unless we have reason to believe an attempt is being made to defraud the company by using another name.