

SERVICE APPLICATION / NOTIFICATION

Welcome to Pinedale Natural Gas (PNG). We are happy to serve you. Information regarding our Natural Gas Service and the policies and regulations of PNG and the Wyoming Public Service Commission (PSC) and more can be found on our website, PinedaleGas.com. **Please Initial, Sign and Return this application/notification** to our office at 108 N Jackson Ave. or through the Postal Service to: Pinedale Natural Gas, PO Box 649, Pinedale, WY 82941 or by Email to: sales@pinedalegas.com.

PNG office hours are 8 am through 5 pm Monday through Friday, except major holidays. Our shop and office are located at 108 North Jackson Avenue in Pinedale. PNG Technicians can be reached **at any time** at (307) 367-4427 for gas leak reports and other emergency services. PNG Customers must allow access to meter at all times.

A \$100 Residential (\$300 Commercial) Security Deposit is required from all new customers within 7days of starting service. The Security Deposit will be credited to the account after 1 year of consistently on-time payments or if a customer terminates service before 1 year. If a customer has had difficulty making payments, the Security Deposit will be held for review after an additional year. Our Billing Period generally runs through the 27th of each month (weekends and holidays may cause a slight variation). Bills are mailed by the **first of the month and are due by the 10th.** Payments can be made by Mail to PO Box 649, Pinedale, WY 82941; In person or at the drop box at our office 108 N Jackson Ave; By phone with Debit /Credit Card to 367-4427; or Online at PinedaleGas.com. Budget Billing is available after one year of service, to calculate seasonal changes in payments. Budget Billing runs from the May billing period through the next April billing period. A \$25 Reconnect Fee will be charged when a customer requests to have their service disconnected then reconnected. A One Time \$15 Connect Fee will be charged on the 1st bill.

All past due accounts will accrue interest at 1.5% per month (18% annual). Past Due accounts are subject to disconnection from service and will receive a termination notice seven days prior to disconnection. If service is shut off, a \$25.00 reconnection fee will be charged and an additional Security Deposit will be required (\$100 Residential, \$300 Commercial). A \$25.00 fee will be charged for all Non-Sufficient Funds (Returned) checks.

**NOTIFICATION of SERVICE LINE RESPONSIBILITY
CUSTOMER-OWNED PIPE & DOWNSTREAM MAINTENANCE**

The US DOT requires operators of gas distribution systems to notify all customers about the maintenance of **customer-owned buried piping**. This notification should be sent one time to each customer. [Department of Transportation regulations at 49 CFR Part 192.016]

Pinedale Natural Gas is not responsible for maintaining **anything** downstream of the gas meter.

If you have buried gas lines downstream of your gas meter, you should have them periodically checked for leaks or corrosion. Any problems you find should be promptly repaired. The gas utility cannot do this work. We will refer you to local plumbing or heating contractors who can assist in location, inspection and repairing your buried piping and other gas facilities.

Customer Acknowledgement

I understand Pinedale Natural Gas **is not responsible** for any buried service lines, gas piping or anything downstream of my meter.

I agree to promptly pay my monthly billing for gas service from PNG.

I agree to immediately inform PNG of any changes in my contact information (Mailing Address, Phone #).

Account Contact Information: **Date to Connect Service:** _____
 Customer Name: _____ (print) Phone: _____
 Service Address: _____ Mailing Address: _____
 SSN: _____ Employer: _____ Emp. Phone: _____
 Email: _____

Signature: _____ **Date:** _____

Learn about

EXCESS

FLOW VALVES



WHAT'S AN EFV?

An Excess Flow Valve, or EFV, is a device that automatically closes and restricts the flow of natural gas if an underground pipe is broken, completely cut, or torn apart. Such damage usually results from some type of excavation or digging. An EFV may also restrict the flow if the gas meter is damaged. This damage usually results from a vehicle impact or, on rare occasions, from a large snow load.

WHERE IS AN EFV INSTALLED?

The EFV is installed on the service pipeline that runs underground between the gas main (usually located in or near the street, alley or easement) and the Pinedale Natural Gas meter on the customer's property.

WHAT DOES AN EFV DO?

Because the EFV restricts the flow of gas, it reduces the potential for fire-related property damage, personal injury, and death. Installation of an EFV will not protect against customer appliance malfunction or customer houseline gas leaks, small punctures in the underground pipe, or gas meter leaks. An EFV may not protect against damage to pipelines from earthquakes or flooding. It's also important to understand that an EFV doesn't shut off the flow of gas completely.

Some leakage may still occur and result in a hazardous condition. Anyone performing an excavation is responsible for immediately contacting Pinedale Natural Gas to report any damage to gas facilities.

DOES MY SERVICE HAVE AN EFV?

Pinedale Natural Gas has installed EFVs on most new or replaced service lines built after June 2008. If you'd like a cost estimate to have an EFV installed at your residence, or if you'd like to find out if you already have an EFV, please call the Pinedale Natural Gas at 307-367-4427 for information. Since the EFV will be installed on the Pinedale Natural Gas pipe, only Pinedale Natural Gas or its approved contractors may perform the installation.