

## 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](http://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 our gas meter at all times.

A Security Deposit is required from all new customers within 7 days of starting service. The Security Deposit is 2/12<sup>th</sup> of an average annual bill. It will be credited to the account after 1 year of consistent on-time payments or if service terminates. If a customer has had difficulty making payments, the Security Deposit will be held for additional review.

A one-time \$15 Connect Fee will be charged on the 1<sup>st</sup> bill. A \$25 Reconnect Fee will be charged when a customer requests to have service disconnected then reconnected.

Our Billing Period generally runs through the 27<sup>th</sup> 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 US 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](http://PinedaleGas.com).

Budget Billing is available after one year of service, to allow equal payments through the year. Budget Billing runs from the May billing period through the next April billing period.

All past due accounts accrue interest at 1.5% per month (18% APR). Past Due accounts are subject to disconnection from service and will receive a termination notice 7 days prior to disconnection. If service is shut off, a \$25.00 Reconnect Fee will be charged and a new Security Deposit will be required. 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 is given one time to each customer. [*US Dept 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.

By signing this agreement, you are giving your consent for Pinedale Natural Gas to contact you by telephone using an automated dialing system, by text, by email, through social media, and dropping messages directly to your voicemail. This consent can be revoked at any time through written notice or by direct communication back through the communication method in which Pinedale Natural Gas communicated to you. You also consent to allow any partner, vendor, or affiliate of Pinedale Natural Gas to communicate with you on our behalf.

By signing this agreement, customer will be liable for all costs (including legal costs), charges, commissions, fees, and disbursements incurred by Pinedale Natural Gas in the attempt to recover any unpaid account, including charges for any dishonored checks or credit card payments. If we deem it necessary to use a collection agency or attorney to collect money owed by you, you agree to pay the collection costs, fees, and commissions that PNG is assessed by the collection agency or attorney.

***Please Initial, Sign and Return this application & notification to***

our office at 108 N Jackson Ave.

or US mail to: Pinedale Natural Gas, PO Box 649, Pinedale, WY 82941

or by Email to: [help@pinedalegas.com](mailto:help@pinedalegas.com).

**Customer Acknowledgement - Please Initial each box:**

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

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

Initial 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: \_\_\_\_\_ Emplr. Phone: \_\_\_\_\_

Email: \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_