

SERVICE RULES AND POLICIES

The applicant agrees to pay a non-refundable enrollment service fee of \$50 and a refundable security deposit based on a credit check, applicable to each gas customer identified by account and meter number. This fee obliges the applicant to comply with all current and future regulations set by the City regarding gas service, including installation, maintenance, payment, and service discontinuation. After twelve consecutive on-time payments, the security deposit will be credited back to the customer's active gas account. If service is terminated, the deposit will be refunded minus the final bill.

Payments are due at the Fountain Inn Natural Gas office by closing on the specified due date. The due date applies only to the current bill, and previous amounts are considered delinquent, subject to service disconnection. Postal delays do not excuse late payments. Statements include a facility fee for each account, regardless of usage.

Late Fees: A late fee of \$3 or 5% (whichever is greater) will apply to overdue accounts.

Return Check Procedure: A \$35 NSF fee will be charged for returned checks. Customers must pay returned checks with cash, credit card, or money order. If a customer has two returned checks within a year, checks will not be accepted for one year.

Third-Party Payments: Fountain Inn Natural Gas is not responsible for third-party payment transactions. Payments made by other sites are not guaranteed. Customers are responsible for any fees charged by third parties, and late payments will incur penalties.

Delinquent Account Fee: Accounts with a past due balance that is unpaid by the close of the business day prior to the cutoff date will incur an \$85 delinquent fee. If the gas service is off for non-payment and not reconnected by August of the same year, the account will be finalized and sent for collection.

Disconnection for Non-Payment: An account is classified as off for non-payment if:

- Gas is disconnected due to unpaid bills.
- The customer moves without finalizing the account, remaining liable for usage until a final request is made.
- The customer fails to comply with payment arrangements.
- Returned checks and fees remain unpaid after notification.

Set-Off Debt Collection: Fountain Inn Natural Gas may collect amounts owed through the South Carolina Set-off Debt Collection Act, including fees incurred during this process. If pursuing collection through other means, the applicant agrees to pay associated costs.

Tampering Fee: A \$200 tampering fee will apply if a meter is altered, with potential criminal charges.

Right of Access and Maintenance: Fountain Inn Natural Gas reserves the right to enter properties at reasonable times for service, meter readings, or other essential business activities. Customers are responsible for ensuring that the gas meter is accessible. In emergencies, FING may need to remove at property owner's expense any temporary or permanent structures covering its gas facilities to address the situation promptly. Fountain Inn Natural Gas reserves the right to refuse service if necessary.

Before we can activate gas service at your location, we must receive a certificate of inspection and testing verifying that your gas system complies with all applicable local codes. If no local code applies, the system must meet the minimum standards outlined in the latest edition of the International Fuel Gas Code. This certificate may be provided by your contractor or the local inspecting authority.

Applicant Signature
Rev. May 2025

Co-Applicant Signature

Date