

# Sycamore Gas Company

## A Message to Our Customers

### Recovery of Costs Associated with Federally Mandated Infrastructure Projects

In September 2019, the Indiana Utility Regulatory Commission (IURC) approved Sycamore Gas' request to recover costs associated with federally mandated natural gas infrastructure projects. These projects are mandated by the federal government to ensure the safe, reliable delivery of clean, dependable natural gas to homes and businesses. This is a multi-year program to modernize our natural gas mains, services and regulator stations, that regulate the natural gas pressure in our system, and to move natural gas meters from inside homes and businesses to outside to improve access for regular inspection and maintenance. Sycamore Gas strives to comply with all industry and federal standards.

Under its Federally Mandated Cost Adjustment (FMCA) Rider, Sycamore Gas will recover costs through an IURC approved volumetric adjustment, (\$0.0348 per therm— General Service) included on our customer's bills. Sycamore Gas estimates that a typical residential customer will see an average \$2 per month increase in

bills for the remaining months of 2019. The increase in future bill amounts will vary based on your natural gas usage, future investments in system replacements and improvements and future IURC approved rate changes, subject to review every six months.

Since 1868, Sycamore Gas' first priority has always been safety, and we are committed to improving our natural gas distribution system while continuing to provide clean, safe, and reliable gas service to you now and in the future. The improvements we are making to our infrastructure will allow us to give our roughly 6,400 customers peace of mind that we'll be there to keep their families safe, their homes warm and businesses running cost efficiently in the Lawrenceburg, Greendale and surrounding Southeastern Indiana region.

Thank you for being our customer.

### Commonly Asked Questions

**Q. *What can I do to manage my monthly natural gas costs?***

A. 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 their monthly Budget Bill payments from April through the first billing month requested. Under this Plan, a uniform amount is billed monthly (rather than the amount for your metered usage) based upon your historical average monthly gas usage. Sycamore Gas also offers a convenient way to pay your natural gas bill utilizing our ACH Debit option. This option would charge your bank account automatically every month for your natural gas bill.

**Q. *Does Sycamore Gas offer any rebates on natural gas appliances?***

A. Sycamore Gas offers a rebate program to customers who elect to upgrade their older natural gas fired appliances to more efficient models or who elect to purchase natural gas fired appliances to replace existing appliances powered by other sources of energy. Please visit our website at [www.sycamoregas.com](http://www.sycamoregas.com) for more information and a rebate request form.

**Q. *Why is natural gas an environmentally wise choice?***

A. Natural gas appliances are environmentally friendly and lower bills. Natural gas is a cleaner fuel than oil or coal and does not create toxic waste like nuclear power. Natural gas releases heat quickly and easily, while electric heating elements require a comparatively large amount of energy to produce a smaller amount of heat. Using natural gas for your stove, water heater, furnace, and dryer will save you money and is more energy efficient. Overall, natural gas is green, efficient, economical, reliable and domestic- a very wise fuel choice!