

# SUBURBAN NATURAL GAS COMPANY

ESTABLISHED 1882

211 FRONT STREET, P.O. BOX 130  
CYGNET, OHIO 43413-0130

(419) 655-2345

FAX: (419)655-2274

2626 LEWIS CENTER ROAD  
LEWIS CENTER, OHIO 43035-9206

(740) 548-2450

FAX: (740) 549-4939

In response to the COVID-19 pandemic, the Public Utilities Commission of Ohio asked regulated utilities to consider what they could do to reduce the economic impact on Ohioans and ensure utility access regardless of payment status.

The Commission made it clear these emergency measures would not relieve customers of the requirement to pay for utility service.

Suburban Natural Gas Company suspended our disconnection notices from March 12, through August 17<sup>th</sup>, 2020. Effective August 18, 2020, we will start mailing out disconnection notices, and disconnection for nonpayment will not occur until the first week in September. Late Payment Fees will not be included in the amount on the disconnection notice mailed in August.

In an effort to assist our customers who are experiencing financial hardship during this pandemic, Suburban is offering various payment plan options.

**One-Sixth** This plan requires six equal payments on your past due balance along with each month's current charges. This plan is offered year-round.

**One-Ninth** This plan requires 9 equal payments on your past due balance in addition to a budget payment plan for the projected monthly bills. This plan is offered year-round.

**Winter Heating Season Plan** This plan is offered during the winter heating season, November 1, through April 15 and requires you to pay one-third of your account balance. At the end of the Winter Heating Season, you may either pay the entire balance due or you may enter into another payment plan.

**One-Twelfth** This plan requires 12 equal payments on your past due balance along with each month's current charges. This plan offer expires April 19, 2021.

**We continue to offer customized payment plans that best fit your needs.**

**Percentage of Income (PIPP)** If your income qualifies you to go on this program, you will pay 6% of your monthly household income or \$10, whichever is greater.

Additionally, we are continuing to offer customized payment plans for any deferred fees incurred during the COVID-19 pandemic to subsequent bills.

If you are interested in going on a payment plan, please contact our office.

The next page has a list of various agencies that may be able to assist you.

In addition Suburban will not charge a deposit to get reconnected, or to reestablish credit worthiness until January 1, 2021.

If disconnected, we will be charging \$36 reconnect fee, but it will not be required to be paid prior to reconnection until January 1, 2021.

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## ▪ Energy Assistance Programs

### ▪ Local Energy Assistance Providers, (i.e., Community Action Agencies)

- Henry County (844) 493-1193
- Wood County (888) 441-4327
- Delaware County (833) 232-1750
- Marion County (888) 475-0296

### ▪ Salvation Army

- Henry County (419) 599-2769
- Wood County (419) 352-5918
- Marion County (740) 389-3397
- Delaware County (740) 369-5301

### ▪ Veterans Office Accounts

- Henry County (419) 599-2769
- Wood County (419) 354-9147
- Marion County (740) 387-0100
- Delaware County (740) 368-1770

### ▪ Department of Job and Family Services

- Henry County (419) 592-4210
- Wood County (419) 352-7566
- Marion County (740) 386-1080
- Delaware County (740) 833-2300

### ▪ People In Need Inc.

- Delaware (740) 363-6284

### ▪ HelpLine

- Delaware & Morrow (740) 363-1835

### ▪ Department of Human Services

- Delaware (740) 368-1990

### ▪ St. Paul United Methodist Church

- Henry County (419) 592-0661

### ▪ HEAP (Office of Community Services/Home Energy Assistance Program)

- (800) 282-0880

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## State Mandate by Governor DeWine:

**A face mask must be worn to enter any indoor establishment, exceptions may be medical conditions and young children.**

The safety of our community and our employees continues to be our top priority at Suburban Natural Gas Company.

Due to the Corona (COVID-19) crises and the constantly evolving details being released daily by the Center for Disease Control and Prevention (CDC) and the Ohio Department of Health, we are engaged in being as preemptive as we can for your safety and others. These measures include but are not limited to avoiding risk of unnecessary contact. We will continue to consult state and local officials to remain safe and to decrease the spread of this virus. With this in mind, we are sincerely appreciative of your understanding.

Suburban continues to follow all governmental Covid-19 protocol including, but not limited to individual health assessment and temperature checks, wearing of masks, maintaining 6 foot social distancing, continued PPE measures, and clean work surfaces.

To make payments, please find below:

- Putting payment in the night drop box
- Calling in your payment via Visa, Master, Discover debit or credit card.

### **Phone numbers**

Cygnnet: 419-655-2345

Lewis Center 740-548-2450

- Pay online at our website at [www.sngco.com](http://www.sngco.com) via Visa, Master, Discover debit or credit card.
- Mailing in your payments.

Please call us for any and all questions:

Cygnnet                      419-655-2345

Lewis Center                740-548-2450

Again, thank you for your understanding.