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1313 S. TENN. AVE.  
POST OFFICE BOX 927  
ETOWAH, TN. 37331-0927  
www.eubnet.org

October 10, 2022

Dear Englewood Gas Customer,

Many of you have seen Etowah Utilities Service Trucks in Englewood over the last two years while we have been operating the Englewood Natural Gas System. We feel we have worked to improve the system and the State gas regulators agree. We are happy to announce that after much discussion with the Etowah Utility Board and the Englewood City Board, we have decided to purchase the Englewood Natural Gas System. We want to make this change as smooth as possible to the gas customers. We even hope to convince some of the former gas customers to reinstate their gas services in Englewood.

**What existing gas customers can expect to see**

- Existing Englewood gas customers will NOT (1) be required to pay a new deposit to Etowah Utilities, (2) nor will they be required to come to the office for service. This will automatically be taken care of for you in the transition.
- After October 10, 2022, you will begin receiving a gas bill from Etowah Utilities. Bills are due on the 10<sup>th</sup> of every month. With your **first payment being due to Etowah Utilities on November 10, 2022.**
- Your monthly residential service charge will drop from \$25 to \$6 dollars per month.
- Your monthly general/commercial service charge will drop from \$25 to \$12 per month.
- You can continue to pay your gas bill at Englewood City Hall by check or cash. The check will need to be made out to Etowah Utilities and separate from the water payment, or use one of the following alternative options:
  - Make your payment directly to Etowah Utilities by either
    - (1) coming to our office located at 1313 South Tennessee Ave, Etowah. Office hours are Monday – Thursday 7:30 – 4:30, Friday 8:00 – 4:00, and we have a drop box located in the drive-through for your convenience.
    - (2) Mail your payment to us at P.O. Box 927, Etowah, TN 37331-0927.
    - (3) Set up automatic payments by coming to the office and signing a bank draft authorization form for payments to be automatically drafted from a checking account each month, at no additional charge. We will need a voided check to place with your form on file.
  - You will also have the option to pay on-line or over the phone, through a third party. The third party does charge a convenience fee: \$3.95 to pay by credit card or a \$2.35 to pay by electronic funds.
- Present customers, whom still have a deposit with Englewood for their gas, will be reimbursed by the Town of Englewood.

If you are a **new gas customer**, you will need to drive down to our office located at 1313 South Tennessee Avenue, Etowah to set up an account after October 1.

- For new customers there is a non-refundable \$20 connection fee plus a refundable deposit, if required based on your credit score. If a deposit is required, you will receive the deposit back after 12 consecutive, on time monthly payments with no late fees.

Etowah Utilities supplies all of Englewood customers 24/7 with gas personnel. **In case of a gas emergency, 24 hours a day, please call (423) 263-9441.** If you smell gas, call!!

Our phone number is 423-263-9441 if you have any questions. We look forward to serving you!



Harold Masengil

Etowah Utilities, General Manager