

## **Restoring Natural Gas Service Fact Sheet**

Whenever natural gas service has been disconnected, there are certain steps that must be taken before that service may be restored. It is the customer's responsibility to make the proper arrangements with their gas company for service reconnection. In the St. Louis region, natural gas services are offered by Laclede Gas Company and Missouri Natural Gas Company.

Laclede/Missouri Natural customers must follow a two-step process to have natural gas service restored:

1. Pay their past due account in full at an authorized payment location (complete list is available at [www.lacledegas.com](http://www.lacledegas.com)).
2. Call Laclede Gas or Missouri Natural Gas to have service restored.

Additional facts regarding restoration of natural gas service and service work:

- Natural gas service is turned "on" only after past due bills are paid in full at an authorized payment location and the company has been notified by phone.
- Laclede/Missouri Natural employees **do not** solicit service reconnections door-to-door nor do they accept onsite payment for service reconnection.
- Reconnection of natural gas service by anyone other than their gas company is illegal, dangerous and could lead to serious injury or death. Risk is not restricted to the person doing the tampering, as it often leaves the pipes and/or facilities in an unsafe condition that is potentially dangerous to others. Laclede/Missouri Natural will prosecute persons for tampering with a meter set or its facilities.
- Service technicians are uniformed, carry proper identification and drive vehicles marked with the company logo.
- Customers should not hesitate to contact the customer service line at 314-621-6960 if they have questions regarding a service call or to verify that service work is scheduled at their residence. Customers noting suspicious activity in and around their neighborhoods should contact the company immediately.