



MID-STATE ENERGY

200 Dunbar Road
Byron, Georgia 31008
(478) 654-6059

Location: 200 Dunbar Rd

Hours of Operation: 8:00 a.m. to 4:30 p.m. Monday- Friday
(We are closed for all Federal Holidays)

Any after-hours calls will transfer to Houston County 911. These calls are for emergencies only (gas leaks). Non-emergency calls, after hours, are subject to service charges.

Payments may be made by:

*Payment Drop Box – located in our parking lot by the flag pole. Payments dropped off after 2:00 p.m. will not be posted until the next business day.

*Pay by automated phone system: call 478-241-2215 to pay your bill using a debit or credit card for the bill amount due, along with a fee of \$1.50 or 4% of the outstanding balance amount, whichever is greater.

*Pay on our website, www.msega.com (with debit or credit for the bill amount, along with a fee of \$1.50 or 4% of the outstanding bill amount, whichever is greater) OR (pay by E-Check for the bill amount and a fee of \$3.95 for processing)

**Payments made by phone or thru the website must be entered before 2:00 p.m. to be posted to your account the same business day.

*We also process your online bank payments and offer checking account draft service.

*Return payment fee: \$30.00

Notice to All Customers:

A 10% penalty will be assessed if payment is not received in our office before 4:30 p.m., on the due date. If bill is not paid within (5) days after the due date, service will be disconnected without further notice. A charge of \$35.00 will be added to the account. Service will not be reconnected until the past due balance and a \$35.00 reconnect fee are paid.

In accordance with Mid-State Energy policies, any credit balance less than \$2.00 will not be refunded.

FAILURE TO RECEIVE BILL DOES NOT EXEMPT CUSTOMER FROM PENALTY.



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SERVICE CHARGES

Account Activation Fee: \$75

1. The transfer of gas service from one location to another shall be subject to a \$25.00 transfer fee, which is billed on the first utility bill at the new address.
2. When a meter is not piped at a new service address, there is a \$35.00 service charge for each repeat trip to turn on the gas.
3. A service charge of \$35.00 will be charged for return trips by our employees to reread a gas meter when done at the customer's request or due to inaccessibility to the meter because of a locked gate, shrubbery blocking meters, or unfriendly pets, etc.
4. When our employees make a service trip to disconnect gas service due to a delinquent account a \$35.00 service charge will be applied to the customer's bill. A \$35.00 reconnect fee will be charged for the return trip to turn the gas back on once the bill is paid. If the bill is not paid within 14 days, the customer must set up a new account and pay an Activation Fee of \$75.00.
5. Any return of payment for gas service, due to insufficient funds, closed accounts, etc., will be subject to a \$30.00 handling fee. Checks must be redeemed with cash or money order within 3 days or service will be discontinued and a \$35.00 service charge will be applied to the customer's account. Once redeemed, the customer will be charged \$35.00 service charge for reconnection of the gas. If not paid within 14 days, the customer's account is subject to be closed out. In order to restore service the customer must set up a new account and pay an Activation Fee of \$75.00.
6. Accounts of customers requesting that the gas be disconnected for the summer will be closed and a new account must be established prior to having the gas reconnected. This will require a \$75.00 Activation Fee.
7. A \$45.00 service charge must be paid in advance for the gas to be turned on for a 24-hour systems check. This can be paid by check, cash, or money order. These systems checks can be done Monday-Thursday ONLY.
8. A service charge of \$65.00 will be charged for service trips made after normal business hours.