

Special Section—Daily Journal, Johnson County, Indiana, Saturday, June 29, 1991

## Indiana Gas Company



Pat Spaulding, Laura Baker, Brenda Aldridge, Carol Hughes, Bonnie Rigby, Jan Chandler, Barbara Davidson, Holly Reese, Rella Voss, Diane Mincey, Anita Peters, Diana Wilkinson, Kevin Block, Bernice Coy, Rodney Young, Wendy Hamilton, Randy Shipp, Jon Rogers, Jim Finan, Alan Sewall, John Burke, Deron Leep, Dick Dewitt, Jackie West, Kandice Setzer, Mike Coffman, Jim Williams, Dan Voris and Marsha Salzer.

Serving Johnson County customers' needs ranks as a top priority for employees of the Indiana Gas Company regional office in Franklin. Yet the office's scope goes far beyond the county's borders. The office is the nucleus for the company's Franklin region that provides safe, quality natural gas service to 82,270 customers in 10 south central Indiana counties.

The Franklin region serves all Johnson County communities from Greenwood to Edinburgh, as well as customers in Columbus, Danville, Greensburg, Martinsville, Nashville, Seymour and Shelbyville.

The 128 Franklin region employees work hard to ensure that all customers receive top-notch service, assistance and information when they need it. Service specialists are available 24 hours daily to handle the emergency needs of customers throughout the region. Customer service representatives are on hand during the day to answer service questions and to help with bill problems.

Outreach representatives work in all 10 counties of the region, visiting with customers who may need more time and attention than a phone call can take care of. Outreach reps also meet with senior citizens groups and chamber of commerce organizations to maintain contact with all communities in the region.

Earlier this year, the Franklin region added TDD phone service to improve communication with the region's hearing-impaired customers.

"We are constantly working to provide the services our customers want and demand from utilities today," said Franklin Region Director Jim Finan. "Our customers expect quality service and we're eager to meet that expectation," he added.

The Indiana Gas Franklin region office is at 3260 Graham Rd. Office hours are 8 a.m. to 5 p.m. Monday to Friday. Customer service and 24-hour emergency help are available by calling 1-800-666-2647. Customers with TDD phone equipment for the hearing impaired should call 736-2806.

# Service.

service (sur'vis) n. 1. a) benefit; advantage b) [pl.] friendly help; also, professional aid 2. a system of providing people with some utility, as water or natural gas.

At Indiana Gas, we're serious about our service to your community. Thru programs like Gatekeeper, Business Retention and Expansion, Balanced Payment and Medical Hardship, we're there everyday with the energy to serve.

# Natural Gas.

## The Energy To Serve.



1991-06-29 Franklin Region employees and story



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Tue, Nov 15, 2022