

Dear Customer,

1. IGL takes an interest-free refundable security deposit from a domestic PNG Customer towards the security of equipment and facilities in compliance with Regulation 14(1) of PNGRB (Authorising Entities to Lay, Build, Operate or Expand City or Local Natural Gas Distribution Networks) Regulations, 2008.
2. The billing cycle of PNG domestic customers is bi-monthly, and the due date for the payment is after 21 days. Thus, the customer has a reasonable credit period for making the payment of natural gas consumed during this period. However, IGL is experiencing cases of late payments and a large number of payment defaults. Therefore, the consumption security deposit of Rs 1000/- is charged from the customer to safeguard cases of payment defaults.
3. In this regard, IGL has requested payment of consumption security deposit of Rs 1000 /- from the customers from whom it was not collected earlier.
4. In case of any issue, please contact our 24x7 customer care team at 01169020400, 01169020500, 18001025109, and 18004195109.

Thanks for your cooperation.

Team IGL