

Valley Energy, Inc.
New York Division

Superseding

P.S.C. No. 1 Gas
Original Leaf No. 35
Revised Leaf No. 0

GENERAL INFORMATION

7. Metering, Billing, Collections and Estimated Bills: (Cont'd.)

G. Interest on Customer Overpayments:

The Company shall provide interest on customer overpayments in accordance with 16 NYCRR 277.

A customer overpayment is defined as payment by the customer to the Company in excess of the correct charge for gas service supplied to the customer that was caused by erroneous billing by the Company.

The rate of interest on customer overpayments shall be the greater of the unadjusted customer deposit rate specified by the Commission or the applicable late payment rate, if any, for the service classification under which the customer was billed. Interest shall be paid from the date of customer overpayment adjusted for any changes in the deposit rate or late payment rate, and compounded monthly until the date the overpayment is completely refunded.

The Company shall be required to pay interest on any customer refunds, except where customer overpayments are refunded within 30 days after such overpayment is received by the Company.

H. Contents of Bills - Non-residential Customers:

Customer bills shall state the charges for service(s) performed, materials furnished or other charges made by the Company and will be itemized on the applicable bill form unless by reason of size limitation itemization is not possible. In those cases, totals will be utilized and a separate listing of charges making up such totals will be sent with the bill. Bills shall contain information required under 16 NYCRR 13.11.

Date of Issue: Sept. 1, 2003 Date Effective: November 1, 2003

Issued by: Robert J. Crocker, President & CEO, 523 S. Keystone Ave., Sayre, PA 18840