

Valley Energy, Inc.
New York Division

Superseding

P.S.C. No. 1 Gas
Original Leaf No. 26
Revised Leaf No. 0

GENERAL INFORMATION

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

B. Estimated Bills - Residential:

- (a) Should any meter or measuring device used under an agreement for service for any reason fail to register for any period of time the full usage of service by a customer, or if the actual usage of service cannot be obtained because of inability of Company to read a meter or measuring device, the usage of service by such customer may be estimated by Company on the basis of available data and bill the customer accordingly.
- (b) Estimated bills may be routinely sent to the customer for a period of four months or two billing periods, whichever is greater.
- (c) If no actual reading is obtained after the aforementioned period, the Company shall take reasonable actions to obtain an actual meter reading. Such actions may include but are not limited to:
 - (1) making an appointment with the customer and/or such other person who controls access to the meter for the reading at a time other than during normal business hours; or
 - (2) offering the customer and/or such other person who controls access to the meter the opportunity to phone in meter readings; or
 - (3) providing to the customer and/or such other person who controls access to the meter cards on which he or she may record the reading and mail it to the Company.
- (d) Where the Company has submitted an estimated bill or bills to a residential customer that understates the actual amount of money owed by such customer for the period when estimated bills were rendered by more than 50 percent or one hundred dollars (\$100), whichever is greater, the Company shall notify the customer in writing that he or she has the right to pay the difference between the estimated charges and the actual charges in regular monthly installments over a reasonable period that shall not be less than three months.
- (e) For seasonal and/or short term customers, an actual meter reading shall be taken upon termination of service.

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