

Valley Energy, Inc.
New York Division

Superseding

P.S.C. No. 1 Gas
Original Leaf No. 33
Revised Leaf No. 0

GENERAL INFORMATION

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

E. Back-billing - Non-residential Customers: (Cont'd.)

(b) Limitations on Back-bill Rendering: (Cont'd)

- (i) the customer knows or reasonably should have known that the original billing or the first back-bill was incorrect; or
- (ii) new information shows that the first back-bill was incorrect.
- (3) The Company shall render a downwardly revised back-bill as soon as reasonably possible and within two months after the Company becomes aware that the first back-bill was excessive.
- (4) The Company shall not render a back-bill for any under-billing when the reason for the under-billing is apparent from the customer's service application, or could have been revealed in a service application and the Company failed to obtain and retain one.

(c) Limitations on Back-billing Period:

- (1) When the failure to bill at an earlier time was due to utility deficiency, the Company shall not bill a customer for service rendered more than 12 months before the Company actually became aware of the circumstance, error, or condition that caused the under-billing, unless the Company can demonstrate that the customer knew or reasonably should have known that the original billing was incorrect.
- (2) The Company shall not bill a customer for service rendered more than 24 months before the Company actually became aware of the circumstance, error, or condition that caused the under-billing, unless the Company can demonstrate that the customer knew or reasonably should have known that the original billing was incorrect.

F. Levelized Payment Plan - Non-residential Customers:

(a) Obligation to Offer:

The Company shall provide a written notice offering a voluntary levelized payment plan designed to reduce fluctuations in payments caused by seasonal patterns of consumption to its eligible customers at least once in each 12-month period.

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