



**CORNING**

**N A T U R A L G A S C O R P O R A T I O N**

330 West William Street P.O. Box 58 Corning, New York 14830-0058

March 31, 2022

The Honorable Michelle Phillips, Secretary  
New York State Public Service Commission  
Empire State Plaza  
Agency Building 3  
Albany, NY 12223-1350

RE: Case 11-G-0280

Dear Secretary Phillips:

Attached please find the Outreach and Education Plan for Case 11-G-0280.

If you have any questions regarding this Report, please contact me at

607-936-3755.

Sincerely,

*Marie Husted*

Marie Husted  
Energy Supply Manager

Attachment

**Corning Natural Gas  
OUTREACH AND EDUCATION PLAN  
2022**

Submitted by Marie Husted, Energy Supply Manager  
on March 31, 2022  
to Sonny Moze, DPS Office of Consumer Services

# Corning Natural Gas Corporation

## OUTREACH AND EDUCATION PLAN 2022

<b>Section 1: Utility Information</b>	
Utility Outreach & Education And Company Officials	4
Service Profiles	5
Budget Information	7
Infrastructure Investments and Developments	13
<b>Section 2: Mandated Outreach and Education</b>	
Outreach & Education Required By Commission Order (Part I)	15
Outreach & Education Required By Commission Order (Part II)	16
<b>Section 3: Global Outreach and Education Methods and Tools</b>	
Customer Assistance Telephone Lines/Call Center	18
Mass/Blast Notifications (E-Mail, Text, Robo-calls)	19
Outreach Materials	20
Utility Outreach Events	21
Website, Social Media & Mobile Applications	22
<b>Section 4: Outreach and Education Topics</b>	
Billing Services and Payment Alternatives	24
Customer Rights & Responsibilities	25
Energy Efficiency Programs	26
Energy Service Affordability	27
Infrastructure & Security	28
Metering	29
Natural Gas/Electric Safety	30
Natural Gas Expansion	31
Price Volatility	32
Service Interruptions	33
Special Needs Customers	34
Summer Demand Response/Load Reduction	35
Winter Heating Season	36
 COVID-19 (Coronavirus)	 37
Other	38
<b>Section 5: Employee Outreach and Education</b>	
Customer Service Training	40
Appendix A: Outreach and Education Events Tracking	
Appendix B: Outreach and Education Materials	
Appendix C: Evaluation of 2021 Outreach and Education Programs	

**Corning Natural Gas Corporation**  
**OUTREACH AND EDUCATION PLAN**  
**2022**

**Utility Information**

# UTILITY OUTREACH & EDUCATION AND COMPANY OFFICIALS

Dates Covered by Plan: From: January 1, 2022 To: December 31, 2022

- Outreach and Education (O&E) Liaison to Office of Consumer Services (OCS) Staff:

Name: Marie Husted  
Title: Energy Supply Manager  
Mailing Address: 330 West William Street, Corning, NY 14830  
Email: mhusted@corninggas.com  
Telephone No. (607) 936-3755 Fax No. ( ) -

- Senior Manager/Officer in charge of Outreach and Education:

Name: Russell Miller  
Title: Vice President Energy Supply &  
Mailing Address: 330 West William Street, Corning, NY 14830  
Email: [rmiller@corninggas.com](mailto:rmiller@corninggas.com)  
Telephone No. (607) 936-3755 Fax No. ( ) -

- Director of Outreach and Education:

Name: Russell Miller  
Title: Vice President Energy Supply  
Mailing Address: 330 West William Street, Corning, NY 14830  
Email: [rmiller@corninggas.com](mailto:rmiller@corninggas.com)  
Telephone No. (607) 936-3755 Fax No. ( ) -

- President or Chief Executive Officer:

Name: Michael German  
Title: Chief Executive Officer

# SERVICE PROFILES

## Service Territory:

- Municipalities (counties, towns, villages) served in whole or in part: Steuben, Chemung & Cortland
- Estimated or known total population in the service territory: 50,00  
Please identify the source of this statistic: Estimate of each political subdivision

- Total number of service accounts:

	Electric	Natural Gas Service
Residential	0	14,107
Commercial	0	1,174

## Electronic Access:

- Total number of customers who participate in online billing: 0
- Total number of customers using e-mail for utility information and alerts: 0
- Total number of customers using mobile applications to manage their account: 5,781
- Total number of customers using mobile applications to obtain educational information, alerts, etc.: (specify whether web-based or text alert) 0

## Low Income Customers

- Estimated number of low income customers and/or number eligible for the Home Energy Assistance Program (HEAP): 1,500
- Estimated number of customers receiving HEAP during the last heating season: 2,098
  - regular: 1,443
  - emergency grants: 655

## Special Needs Customers

- Total number of accounts coded 62 or over: 28
- Total number of accounts coded Elderly/Blind/Disabled: 53
- Total number of customers known to be on life support equipment: N/A
- Total number of customers receiving bills and brochures in Braille: 0
- Total number of customers receiving large-print bills: 0

## Customers with Limited English Proficiency (LEP)

- Languages other than English spoken in the service territory: N/A

Please identify the source of this information: N/A

### How does the utility identify special needs and LEP customers?

Special needs are identified through customer contact. The Rights and Responsibilities also contain an application for Special Program that a customer can use.

### How does the utility encourage these customers to identify themselves?

The “Bill of Rights” has a section called “Hardship Procedures”. In this section, it asks the customer to tell us if they qualify for protection under the terms to contact us immediately.

### Do customer service representatives discuss Special Needs Programs with customers who call to apply for service?

Our customer service representative discusses Special Needs Programs at the time a new customer signs up for new services. Additionally, the “Bill of Rights” is on our website, Facebook and is mailed out in December.

Note: Specific outreach programs targeted to these customers should be discussed in Section 2: Outreach and Education Topics, under the Special Needs page.

# BUDGET INFORMATION

## Estimated Outreach & Education Budget for January – December 2022:

Provide a budget breakdown of the FY'22 Estimated Budget for Outreach and Education Expenditures. Please make it clear whether your winter budget is part of your overall budget. Spending details should be included in the topic specific pages found in Section 4.

**Total** ..... \$17,000

**Electric: Total**..... \$

**Gas: Total**..... \$17,000

**Breakdown by Categories:** note – breakdown can be modified to reflect the Utility’s unique budget tracking categories

▪ **Customer Service**.....\$5,400.00

Includes messaging on billing, complaint procedures, rate information, rights and responsibilities, special needs, etc.

	Electric	Gas
Bill Inserts	\$	\$5,400.00
Brochures/Flyers	\$	\$
Direct Mail	\$	\$
Educational Videos	\$	\$
Email	\$	\$
Media	\$	\$
Newsletters	\$	\$
Web and digital media	\$	\$
Other (explain)	\$	\$

▪ **Energy Affordability**.....\$750.00

	Electric	Gas
Bill Inserts	\$	\$750.00
Brochures/Flyers	\$	\$
Direct Mail	\$	\$
Educational Videos	\$	\$
Email	\$	\$
Media	\$	\$
Newsletters	\$	\$
Web and digital media	\$	\$
Other (explain)	\$	\$

**Estimated Outreach & Education Budget for January – December 2022:**

▪ **Energy Efficiency.....\$750.00**

	<b>Electric</b>	<b>Gas</b>
Bill Inserts	\$	<b>\$750.00</b>
Brochures/Flyers	\$	\$
Direct Mail	\$	\$
Educational Videos	\$	\$
Email	\$	\$
Media	\$	\$
Newsletters	\$	\$
Web and digital media	\$	\$
Other (explain)	\$	\$

▪ **Seasonal Communications.....\$5,710.00**

Specify the amounts dedicated to winter outreach   **\$5,710**

	<b>Electric</b>		<b>Gas</b>	
	<b>total</b>	<b>winter</b>	<b>total</b>	<b>winter</b>
Bill Inserts	\$	\$	\$	<b>\$3,000</b>
Brochures/Flyers	\$	\$	\$	\$
Direct Mail	\$	\$	\$	\$
Educational Videos	\$	\$	\$	\$
Email	\$	\$	\$	\$
Media	\$	\$	\$	<b>\$2,710.00</b>
Newsletters	\$	\$	\$	\$
Web and digital media	\$	\$	\$	\$
Other (explain)	\$	\$	\$	\$

▪ **Service-Related Communications.....\$4,390.00**

Includes messaging on outages, infrastructure, metering, safety, tree trimming, etc.

	<b>Electric</b>	<b>Gas</b>
Bill Inserts	\$	<b>\$4,390.00</b>
Brochures/Flyers	\$	\$
Direct Mail	\$	\$
Educational Videos	\$	\$
Email	\$	\$
Media	\$	\$
Newsletters	\$	\$
Web and digital media	\$	\$
Other (explain)	\$	\$

**Estimated Outreach & Education Budget for January – December 2022:**

▪ **Other Communications.....\$750.00**

Identify and describe other programs that do not fall into the previous categories (e.g. COVID-19).

	<b>Electric</b>	<b>Gas</b>
<b>Bill Inserts</b>	\$	<b>\$750.00</b>
<b>Brochures/Flyers</b>	\$	\$
<b>Direct Mail</b>	\$	\$
<b>Educational Videos</b>	\$	\$
<b>Email</b>	\$	\$
<b>Media</b>	\$	\$
<b>Newsletters</b>	\$	\$
<b>Web and digital media</b>	\$	\$
<b>Other (explain)</b>	\$	\$

▪ **Outreach Events.....\$**

**Actual Outreach & Education Expenditures for January – December 2021:**

Provide Outreach and Education expenditures for the previous year. Indicate the total proposed budget for 2021 and the total actual expenditures. Each category table should include actual (not proposed) spending by outreach method/tool for the year.

	Planned	Spent
<b>Total</b> .....	<b>\$17,000</b>	<b>\$28470.38</b>
<b>Electric: Total</b> .....	<b>\$</b>	<b>\$</b>
<b>Gas: Total</b> .....	<b>\$17,000</b>	<b>\$28470.38</b>

**Breakdown by Categories:**

	Planned	Spent
▪ <b>Customer Service</b> .....	<b>\$5077.00</b>	<b>\$5891.55</b>
Includes messaging on billing, complaint procedures, rate information, rights and responsibilities, special needs, etc.		

	Electric	Gas
Bill Inserts	\$	\$5891.55
Brochures/Flyers	\$	\$
Direct Mail	\$	\$
Educational Videos	\$	\$
Email	\$	\$
Media	\$	\$
Newsletters	\$	\$
Web and digital media	\$	\$
Other (explain)	\$	\$

	Planned	Spent
▪ <b>Energy Affordability</b> .....	<b>\$845.00</b>	<b>\$824.01</b>

	Electric	Gas
Bill Inserts	\$	\$824.01
Brochures/Flyers	\$	\$
Direct Mail	\$	\$
Educational Videos	\$	\$
Email	\$	\$
Media	\$	\$
Newsletters	\$	\$
Web and digital media	\$	\$
Other (explain)	\$	\$

**Actual Outreach & Education Expenditures for January – December 2021:**

Planned Spent  
 ▪ **Energy Efficiency**.....\$0 \$0

	Electric	Gas
Bill Inserts	\$	\$
Brochures/Flyers	\$	\$
Direct Mail	\$	\$
Educational Videos	\$	\$
Email	\$	\$
Media	\$	\$
Newsletters	\$	\$
Web and digital media	\$	\$
Other (explain)	\$	\$

Planned Spent  
 ▪ **Seasonal Communications**.....\$3165.00 \$4291.31  
 Specify the amounts dedicated to winter outreach \$ \$

	Electric		Gas	
	total	winter	total	winter
Bill Inserts	\$	\$	\$	\$1757.31
Brochures/Flyers	\$	\$	\$	\$
Direct Mail	\$	\$	\$	\$
Educational Videos	\$	\$	\$	\$
Email	\$	\$	\$	\$
Media	\$	\$	\$	\$2534.00
Newsletters	\$	\$	\$	\$
Web and digital media	\$	\$	\$	\$
Other (explain)	\$	\$	\$	\$

Planned Spent  
 ▪ **Service-Related Communications**.....\$3880.00 \$4499.61  
 Includes messaging on outages, infrastructure, metering, safety, tree trimming, etc.

	Electric	Gas
Bill Inserts	\$	\$4499.61
Brochures/Flyers	\$	\$
Direct Mail	\$	\$
Educational Videos	\$	\$
Email	\$	\$
Media	\$	\$
Newsletters	\$	\$
Web and digital media	\$	\$
Other (explain)	\$	\$

**Actual Outreach & Education Expenditures for January – December 2021:**

- Planned
  - Spent
  - **Other Communications**.....\$1713.00    \$14689.39
- Identify and describe other programs that do not fall into the previous categories (e.g. COVID-19).

	Electric	Gas
Bill Inserts	\$	\$1648.02
Brochures/Flyers	\$	\$13041.37
Direct Mail	\$	\$
Educational Videos	\$	\$
Email	\$	\$
Media	\$	\$
Newsletters	\$	\$
Web and digital media	\$	\$
Other (explain)	\$	\$

- **Outreach Events**.....\$

# INFRASTRUCTURE INVESTMENTS AND DEVELOPMENTS

Please describe infrastructure investments and any structural or physical developments (such as tree or pole maintenance) planned for the year. Indicate whether the Company is conducting public awareness regarding these activities. If outreach is planned, use the Infrastructure/ Security in Section 4 to provide more in-depth information about your public awareness activities regarding this topic.

## **Activity #1:**

**New or On-going Activity:** Aggressive infrastructure replacement program.

**Description and Schedule for Planned Activity:** : Currently replacing approximately 10% of old main and 35% of old services per year.

**Public Awareness Planned:** Y/N Yes, the project list is posted on the company website and facebook. Letters are mailed to the customers within each project area informing them of the upcoming replacement work.

## **Activity #2:**

**New or On-going Activity:**

**Description and Schedule for Planned Activity:**

**Public Awareness Planned:** Y/N

## **Activity #3:**

**New or On-going Activity:**

**Description and Schedule for Planned Activity:**

**Public Awareness Planned:** Y/N

**Corning Natural Gas Corporation**  
**OUTREACH AND EDUCATION PLAN**  
**2022**

**Mandated Outreach and Education**

## **OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER – (PART I)**

Various Commission Orders have included specific Outreach & Education requirements. Please complete the form in Part II of this section for each case that included requirements for O&E, and for which the reporting time is still active. Similarly, we request that all Steam Corporations indicate the last time an O&E report was filed with the Commission and to which office it was sent.

### **PLEASE FILL OUT:**

We have 1 number of Cases at this time and have completed a form for each active case.

# OUTREACH & EDUCATION REQUIRED BY COMMISSION ORDER (PART II)

## Case No.11-G-0280

Required by Order, Joint Petition, Settlement, Other:

Date the Order was Issued and Effective:

4/20/2012

Summary of O&E requirements:

Intervals for which the O&E Report/s are Required to be Submitted (e.g., quarterly annually):

Confirm that past reports have been properly submitted: It is important to note that the reports must be sent to the Secretary's office. Simultaneously you may send a copy to Michael Corso, Director of the Office of Consumer Services.

Please indicate to which office your O&E Reports were submitted and specify the date/s:

- Secretary's Office                      Date: 3/31/2022
  - Office of Consumer Services      Date: 3/31/2022
  - Other: \_\_\_\_\_                      Date:
- (Name of DPS contact person)

Erin O'Dell-Keller and Sangeetha Kailas

Date Reporting May Cease:

**Corning Natural Gas Corporation  
OUTREACH AND EDUCATION PLAN  
2022**

**Global Outreach and Education Tools**

# 2022 Outreach & Education Plan with 2021 Results

## CUSTOMER ASSISTANCE LINES/CALL CENTER

Include any plans relating to the use of call centers/customer assistance communication channels (e.g. telephone, chat). List and describe the purpose of all the channels available for consumers to seek assistance. Does the Company produce outreach materials specifically regarding the call centers or is call center information included in publications on specific topics?

### **New/Continuing Program:**

Customers have 24-hour access to Corning Natural Gas via our call center, website and social media.

### **Summary of 2021 Results and Lessons Learned:** Provide detailed evaluation in Appendix C.

Continuous improvements are made to our websites and social media. The third-party customer survey continues to rank CNGC at 95.6% effectiveness in providing safety information.

### **Goals for 2022:**

The third-party customer survey continues to rank CNGC at 95.6% effectiveness in providing safety information.

### **How Priority Was Set:**

Management decision.

**Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, schedule, evaluation plan, etc.)

We provide customer assistance on a 24-hour basis. Record all gas leak calls and provide radio and/or television spots to emphasize the need to call in all suspect gas leaks.

# 2022 Outreach & Education Plan with 2021 Results

## Mass/Blast Notifications

Please describe how and when the utility uses e-mail, text alerts and robo-calls for mass notifications as part of its overall O&E plan. Note: use of these tools for specific topics (e.g. safety) should also be described in more detail on the page for that program.

### **New/Continuing Program:**

AlertMedia allows the company to contact those customers that choose to participate immediate text, e-mail, and phone notifications of events on the CNG system that may impact service or safety. The company also broadcasts via radio weekly spots on multiple stations that follow its bill stuffer schedule and provides a similar message.

### **Summary of 2021 Results and Lessons Learned:** Provide detailed evaluation in Appendix C

N/A

### **Goals for 2022:**

Continue to use radio spots and social media following the bill stuffer schedule and enhance Alertmedia customer notification program.

### **How Priority Was Set:**

Management decision.

### **Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, schedule, evaluation plan, etc.)

The 2022 program will emphasis on providing a consistent scheduled message to our customer base using multiple media sources. This methodology was utilized to determine the rhythm for the outreach communications plan.

# 2022 Outreach & Education Plan with 2021 Results

## OUTREACH MATERIALS

Identify the types of materials (e.g. print, visual aids, exhibits) developed for consumer outreach and education programs. Note: use of these tools for specific topics (e.g. safety) should also be described in more detail on the page for that program.

### **New/Continuing Program:**

CNGC's Safety Department have updated PowerPoint material for the presentations. There are artifacts removed from the field that the emergency responders/contractors may see up close. The safety department is developing video clips of emergencies such as gas blowing, squeezing, stopping gas and other various construction tasks to give better detail of what to expect on these emergencies.

### **Summary of 2021 Results:** Provide detailed evaluation in Appendix C

Surveys and feedback at meetings through various public events

### **Goals for 2022:**

To provide more workshops to individuals, contractors, and fire departments within our community.

### **How Priority Was Set:**

Management decision.

**Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, schedule, evaluation plan, etc.)

Training to first responders and others on gas safety.

# 2022 Outreach & Education Plan with 2021 Results

## UTILITY OUTREACH EVENTS

Describe how the utility identifies and participates in events such presentations, community fairs, consumer advocate workshops, etc. Distinguish between utility-sponsored and community sponsored events. Use the tracking sheet in Appendix A to list events conducted in 2021 and those planned for 2022.

### **New/Continuing Program:**

CNGC's Safety Department will resume in person emergency personnel with gas safety seminars, response procedures, Carbon Monoxide emergencies, sponsors U-Dig New York symposiums and through Paradigm sponsors a workshop for all contractors

**Summary of 2021 Results:** Provide detailed evaluation in Appendix C

### **Goals for 2022:**

Corning will provide webinars to first responders. Once the restrictions have been lifted, we can further tell what events and workshops are available for our participation.

### **How Priority Was Set:**

Management decision

**Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, schedule, evaluation plan, etc.)

Both programs are offered and described on Social Media (website and Facebook). Additionally, both programs are offered during phone contact with our customers.

# 2022 Outreach & Education Plan with 2021 Results

## WEBSITE, SOCIAL MEDIA & MOBILE APPLICATIONS

Please describe how the utility uses its Website, Social Media, and Mobile Applications as part of its overall O&E plan. Note: use of these tools for specific topics (e.g. safety) should be described in more detail on the page for that program.

### **New/Continuing Program:**

Currently we use our radio, website, social media and email to provide safety/dig safe information, bill pay and construction project schedules.

### **Summary of 2021 Results and Lessons Learned:** Provide detailed evaluation in Appendix C

CNG uses surveys and receive feedback at public events. According to the third-party survey of the 480 customers only 68.4% remember having received safety literature with their bills the reminder either do not know or refused the information. This is up significantly from last year.

### **Goals for 2022:**

CNGC strives to continuously improve our website and social media pages, providing up-to-date information in a timely manner in all areas of operations, gas supply, finance, and customer service. For 2022, we would like to increase our social media presence by doing more posts, social/educational events, and ad campaigns. According to the NGA survey, 96.8% of the respondents in the Corning area speak English as their primary language.

### **How Priority Was Set:**

Management decision.

**Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, schedule, evaluation plan, etc.)

CNGC has provided information to customers via Facebook and our websites regarding outages, construction, service interruptions, payment methods.

**Corning Natural Gas Corporation  
OUTREACH AND EDUCATION PLAN  
2022**

**Section 4  
Outreach and Education Topics**

# 2022 Outreach & Education Plan with 2021 Results

## BILLING SERVICES AND PAYMENT ALTERNATIVES

This section should include outreach and education programs regarding how consumers are informed of bill payment services and options. Indicate how this information is shared with new customers and special needs populations such as those with Limited English Proficiency.

### **New/Continuing Program:**

In addition to the system that allows CNGC customers to have their bills deducted from their checking or savings account automatically each month, the Company now offers an on-line payment service. The payment service (Paymentus) allows the customer to make either one-time or automatic payments online or by phone by debt, credit, or electronic check.

### **Summary of 2021 Results and Lessons Learned:** Provide detailed evaluation in Appendix C

Program participation in the bill payment by deduction program is approximately 30% and 29% of total customers for the participation in the Paymentus program. Customer are rating our alternate forms of payment at 88.9%

### **Goals for 2022:**

To sign up as many customers as possible for direct bill pay.

### **How Priority Was Set:**

Management decision.

**Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

Both programs are offered and described on Social Media (website and Facebook). Additionally, both programs are offered during phone contact with our customers.

# 2022 Outreach & Education Plan

## with 2021 Results

# CUSTOMER RIGHTS AND RESPONSIBILITIES

This section should include outreach and education programs regarding how consumers are informed of their rights as a utility customer. Indicate how this information is shared with new customers and special needs populations such as those with Limited English Proficiency. Also include details regarding the Company's requirements under Case 20-M-0029 to inform customers of the right to obtain billing history of a dwelling.

### **New/Continuing Program:**

CNGC will continue to provide helpful information to the customer regarding natural gas and our system. The rights and responsibilities will provide our customers with information on how to contact the Company as well as the Public Service Commission. Multi-messaging efforts have been made to provide our customer with information from our website, bill inserts and customer handouts. We provide consistent information to customers regarding pay options, service options, safety information, and rights and responsibilities.

### **Summary of 2021 Results and Lessons Learned:** Provide detailed evaluation in Appendix C

We are asking in a study "How satisfied are you with Corning Natural Gas provided important information to you concerning natural gas safety?" we are currently ranking high at 94.2%.

### **Goals for 2022:**

To provide accurate, up-to-date customer service and safety information

### **How Priority Was Set:**

To provide accurate, up-to-date customer service and safety information

**Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

CNGC will continue to provide handouts and bill stuffers to all customers. CNGC will also provide information on social media, website, print media, and measure feedback.

## 2022 Outreach & Education Plan

## with 2021 Results

# ENERGY EFFICIENCY PROGRAMS

If the Company files a separate outreach plan as part of a Commission proceeding, the plan should be briefly described here. Reference the case number and date of most recent filing.

### **New/Continuing Program:**

On our website we direct customers to various organizations that provides rebates

**Summary of 2021 Results and Lessons Learned:** Provide detailed evaluation in Appendix C

### **Goals for 2022:**

### **How Priority Was Set:**

**Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

## 2022 Outreach & Education Plan with 2021 Results

# ENERGY SERVICE AFFORDABILITY

If the Company files a separate outreach plan as part of a Commission proceeding (e.g. Energy Affordability Program), the plan should be briefly described here. Reference the case number and date of most recent filing.

## **New/Continuing Program:**

On our website we provide our customers links to energy cost calculators for savings.

**Summary of 2021 Results and Lessons Learned:** Provide detailed evaluation in Appendix C

## **Goals for 2022:**

## **How Priority Was Set:**

**Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

# 2022 Outreach & Education Plan with 2021 Results

## INFRASTRUCTURE & SECURITY

This section should include outreach and education programs regarding structural or physical developments, e.g. tree/pole maintenance, transmission system upgrades, etc. Also include public awareness campaign/materials that focus on recognizing threats to utility systems and how the Company directs customers to report any wrongdoing.

### **New/Continuing Program:**

CNGC has a flier that was sent to customers as well as anyone near our pipelines. The flier asked individuals to report any suspicious activity to 911 or 1-800-834-2134 immediately, to observe what happened, how many people, what they looked like, license plate and other importation information

**Summary of 2021 Results and Lessons Learned:** Provide detailed evaluation in Appendix C

The flier will be sent out in April, 2021

### **Goals for 2022:**

### **How Priority Was Set:**

Management Decision

**Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

# 2022 Outreach & Education Plan with 2021 Results

## METERING

This section should include outreach and education programs regarding metering (e.g. how to read a meter), shared metering, submetering, and AMR programs.

### **New/Continuing Program:**

Bill stuffers containing information regarding protection of meters from vehicular damage, ice, and snow. Instructions to read a meter are found on the CNG website

**Summary of 2021 Results and Lessons Learned:** Provide detailed evaluation in Appendix C

### **Goals for 2022:**

Prevent damage to customer meters

### **How Priority Was Set:**

Management Decision

**Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

CNGC designed a flier that was sent to all customers and those in proximity to our pipelines regarding pipeline and infrastructure safety.

# 2022 Outreach & Education Plan with 2021 Results

## NATURAL GAS/ELECTRIC SAFETY

### **New/Continuing Program:**

CNGC continues to increase public safety and awareness of natural gas facilities and to provide an understanding of what do when natural gas odor is detected.

**Summary of 2021 Results and Lessons Learned:** Provide detailed evaluation in Appendix C  
CNGC measures the results by third-party survey and evaluations done at the safety events.

### **Goals for 2022:**

CNGC will provide natural gas awareness training to public officials, emergency responders, fire personnel at training meetings and community events.

### **How Priority Was Set:**

Management decision

**Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

The Company provides natural gas awareness training to public officials, emergency responders, fire personnel and the public through training meetings, community events and Dig Safe Meetings.

# 2022 Outreach & Education Plan with 2021 Results

## NATURAL GAS EXPANSION

### **New/Continuing Program:**

Connect as many customers as practical to natural gas in our service territories. Promoting the efficiency of natural gas.

**Summary of 2021 Results and Lessons Learned:** Provide detailed evaluation in Appendix C

### **Goals for 2022:**

Analyze customers who are near the end of the line on our system. Determine need, interest, and economic viability of each expansion opportunity.

### **How Priority Was Set:**

Management decision

**Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

Demand from customer and economic analysis of each expansion.

# 2022 Outreach & Education Plan with 2021 Results

## PRICE VOLATILITY

This section should describe outreach and education efforts to proactively communicate with customers about price volatility including unexpected surges in energy supply prices, the impact on utility bills, and steps the utility will take to mitigate costs and protect customers.

### **New/Continuing Program:**

CNGC provided to our customers information on the rising natural gas costs and the winter heating bill.

**Summary of 2021 Results and Lessons Learned:** Provide detailed evaluation in Appendix C

### **Goals for 2022:**

Provide to the customers before the next winter season on update on the price volatility.

### **How Priority Was Set:**

Management decision

**Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

Provide information to the customer before the next winter season in their bill, Facebook and our website.

# 2022 Outreach & Education Plan with 2021 Results

## SERVICE INTERRUPTIONS

This section should include public awareness program regarding storm preparations, safety tips and restoration efforts. In addition, the Company should describe its outreach efforts to customers and stakeholders prior to, during and after an outage event including use of web, social media, etc.

### **New/Continuing Program:**

As part of our infrastructure investment program CNGC, replaces low pressure gas main with new main operating at medium pressure, LP main may allow ground water incursion into the natural gas system, thereby causing gas service interruption.

### **Summary of 2021 Results and Lessons Learned:** Provide detailed evaluation in Appendix C

N/A

### **Goals for 2022:**

N/A

### **How Priority Was Set:**

Management decision

**Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

Elimination of unscheduled interruptions. CNGC will continue replacing LP facilities. Customers informed of replacement program by USPS mail prior to start of construction period.

# 2022 Outreach & Education Plan with 2021 Results

## SPECIAL NEEDS CUSTOMERS

This section includes messaging and communication efforts for a variety of special needs customers including Elderly, Blind and Disabled, medical hardship/Life Sustaining Equipment users, and consumers with Limited English Proficiency.

### **New/Continuing Program:**

CNGC will continue to meet the needs of all customers through direct person to person customer service access. All special needs, whether physical, or financial are handled on a case-by-case basis.

### **Summary of 2021 Results and Lessons Learned:** Provide detailed evaluation in Appendix C

Approximately 10 percent of all residential customers are eligible for the HEAP program.

### **Goals for 2022:**

Continue to meet the special needs of all customers.

### **How Priority Was Set:**

Management decision

### **Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

Customer Service Representatives will discuss options with special needs customers.

## **2022 Outreach & Education Plan with 2021 Results**

### **SUMMER DEMAND RESPONSE/ LOAD REDUCTION**

Case Number 00-E-2054 required utilities to provide a public awareness plan detailing the Company's steps to educate customers regarding the load and capacity situation and actions consumers can take to control their energy usage and bills. If the Company files a separate plan as part of a proceeding, the plan should be briefly described here. Reference the case number and date of most recent filing.

**New/Continuing Program:**

N/A

**Summary of 2021 Results and Lessons Learned:** Provide detailed evaluation in Appendix C

**Goals for 2022:**

**How Priority Was Set:**

**Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

# 2022 Outreach & Education Plan with 2021 Results

## WINTER HEATING SEASON

The winter program should include information for consumers about managing energy bills and staying safe. Topics can include bill management, disconnection of service, energy conservation tips, weatherization, furnace inspection, zone heating, preventing carbon monoxide emergencies, etc.

### **New/Continuing Program:**

CNGC will continue to provide information to customers who appear to need assistance regarding low-income heating assistance or other known agencies who may be able to help.

**Summary of 2021 Results and Lessons Learned:** Provide detailed evaluation in Appendix C

N/A

### **Goals for 2022:**

CNGC will continue to provide information to customers who appear to need assistance regarding low incoming heating assistance or other known agencies who may be able to help.

### **How Priority Was Set:**

Management decision

**Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

A bill stuffer is sent to all customer giving them information on HEAP, as well as other programs that may help. Information is also placed on CNGC's website, social media, and radio.

# 2022 Outreach & Education Plan

## COVID 19 (Coronavirus)

This section should be included if the utility is continuing outreach specifically discussing COVID related messaging such as efforts to make residential customers aware of available assistance for arrears/payment. Please describe measures to ensure the safety of employees and customers when conducting outreach activities such as participating in events.

### **New/Continuing Program:**

COVID 19 has not significantly impacted the outreach and education program as most of the program is conducted via mail, radio, T.V. and social media.

**Summary of 2021 Results and Lessons Learned:** Provide detailed evaluation in Appendix C

### **Goals for 2022:**

Continue the existing program as is limit face to face exposure of customers and employees as much as possible

### **How Priority Was Set:**

Management decision with review of state and federal COVID 19 guidelines

**Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

# 2022 Outreach & Education Plan

## Other

Include any outreach program not identified elsewhere in the manual.

### **New/Continuing Program:**

**Summary of 2021 Results and Lessons Learned:** Provide detailed evaluation in Appendix C

### **Goals for 2022:**

Resume in-person training, concentrating on first responders and contractors for gas safety and emergency response.

### **How Priority Was Set:**

**Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

**Corning Natural Gas Corporation**  
**OUTREACH AND EDUCATION PLAN**  
**2022**

**Section 5**

**Employee Outreach and Education**

# 2022 Outreach & Education Plan with 2021 Results

## CUSTOMER SERVICE EMPLOYEE TRAINING

### **New/Continuing Program:**

CNGC is continuing to train our customer service employees on CIS software. Customer Service personnel will receive additional training in 2021 such as Excel, Access Database, Front Desk Security, Administrative Professional/Assistant courses, Customer Service courses, and Business Writing and Grammar.

### **Summary of 2021 Results and Lessons Learned:** Provide detailed evaluation in Appendix C

Measured number of customers per customer service representative per day.

### **Goals for 2022:**

CNGC continues to send employees to train on the CIS software upgrade to improve efficiency and effectiveness of available tools

**Description of 2022 Program:** (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

To work with EAP to develop training for the customer service personnel.

**Corning Natural Gas Corporation  
OUTREACH AND EDUCATION PLAN  
2022**

**Appendix A**

**Outreach and Education Events**



**Corning Natural Gas corporation  
OUTREACH AND EDUCATION PLAN  
2022**

**Appendix B**

**Outreach and Education Materials**

Include a table detailing materials/tools used as part of your outreach and education program. Provide copies of the materials, including screenshots of web, social media and electronic communications.

Topic Area	Outreach Materials/Tools	Method of Distribution
Billing Services and Payment Alternatives		
Customer Rights & Responsibilities		
Energy Efficiency Programs		
Energy Service Affordability		
Infrastructure & Security		
Metering		
Natural Gas/Electric Safety		
Natural Gas Expansion		
Price Volatility		
Service Interruptions		
Special Needs Customers		
Summer Demand/Load Reduction		
Winter Heating Season		
COVID-19		
Other		

**All Outreach and Education information is available via bill inserts, facebook and our website.**

**Corning Natural Gas Corporation  
OUTREACH AND EDUCATION PLAN  
2022**

**Appendix C  
2021 Outreach and Education Program  
Evaluation**

**2021 Results, Evaluation and Feedback:**

Describe the measures used to evaluate the success of the outreach and education program, and where applicable provide copies of the results. Provide industry expert feedback, (i.e. reports, survey results etc.) Identify who the industry experts are and what they evaluated. Include copies of analytics and any other form of feedback demonstrating the results of your program.

**Mass/Blast Notifications (E-Mail, Text, Robo-calls**

EVALUATION TYPE	PLATFORM EVALUATED	RESULTS/FEEDBACK	SOURCE OF FEEDBACK
<b>N/A</b>			

**Utility Outreach Events**

EVALUATION TYPE	PLATFORM EVALUATED	RESULTS/FEEDBACK	SOURCE OF FEEDBACK
<b>None due to Covid</b>			

**Website, Social Media & Mobile Applications**

EVALUATION TYPE	PLATFORM EVALUATED	RESULTS/FEEDBACK	SOURCE OF FEEDBACK
<b>N/A</b>			

**Billing Services and Payment Alternatives**

EVALUATION TYPE	PLATFORM EVALUATED	RESULTS/FEEDBACK	SOURCE OF FEEDBACK
<b>Phone call</b>		95.6%`	Third party feedback

**Customer Rights & Responsibilities**

EVALUATION TYPE	PLATFORM EVALUATED	RESULTS/FEEDBACK	SOURCE OF FEEDBACK
<b>N/A</b>			

**Energy Efficiency Programs**

EVALUATION TYPE	PLATFORM EVALUATED	RESULTS/FEEDBACK	SOURCE OF FEEDBACK
N/A			

**Energy Service Affordability**

EVALUATION TYPE	PLATFORM EVALUATED	RESULTS/FEEDBACK	SOURCE OF FEEDBACK
N/A			

**Infrastructure & Security**

EVALUATION TYPE	PLATFORM EVALUATED	RESULTS/FEEDBACK	SOURCE OF FEEDBACK
N/A			

**Metering**

EVALUATION TYPE	PLATFORM EVALUATED	RESULTS/FEEDBACK	SOURCE OF FEEDBACK
N/A			

**Natural Gas/Electric Safety**

EVALUATION TYPE	PLATFORM EVALUATED	RESULTS/FEEDBACK	SOURCE OF FEEDBACK
Phone call		94.2%	Third party feedback

**Natural Gas Expansion**

EVALUATION TYPE	PLATFORM EVALUATED	RESULTS/FEEDBACK	SOURCE OF FEEDBACK
N/A			

**Service Interruptions**

EVALUATION TYPE	PLATFORM EVALUATED	RESULTS/FEEDBACK	SOURCE OF FEEDBACK
N/A			

**Special Needs Customer**

EVALUATION TYPE	PLATFORM EVALUATED	RESULTS/FEEDBACK	SOURCE OF FEEDBACK
N/A			

**Summer Demand Response/Load Reduction**

EVALUATION TYPE	PLATFORM EVALUATED	RESULTS/FEEDBACK	SOURCE OF FEEDBACK
N/A			

**Winter Heating Season**

EVALUATION TYPE	PLATFORM EVALUATED	RESULTS/FEEDBACK	SOURCE OF FEEDBACK
N/A			

**COVID-19 (Coronavirus)**

EVALUATION TYPE	PLATFORM EVALUATED	RESULTS/FEEDBACK	SOURCE OF FEEDBACK
N/A			

**Other**

EVALUATION TYPE	PLATFORM EVALUATED	RESULTS/FEEDBACK	SOURCE OF FEEDBACK
N/A			

# IF YOU LIVE OR WORK NEAR A PIPELINE..

With more than 1.8 million of miles of natural gas distribution and service pipelines in the United States, it is possible that you have a pipeline in your neighborhood. According to the Department of Transportation, pipelines are the safest method of transporting petroleum products and natural gas that we use in our everyday lives. Pipelines in your neighborhood are a source of clean, reliable and efficient energy. They are operated every year effectively and safely and are vital to our economy. So please be a good neighbor and watch out for your local pipelines. Here are some tips:

1. Be aware of pipeline facilities in your area. Pipelines are marked by above ground markers that indicate general location, product type and contact information. Write down the operator's name and emergency phone number if needed for future reference.

2. Always CALL BEFORE YOU DIG. Call 811 at least three business days before you dig for any reason. One-Call is free to users and coordinates with local utilities to mark the location of underground utility lines.
3. Look, listen & smell for signs of a leak natural gas is odorized to smell like rotten eggs. If you see, hear or smell gas, immediately leave the area, warn others to stay away and call 911 from a safe location.

We want you to be aware of our pipelines. We ask for your help in preventing accidental damage to pipelines. We support the nation's homeland security efforts and encourage you to immediately notify and report any suspicious persons and/or activities near a pipeline to your local law enforcement authorities by calling 9-1-1.



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# KEEP YOUR GAS METER CLEAR

Corning Natural Gas would like to remind its customers that it is important during the winter to keep snow and ice from building up on your gas meter. Your outdoor gas meter and equipment are designed to withstand winter weather conditions, but heavy or hard-packed snow and ice on your meter can present a safety hazard. To avoid problems:

Keep your meter clear of snow and ice:

- Accumulated snow places stress on your meter piping — damage to the piping can cause a gas leak. A buildup of ice on the meter can plug the vent and adversely affect the operation of the gas pressure regulator resulting in a potentially hazardous condition by preventing the flow of gas.

- Never let snow completely cover your meter.
- Do not shovel or blow snow over or against your meter.
- Take care in using a snow blower or plow near your meter.
- NEVER kick or hit the gas meter or its piping to break away built-up snow or ice. Use a broom to keep your gas equipment free from snow and ice.

In the event of an emergency, crews may need to clear access to your meter. In the interest of your safety, we would appreciate it if you would keep the snow and ice cleared from your gas meter equipment this winter. If you suspect a problem or smell natural gas, please call 911 or Corning Natural Gas at 607-936-3755 or 1-800-834-2134.



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## HOME ENERGY ASSISTANCE PROGRAM (HEAP)

You may qualify for regular and/or emergency HEAP depending on your income, household size, and other factors. Visit [www.otda.state.ny.state/otda/heap](http://www.otda.state.ny.state/otda/heap) for more information, or call, visit, or email PRO-ACTION located at 117 East Steuben Street, Bath, NY.

Phone: 607-776-2125 or 800-553-2033

Email: [info@proactioninc.org](mailto:info@proactioninc.org)

Mon. – Fri. 8:30 am– 4:00 pm

HOUSEHOLD SIZE	MAXIMUM MONTHLY INCOME
1	\$2,610
2	\$3,413
3	\$4,216
4	\$5,019

## Natural Gas Saves You Money Over Electric Appliances

Understanding how your energy dollars are spent can help you make wise decisions about your future energy use. Did you know 15% of a typical household's annual energy budget is spent on water heating, and cooking and laundry an additional 10%?



Natural gas appliances can help you lower your energy costs. According to Consumer Affairs, using natural gas appliances can save you up to 30% or more on your utility bills. Choose natural gas for all your appliances and start saving today!

## Update Your Account Information

Do we have your most recent contact information, email, and landline or cell phone number? Please call or email Customer Service with any updates.



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# Recognize the Symptoms of Deadly Carbon Monoxide Poisoning

Carbon Monoxide is a colorless, odorless gas produced when fuel, such as natural gas, is burned without enough air for complete combustion. If inhaled in large quantities for a short period of time, carbon monoxide can cause unconsciousness, brain damage, and even death.



Symptoms may include fatigue, headache, dizziness, nausea, shortness of breath, and cherry-red skin (2-3% of cases).

If you or a family member experiences these symptoms, immediately open windows and doors to ventilate your home. Then move outside to fresh air and call 911.

## Prevent Carbon Monoxide Poisoning

Have your chimney, appliances, and furnace inspected, tested, and serviced annually by a qualified professional.

- Never use a gas oven or stovetop to heat your home.

- Never run a gas/diesel vehicle, generator, or a portable charcoal or propane grill in an enclosed space, indoors, or in a garage.
- Never cover the vents on the bottom of your gas range with foil.
- Install a carbon monoxide detector and test it regularly.

## Gas Leaks

If you smell a faint gas odor like sulfur or rotten eggs, check to see if you have a pilot light out, or a burner that is not completely turned off, then safely relight your pilot or shut-off the burner.

If you smell a strong gas odor, leave the area immediately. Call 911 or Corning Natural Gas after you are a safe distance away from the leak. DO NOT turn lights on or off, light any matches, or use your phone near the leak. Leave the premises, then call CNGC or 911 from your cell phone or a neighbor's house.



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Know what's below.  
Call before you dig.

# WHAT WE'RE DOING TO IMPROVE RELIABILITY

Providing a safe and reliable gas supply is our business, and we are serious about it.

In 2020, Corning Natural Gas:

- ✓ Replaced 240 bare steel services
- ✓ Replaced 56,021' of bare steel main
- ✓ Repaired 101 gas leaks
- ✓ Installed 43,054' of new gas main
- ✓ Installed 36,109' of new service line

2021 we will continue system upgrades and reinforcements.

We thank you for your patience & understanding through our construction activities.

Check our website for construction updates.



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**Know what's below.  
Call before you dig.**



- If you intend to excavate, you must first arrange to locate the buried gas lines at your work sites BEFORE you dig.
- The greatest risk to underground natural gas pipelines is accidental damage during excavation. Even minor damage such as a gouge, scrape, dent, or crease to a pipeline or its coating may cause a leak or failure. To assure the safety of the facility, Corning Natural Gas must inspect and repair any damage, no matter how minor it appears.
- The One Call Center will provide excavators with specific details regarding precautions required.
- Failure to comply with the law can jeopardize public safety, result in costly damages and lead to substantial fines.
- NYS law requires at least 2 full working days prior to excavation.



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# Budget Enrollment

## BENEFITS TO YOU

Many Corning Natural Gas customers have found a way to ease winter heating bills. They spread the cost of winter heating evenly over the entire year through the Budget Payment Plan. If you are not one of many now using our Budget Payment Plan, you now have an opportunity to join. Budget amounts are calculated by using the history of gas usage at your address, normal weather conditions, and current and anticipated gas rates. The Budget Payment Plan is available to all residential or commercial gas heating customers. It is helpful as well as a free service for our customers. More importantly, it eases the strain of high winter bills, and helps balance your budget. You can call us now, and we can tell you how much your budget amount will be, and enroll you.

## HERE'S HOW THE PLAN WORKS

- We compute your budget on your average yearly consumption from the last 12 months, and divide the total into 12 equal monthly payments.
- The goal is for you to pay the same budget amount each month. Non-payment for two months will cause you to be removed from the plan. If you are removed from the Budget Plan due to non-payment, you may rejoin once you bring your account to a zero balance.
- Several times a year we will analyze your account, and adjust the payment, if necessary, so it will more closely conform to your actual cost at the end of the budget period.
- At the end of your budget year, we adjust. If there is a balance owing, you pay in full. If you've overpaid, the credit balance will be rolled into your next budget year.
- Please call us, and we will tell you your monthly budget amount. If agreeable, we can enroll you over the phone. If more convenient, please send in the Budget Plan Request.
- Please note that you must have your account up to date in order to enroll in the Budget Plan
- If you are presently on the Budget Plan, please do not request enrollment. You will automatically continue in the plan.



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**Know what's below.  
Call before you dig.**

# Budget Plan Request

(You can call us & we will tell you your monthly budget amount and if agreeable enroll you over the phone.)

NAME (used for billing) \_\_\_\_\_

STREET \_\_\_\_\_

CITY \_\_\_\_\_

PHONE \_\_\_\_\_

ACCOUNT NO. \_\_\_\_\_

PLEASE DO NOT SUBMIT THIS REQUEST IF YOU ARE PRESENTLY ON THE BUDGET PAYMENT PLAN



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# CORNING NATURAL GAS IS UNDERGOING INFRASTRUCTURE REPLACEMENT PROGRAM

Since 2005, Corning Natural Gas has undertaken an aggressive infrastructure replacement program replacing more than 136 miles of older mains and 5,800 services throughout our service territory. This program is one of the most aggressive in the country and is intended to improve safety and reliability of our service. If you live on a street where Corning Natural Gas has performed construction work, we appreciate your patience.

If the gas main in front of your home will be undergoing a renewal or replacement, please rest assured that we will do everything we can to condense the period of disruption.

and create minimal disturbance for you and your neighbors. During this process we may have to excavate a trench for the new main and service. During this work, we will attempt to maintain access to the roads and driveways during the construction.

If we are performing a service replacement to your home and you currently have a gas meter located inside your home, we will be relocating the meter outside. The location of the new outside meter is to be on the side of the structure that is closest to the gas main. The meter must be installed in an area where minimal damage could occur due to outside forces (such as ice, snow, vehicles, etc.). Corning will reconnect the outlet of the relocated meter to your house piping at no cost to you.

Corning Natural Gas operates under very strict construction and operation standards that have been established to assure the safety of our customers, public and our employees.

We appreciate your cooperation and understanding during our construction work. Below is a list of streets and areas that Corning Natural Gas Corporation expects to be working on during 2020:

- City of Corning: Pulteney Plaza, Townsend Ave, W. Pulteney St, W. William St, Bissel Ave, Dunbar St, Hillvue Ave, Reynolds Ave, Chestnut St, W. Sixth St, Gorton St, Fero Ave, Decatur St, Pery Ave, David St, Pleasant St, Lane St, E. Sycamore St, John St, Norman St, Wtauga Ave, Canisteo St, Wardell St, Princeton Ave, Pritchard Ave Ext, N. Franklin St, W. Fourth St, W. Second St, Gaiss Lane, E. Pulteney St, Baker St
- Town of Corning: Rand St Ext, Clark St Ext, Elmhurst Cir, Charles St, Hamilton Rd, Reynolds Ave, Hamilton Rd, Hornby Rd, Powderhouse Rd
- Town of Caton: Telephone Rd
- Town of Southport: Beckwith Rd, Dry Run Rd
- Village of Addison: Hardscrabble Rd:
- Town of Erwin: Ash Cir., Birch Cir., Cherry Cir., Dogwood Ln., Elmwood Ln., Meadow Ln., Willow Dr, Chatfield Place, Creekside Dr, State Route 417
- Town of Thurston: Robinson Rd to Shauger Rd
- Town of Campbell: State Route 415

**FOR A  
COMPLETE  
LIST, SEE OUR  
WEBSITE**



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**Know what's below.  
Call before you dig.**



- If you intend to excavate, you must first arrange to locate the buried gas lines at your work sites BEFORE you dig.
- The greatest risk to underground natural gas pipelines is accidental damage during excavation. Even minor damage such as a gouge, scrape, dent, or crease to a pipeline or its coating may cause a leak or failure. To assure the safety of the facility, Corning Natural Gas must inspect and repair any damage, no matter how minor it appears.
- The One Call Center will provide excavators with specific details regarding precautions required.
- Failure to comply with the law can jeopardize public safety, result in costly damages and lead to substantial fines.
- NYS law requires at least 2 full working days prior to excavation.



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## COVID-19 UTILITY MORATORIUM ON TERMINATIONS AND DISCONNECTIONS FOR RESIDENTIAL CUSTOMERS

### How long is the moratorium and who is covered?

The moratorium is in effect until 180 days after the COVID-19 state of emergency is lifted or expires or December 31, 2021, whichever date is earlier.

After that, the moratorium only covers residential customers who have experienced a change in financial circumstances due to the COVID-19 state of emergency that self-certify with the company.

### What do you need to do?

If you have experienced a change in financial circumstances after March 7, 2020, you are responsible for certifying the change with the utility to prevent termination. You can contact Corning Natural Gas customer service or complete this notice and mail it to our office for us to contact you to set up a Deferred Payment Agreement. You may need to fill out a financial statement and provide supporting documentation. Please document the type of change in financial circumstance your household has experienced. A change in financial circumstances may include qualifying for unemployment or experiencing a reduction in household income, incurring significant costs, or experiencing other financial hardship, directly or indirectly, due to the COVID-19 state of emergency.

### What if your circumstances have NOT changed?

You can contact Corning Natural Gas customer service to enter into a Deferred Payment Agreement to prevent future terminations. You may need to complete a financial statement and provide supporting documentation. During the 180-day period after the state of emergency, there will not be a requirement of a down payment for a Deferred Payment Agreement.

### How is Corning Natural Gas helping customers?

We will continue to not charge late fees for the duration of the additional 180-day period. We are referring customers to programs that help with utility bill payments. We are setting up Deferred Payment Agreements with customers who cannot pay in full.

## CERTIFICATION OF CHANGE IN FINANCIAL CIRCUMSTANCES FOR RESIDENTIAL CUSTOMERS

Corning Natural Gas Account Information:

Account Number: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

E-mail: \_\_\_\_\_

Service Address: \_\_\_\_\_

Certification: Please read the below certification. Your signature is verification that you are stating this to be true.

"I attest that due to the COVID-19 state of emergency, which began March 7, 2020, I have experienced a change in financial circumstances."

\_\_\_\_\_  
Name on Corning Natural Gas Account

\_\_\_\_\_  
Type of Change in Financial Circumstance

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



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## COVID-19 UTILITY MORATORIUM ON TERMINATIONS AND DISCONNECTIONS FOR SMALL COMMERCIAL CUSTOMERS

### How long is the moratorium and who is covered?

The moratorium is in effect until 180 days after the COVID-19 state of emergency is lifted or expires or December 31, 2021, whichever date is earlier.

After that, the moratorium only covers small commercial customers with twenty-five or fewer employees that are NOT a (a) publicly held company, or a subsidiary thereof, (b) seasonal, short-term, or temporary customer, (c) high energy customer as defined by the commission, or (d) that the utility can demonstrate has the resources to pay the bill; and the small business has experienced a change in financial circumstances due to the COVID-19 state of emergency that self-certifies with the company.

### What do you need to do?

If your small business has experienced a change in financial circumstances after March 7, 2020, you are responsible for certifying the change with the utility to prevent termination. You can contact Corning Natural Gas customer service or complete the small commercial certification and mail it to our office for us to contact you to set up a Deferred Payment Agreement. You will need to provide supporting documentation that your small business meets the requirements.

### What if your circumstances have NOT changed?

You can contact Corning Natural Gas customer service to enter into a Deferred Payment Agreement to prevent future terminations. During the 180-day period after the state of emergency, there will not be a requirement of a down payment for a Deferred Payment Agreement.

### How is Corning Natural Gas helping customers?

We will continue to not charge late fees for the duration of the additional 180-day period. We are setting up Deferred Payment Agreements with customers who cannot pay in full.

## CERTIFICATION OF CHANGE IN FINANCIAL CIRCUMSTANCES FOR SMALL COMMERCIAL CUSTOMERS

Corning Natural Gas Account Information:

Account Number: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

E-mail: \_\_\_\_\_

Service Address: \_\_\_\_\_

Certification: Please read the below certification. Your signature is verification that you are stating this to be true.

"I attest that due to the COVID-19 state of emergency, which began March 7, 2020, the business that I own or am an officer of has experienced a change in financial circumstances."

You are also certifying that the business has twenty-five or fewer employees; the business is not a publicly held company, or a subsidiary thereof; and, the business is not a seasonal, short-term, or temporary customer of the utility.

Name on  
Corning Natural Gas Account \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_



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If you intend to excavate, you must first arrange to locate the buried gas lines at your work sites BEFORE you dig.

The greatest risk to underground natural gas pipelines is accidental damage during excavation. Even minor damage such as a gouge, scrape, dent, or crease to a pipeline or its coating may cause a leak or failure. To assure the safety of the facility, Corning Natural Gas must inspect and repair any damage, no matter how minor it appears.

The One Call Center will provide excavators with specific details regarding precautions required.

Failure to comply with the law can jeopardize public safety, result in costly damages and lead to substantial fines.

NYS law requires at least 2 full working days prior to excavation.



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# REQUEST FOR ELECTRONIC FUNDS: TRANSFER PAYMENT

## Corning Natural Gas Account Information:

Account Number: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Plan Type:  Budget or  Balance Due

## Customer Banking Information:

Bank Account Type:  checking or  savings

Bank Name: \_\_\_\_\_

Routing Number: \_\_\_\_\_

Bank Account Number: \_\_\_\_\_

Name on Account: \_\_\_\_\_

By providing this information to Corning Natural Gas Corporation, you are requesting that the payment of the TOTAL BALANCE DUE on your Corning Natural Gas utility bill (unless you are on an approved budget payment plan) will be direct debited from the bank account listed above and applied to your Corning Natural Gas account, on your due date.

Your signature below is the Company's authorization to apply the TOTAL BALANCE DUE payment each month, until you have directed the Company, in writing, to stop the electronic funds transfer from your bank account.

Please note that your EFT payment will not start until your next bill is printed.

\_\_\_\_\_  
Name on Corning Natural Gas Account

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



330 West William St, Corning, NY 14830  
(607) 936-3755 • CorningGas.com



**Know what's below.  
Call before you dig.**

## How to Read Your Meter

Your gas meter has four dials in a row numbered in opposite directions, which measures gas in units of 100 cubic feet. Each dial must be read accurately to represent your correct natural gas usage.



To read your meter, record the numbers left to right as indicated by the dial pointers on the four dials. If the dial pointer is between two numbers, read the lowest of the two numbers except when the dial pointer is between 0 and 9, in which case you would record the number 9.

## Report Your Meter Reading

In order to submit a meter reading, you will need the following information; account number (refer to your gas bill), meter number and your meter reading. Follow these easy steps:

1. Gather all the required information from your gas meter using the above directions.
2. Submit your reading using one of the following methods
  - **On-line** fill in the required information on the [www.corninggas.com/customer-services-how-to-read-your-meter](http://www.corninggas.com/customer-services-how-to-read-your-meter)
  - **By Phone** call customer service at 936-3755 and provide our representative with
    - i. Your account
    - ii. Meter read
    - iii. Meter read date (mm/dd/yyyy)

## Special Arrangements

If you have an indoor meter, we will require access to the meter. A key can be confidentially kept by Corning Natural Gas and used to ensure accurate reads are reflected on your bill.



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# REQUEST FOR ELECTRONIC FUNDS: TRANSFER PAYMENT

## Corning Natural Gas Account Information:

Account Number: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Plan Type:  Budget or  Balance Due

## Customer Banking Information:

Bank Account Type:  checking or  savings

Bank Name: \_\_\_\_\_

Routing Number: \_\_\_\_\_

Bank Account Number: \_\_\_\_\_

Name on Account: \_\_\_\_\_

By providing this information to Corning Natural Gas Corporation, you are requesting that the payment of the TOTAL BALANCE DUE on your Corning Natural Gas utility bill (unless you are on an approved budget payment plan) will be direct debited from the bank account listed above and applied to your Corning Natural Gas account, on your due date.

Your signature below is the Company's authorization to apply the TOTAL BALANCE DUE payment each month, until you have directed the Company, in writing, to stop the electronic funds transfer from your bank account.

Please note that your EFT payment will not start until your next bill is printed.

\_\_\_\_\_  
Name on Corning Natural Gas Account

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



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**Know what's below.  
Call before you dig.**



NATURAL GAS CORPORATION  
**CORNING**

## ERAP UTILITY BILL ASSISTANCE

Are you or your tenant behind on their rent and/or gas bill? You may qualify for up to 12 mos. of rent/utility arrears payments.

- **WHAT:** New York State Emergency Rental Assistance Program (ERAP)
- **REQUIREMENTS:** New York renters with household incomes below 80% of area median income (varies by county), a household member collected unemployment benefits or had a financial hardship due to COVID-19, and household has past due rent on or after March 13, 2020
- **BENEFITS:** up to 12 months rental arrears payments and/or electric or gas utility arrears payments made directly to your landlord or utility company
- **APPLY:** ProAction, call Sarah Thillman at 800-618-7882 extension 6309, [thillmans@proactioninc.org](mailto:thillmans@proactioninc.org), [www.proactioninc.org](http://www.proactioninc.org) OR Catholic Charities, Steve Olix at 607-776-8085 extension 2211, [steve.olix@dor.org](mailto:steve.olix@dor.org)
- **MORE INFORMATION:** visit [otda.ny.gov/ERAP](http://otda.ny.gov/ERAP), or call 844-691-7368



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## OTHER UTILITY ASSISTANCE

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- Call Catholic Charities Turning Point Corning 607-962-0704, or Bath 607-776-4575 if you have a shut-off notice.
- Corning Natural Gas can help you set up a deferred payment agreement. Call 607-936-3755 and request customer service for more info.

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## HEAP

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- Regular or emergency HEAP can still be applied for until August 31, 2021.
- There are up to three emergency benefits available.
- Apply with Steuben County DSS at 607-664-2500.



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**Know what's below.  
Call before you dig.**

# HOW TO RECOGNIZE A GAS LEAK

## **Sight**—You might see any or all of the following:

- Dead or discolored vegetation amid healthy plants
- Water bubbling in standing water or being blown into the air
- A white cloud, fog, or mist originating near a pipeline
- Frozen ground near the pipeline
- Fire or explosion near the pipeline
- Blowing dust

## **Sound**—You may hear any or all of the following:

- Unusual noises
- Whistling
- Roaring
- Hissing

## **Smell**—You might smell the following:

- Any strange or unusual gaseous odor near the pipeline
- A rotten egg or sulfur-like odor
- Nothing at all. Though Corning Natural Gas odorizes all of its gas, there may be instances where pipeline gas in remote areas is not odorized.



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**Know what's below.  
Call before you dig.**

# PREPARING FOR WINTER: PROTECTING YOUR FAMILY FROM CARBON MONOXIDE

Carbon Monoxide is a colorless, odorless gas produced when fossil fuel, such as natural gas, is burned without enough air for complete combustion. If inhaled in large quantities for a prolonged period of time, carbon monoxide can cause unconsciousness, brain damage, and even death.

Symptoms included: headaches, dizziness, weakness, nausea, vomiting, and loss of muscle control. Prolonged exposure can lead to unconsciousness, brain damage and even death. The best treatment for overexposure is to get lost of fresh air and immediate medical attention.

If you or a family member experience these symptoms, move outside into fresh air and call 911.

To Minimize the Potential Danger of Carbon Monoxide. Have your chimney, appliances, and furnace inspected and tested by a qualified professional every year.

- Never use a gas oven or stovetop for heating your home.
- Never run a gasoline engine in an enclosed space, or use a portable charcoal or propane grill indoors.
- Never install or operate a portable generator inside a house or garage.
- Install a carbon monoxide detector on every floor and near all sleeping areas.



**FOR GAS EMERGENCIES: Call 607-936-3755 or 800-834-2134 • 24 hours a day, 7 days a week**



330 West William St, Corning, NY 14830  
(607) 936-3755 • CorningGas.com



# HOME ENERGY ASSISTANCE PROGRAM H.E.A.P.

Website: [www.otda.ny.gov/programs/heap](http://www.otda.ny.gov/programs/heap) • To apply online: [www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)

## This year's HEAP program opens as of 10/1/2021

If your maximum monthly household income is at or below the following guidelines, you may be eligible for HEAP funds:

<u>Household Size</u>	<u>Monthly Gross Income</u>
1	\$2,729
2	\$3,569
3	\$4,409
4	\$5,249
5	\$6,088
6	\$6,928

## You may also qualify for emergency HEAP AFTER JANUARY 3, 2022

### Steuben County DSS

3 E. Pulteney Square, Bath • 664-2500 or 800-346-2211  
Monday - Friday 9:00 - 5:00

### Pro-Action

117 East Steuben Street, Bath • 776-2125 or 800-553-2033  
Monday - Friday 8:30 - 4:00

Along with other required documentation, you must take your gas bill with you when you apply.



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# IF YOU SMELL GAS

leave first, then call us immediately!

1-800-834-2134

or 911

**Información importante sobre seguridad.** Por favor, guarde este documento y visite el sitio web que aparece abajo para ver su versión traducida.

**Consignes de sécurité importantes.** Veuillez conserver ce document et visiter notre site Internet pour lire les consignes dans votre langue.

**Informação importante de Segurança.** Salve este documento e visite o site abaixo para visualizar sua versão traduzida.

**Thông Tin Quan Trọng về An Toàn.** Xin giữ tài liệu này và viếng mạng lưới dưới đây để xem bản dịch sang ngôn ngữ của quý vị.

**Важная информация о безопасности.** Сохраните этот документ. С переводом можно ознакомиться на сайте по указанному ниже адресу.

**Importanti informazioni sulla sicurezza.** Si prega di salvare il presente documento e visitare il sito riportato qui sotto per visualizzare la versione tradotta.

**重要的安全資訊。** 請保存此文件，並訪問下面網站，以查閱您的翻譯版本。

معلومات هامة للسلامة. الرجاء حفظ هذه الوثيقة وزيارة الموقع أدناه لعرض النسخة المترجمة.

[corniingas.com/smell-gas-or-suspect-a-leak/](http://corniingas.com/smell-gas-or-suspect-a-leak/)

This safety information provided in partnership with:



NGA 9/21

# SMELL GAS?

## LEAVE FIRST!

Then call us immediately.



LEARN ABOUT NATURAL GAS SAFETY

Cut out and keep handy





## IF YOU SMELL GAS – DON'T WAIT!

No matter how slight - leave the premises and call us immediately.



### SCRATCH & SNIFF HERE!

What you smell is a harmless chemical called mercaptan. We have added it to help you and your entire family identify natural gas.

#### How to recognize a leak:

##### Smell

Recognizing the odor used in the scratch & sniff - similar to rotten eggs.

##### Sight

Seeing a white cloud, mist, fog, bubbles in standing water or blowing dust.

##### Sound

Hearing an unusual noise like roaring, hissing or whistling.

#### What to do if you suspect a leak:

**Move** to a safe environment and call us immediately. Do not use your telephone or cell phone in your home.

**Provide** the exact location with cross streets.

**Do not** smoke, light candles or operate electrical switches or appliances. Doing so can produce a spark, ignite the gas and cause an explosion.

**Let us know** if sewer construction or digging activities are going on in the area.

**DO NOT ASSUME SOMEONE ELSE WILL REPORT THE CONDITION.**



Natural gas has an excellent safety record, but like all forms of energy, it must be handled properly. If improperly handled, it may cause a hazardous condition such as a fire, explosion or asphyxiation.

#### We work diligently to ensure pipeline safety through a variety of measures including:

- Design and construction practices.
- Inspection, monitoring, testing, and notification systems and programs.
- Workforce training and qualification.
- Public education programs.

#### Call before you dig.

Damage to a pipeline due to excavation activities may cause a gas leak and has the potential to ignite.

Before beginning any excavation activity, have all underground utilities marked-out by calling the number shown to the right.

**It's the law, and it's for your safety.**



## REQUEST FOR DISCONNECTION NOTICE TO THIRD PARTY

By completing this form and returning it to the company, I request that any notice of disconnection of my Corning Natural Gas Corporation gas service for non-payment of bills also be mailed to the person or agency named below. I agree that Corning Natural Gas Corporation incurs no liability for failure to provide the requested notice for any reason.

Customer Number \_\_\_\_\_  
Customer Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ Zip \_\_\_\_\_  
Signature of  
Customer \_\_\_\_\_

Receipt of a copy of a disconnection notice by a third party does not place any obligation on that party to pay utility bills for that customer, nor will it necessarily prevent a disconnection if payment is not made. Corning Natural Gas Corporation will provide a copy of the notice to a third party until such request is withdrawn or service is terminated.

Third Party Name \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_  
State \_\_\_\_\_ Zip \_\_\_\_\_  
Signature of  
Third Party \_\_\_\_\_  
Date \_\_\_\_\_

## DEPOSIT POLICY

**DEPOSITS** - Most customers do not have to pay a deposit when beginning service with us. If we do require a deposit, it is based on two times the average bill from November 1 to April 30.

**New Customers** - We may request a deposit from seasonal customers or someone who requests service for less than one year.

**Year-round Customers** - If you are a current Corning Natural Gas Corporation customer, or a former customer applying for a new account, we will not ask you to pay a deposit unless:

1. You have accumulated two consecutive months of overdue payments and have not paid one-half the amount due,

OR

2. We have turned off your service for non-payment within the last six months.

If you are over 62, we will not ask you for a deposit unless your service was turned off for nonpayment within the last six months.

**Public Assistance** - If you receive public assistance or Supplemental Security Income, we will not require you to pay a deposit.

**Deposit Request** - If a deposit is required, you may pay it in full within 20 days of our request or in installments up to 12 months. If you want to pay installments, you must contact a Customer Service Representative to make arrangements.



330 W. William Street Corning, N.Y. 14830



## Your Rights and Responsibilities as a Corning Natural Gas Corporation Residential Customer

**Refund** - We will hold a security deposit for one year. If you maintain a good payment record (as stated above under Year-round Customers) during that year, we will refund the deposit plus interest (at a rate set by the DPS). Otherwise we will hold the deposit and we will credit interest to your account on a yearly basis.

## FINAL TERMINATION NOTICE, SERVICE TURN-OFF & TURN-ON PROCEDURES, SPECIAL PROTECTIONS

If you fail to pay overdue bills, we may turn off your service only after we have given the required notice and offered you a deferred payment arrangement for your overdue bills.

**Final Termination Notice** - Before we can turn off service for an overdue bill or deposit, we will send you a Final Termination Notice. We do not send a Final Termination Notice until you have failed to pay a bill more than 23 days after it was mailed to you. Once you receive a Final Termination Notice you have 15 more days in which to pay the bill, arrange for payment, or contact us about it before service will be turned off. If you think we have made a mistake in your account, call us; we will check it and postpone turning off your service while we look into the matter provided you pay any undisputed charges.

We will offer you a deferred payment agreement, at least five days before turn-off unless the DPS determines that you do not have a financial problem. If you sign and honor a deferred payment agreement, we will not turn off service. We will not offer you a deferred payment agreement if you have one in effect and your finances have not significantly

As a Corning Natural Gas Corporation Residential customer, you have rights and responsibilities. This pamphlet summarizes them. After you read this pamphlet you should keep it for future reference.

These rights and responsibilities result from the Office of Consumer Services, NYS Department of Public Service (DPS) rules and The Home Energy Fair Practices Act (HEFPA)

## QUESTIONS, PROBLEMS, APPEALS

[www.dps.ny.gov/complaints](http://www.dps.ny.gov/complaints)

Contact us as soon as possible if you have any complaints, questions or problems about your gas service. Our Customer Service Representatives will give you a polite and prompt answer. The address and telephone number of the Customer Service Department serving you appears at the end of this pamphlet, in the telephone book and on your bill. Our Customer Service Department receives many calls every day. If the lines are busy, please call again. Our office hours are listed at the end of this pamphlet.

Whether you write, visit, or phone, our Customer Service Representatives will do their best to handle your inquiry promptly and considerately. If however, you are not satisfied by our representative's response, further help is available from a company supervisor who will review your case. If you are still not satisfied, you can write to the Consumer Services Division, Public Service Commission at Three Empire State Plaza, Albany, N.Y. 12223, or call the DPS toll free HELPLINE at 1-800-342-3377. The HELPLINE is staffed from 8:30 a.m. to 4:00 p.m. on business days. DPS consumer representatives will investigate your

changed due to conditions beyond your control. The DPS staff will help you in making such an agreement.

Your service will be turned off if:

1. You fail to pay the amount due as shown on the Final Termination Notice,

OR

2. You do not work out a deferred payment agreement and honor that agreement unless you qualify for the special protections described in the section on "Hardship Procedures" in this pamphlet.

**Time of Termination** - We are allowed to turn off utility services for nonpayment only between 8 a.m. and 4 p.m., Mondays through Thursdays. We will not turn off service on a holiday, the day before a holiday, the day before our business office is closed, or for a two-week period during the Christmas-New Year season. We can turn off service any time there are serious safety problems and we will restore service as soon as the problem is corrected.

**Landlord Problems** - if you live in an apartment building or a two-family house and your landlord fails to pay the gas bills for the building, you may be able to have the service kept on by joining with other tenants to pay the bill. You only have to pay current charges and can deduct the utility payment from your rent. We will notify you, by posting notices on the building and giving you a separate notice at least 15 days before termination, if the landlord has failed to pay. We also will tell you whom to call to work out the problem.

complaint and determine whether the utility has acted properly. The PSC also has a special emergency HOTLINE for residential customers for matters concerning the turn-on or turn-off gas service. The toll free HOTLINE numbers is 1-800-342-3355. It is staffed every business day from 7:30 a.m. to 7:30 p.m.

If you call the HELPLINE and HOTLINE after their regular hours of operation you will be answered by a recording machine. A staff representative will call you back the following business day. If your call is answered by a recorder, be sure to give your area code with your phone number and your account number. While your complaint is being considered by the Public Service Commission, we will not turn off your service for your failure to pay the amount in question. All other amount and bills are payable when due.

## BILLING

We have a responsibility to supply gas service to our customers in a reliable manner, and you have a responsibility to pay utility bills promptly. Here are some points about bills:

**When to pay** - Corning Natural Gas Corporation bills you for gas after you use it. Your gas bill is due three (3) days after it is mailed. It is past due twenty (20) days later. If you pay after that date you will also have to pay a late payment charge of 1 1/2 percent per month on the unpaid balance. That amount is also shown on your bill. If you have any questions about your bill, contact our Customer Service Department.

## BILLING

**Bill payment options** - Electronic Fund Transfer forms (EFT) are available in our office and on our web site ([www.cominggas.com](http://www.cominggas.com)). You may pay by mail using the envelope we provide. Payments can also be made in person at our office located at 330 W. William Street, Corning, during business hours, or you may use the night depository box located off the left side of our customer parking area.

**Budget Billing** - If you want to spread your gas charges evenly over a 12-month period, our Budget Plan may help. This payment plan does not reduce your overall energy expenses, but it may help you manage your budget. For more information about the plan, contact our Customer Service Department.

**Billing Accuracy** - To provide you with an accurate bill, we have to read your meter to determine the actual amount of gas you have used. We will estimate your usage every other month and also when we are scheduled to read your meter and cannot gain access. Past use is the primary factor used in calculating an estimate use bill. When we send a bill based on estimated gas use, you will see the word ESTIMATE beside the most current reading. The procedure we use to calculate an estimated bill is approved by the DPS. If your next meter reading shows we underestimated your actual use by more than 50% or \$100, whichever is greater, we will notify you, and you can make monthly payments on the difference. We urge you to call us with your meter reading on the months we regularly estimate your use so we can send you an accurate bill.

## FINAL TERMINATION NOTICE, SERVICE TURN-OFF & TURN-ON PROCEDURES, SPECIAL PROTECTIONS

**Reconnection of Service** - if we turn off your service, we will reconnect it within 24 hours:

1. Once you have either: paid the amount due, or signed a deferred payment agreement and made the downpayment or;
2. When the DPS directs us to reconnect service; or
3. When you face a serious threat to health or safety.

If we fail to reconnect your service within 24 hours - except for circumstances beyond our control - we must pay you \$25 to \$40 for each additional day you are without service.

If you receive public assistance, we will turn your service on within 24 hours after we receive a commitment of payment from the social service agency helping you.

We have the right to charge a fee of \$20.00 + sales tax to turn service back on during regular business hours, and \$25.00 + sales tax after regular business hours.

**Deferred Payment Agreement** - If you have a financial problem that prevents you from paying your bills, we will work with you to establish a deferred payment agreement. The agreement will be fair and take account of your financial circumstances. We may require you to make a downpayment but it will not be more than 50% of the account owed or three times your average monthly bill, whichever is less, and will be based on your ability to pay. After the downpayment, you may make payments on the balance owed together with your current bills, over a period that you and we agree on. The agreement can be changed if you can show us that there are significant changes in your financial condition beyond your control. The DPS will help you in reaching an agreement with us. You may reach one of its representatives at 1-800-342-3377.

## HARDSHIP PROCEDURES

We will continue gas service if a person's health or safety is threatened by the lack of heat. We also will refer health or safety problems to the Department of Social Services. In the following hardship cases, we will NOT turn off service.

**Medical Hardship** - If you or a family member are seriously ill, have a medical condition or use a life support device, we can help you. If you file a medical certificate with us from your doctor or local board of health, we will continue your service for 30 days. We will tell you how the certificate can be renewed. Briefly, to renew the certificate your doctor or board of health must explain the medical emergency or why service is needed AND you must explain why you are unable to pay your utility bills. **We will not shut off your service during the emergency but you are still responsible for your bills.**

**IMPORTANT:** If you need utility service to operate a life-supporting device, the certificate will remain in effect as long as the device is needed but you must tell us every three months that you are unable to pay. We will also code your accounts to assure you added protection from turn-offs as long as the medical emergency and inability to pay continues.

**Elderly (62 or older), Blind or Disabled-** If you are 62 years of age or older, blind or disabled, and all those living with you are too, (or not over 18 years old), we will make special attempts to maintain your utility service. We will contact you by phone or in person at least 72 hours before turn-off is scheduled to try to work out a fair payment plan.

If arrangements cannot be made, we will notify the Department of Social Services of the possible turn-off and will continue service for 15 days. If we ultimately turn-off service, we will, within 10 days after that, attempt to reach you and devise a plan for restoring service. If you qualify for protection under this section you should immediately notify us at 607-937-3755 or 1-800-834-2134.

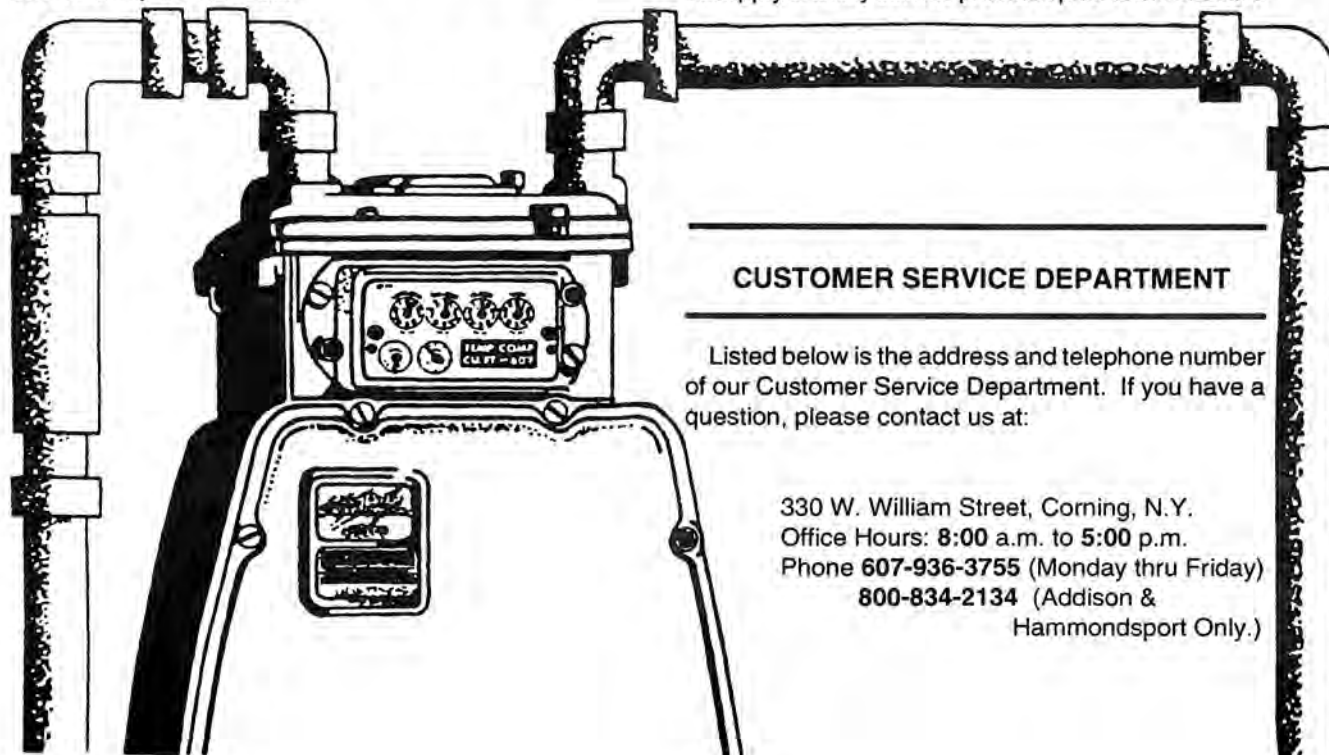
## COLD WEATHER PROTECTIONS

November 1 to the Following April 15

**A. IF YOU PAY THE UTILITY DIRECTLY FOR YOUR HEAT.** If you are a direct heating customer we will not turn-off you service until we have tried to determine if a serious problem with health or safety would result because of the service turn-off. We will try to contact you by telephone or in person at least 72 hours before service turn-off is scheduled. We will try to contact you during business hours, during reasonable non-business hours, and again at the time of turn-off. If we find that service turn-off might cause serious harm to your health or safety, we will ask the Department of Social Service to investigate and we will continue service for at least 15 business days.

**IMPORTANT:** For the cold weather protections, we consider "heating" to include utility service needed to provide heat.

**B. IF YOU PAY FOR YOUR HEAT IN YOUR RENT.** If you pay for your utility services in your rent, we will not turn off heat related gas service to your dwelling without giving a written 15-day notice to each tenant to determine whether any tenant has a medical or other problem which would be worsened by a heat turn-off. If we find a tenant with such a problem, we will refer him or her to the Department of Social Services and continue to provide utility service until the hardship is removed.



## THIRD PARTY NOTIFICATION

You may choose a relative, a friend, a member of the clergy, or an agency (such as the Department of Social Services) to be a "third party" for you. A third party, if they agree in writing, will receive copies of any Final Disconnect Notices we send to you because of overdue utility bills. The third party can contact us on your behalf and help you work out payment terms with us. The third party is NOT responsible for paying your bills.

All residential customers may choose a third party; just fill out, sign, and return the form at the end of this pamphlet. This program is particularly helpful to those who are ill or elderly and live alone, or who may be away from home for long periods.

## SHARED METER

An act to amend the Public Service Law in relation to shared meters for gas service became law July 19, 1995.

Pursuant to Section 52 of the Public Service Law when a tenants electricity, gas or steam meter registers utility service outside the tenant's dwelling, then the tenant is not required to pay the charges for the service and the tenant's landlord must become the utilities customer unless the landlord eliminates the shared meter condition. In the event that a legal impediment or extraordinary costs (in excess of the amount of rent for four months of such dwelling) prevents the elimination of a shared meter condition or in the event that the service measured through the shared meter is minimal, under Commission rules adopted, the owner as an alternative may enter into a mutually acceptable written agreement with the shared meter customer for apportioning the charges for service measured through the shared meter; provided, however, that the estimated amount of service provided to the shared meter customer's dwelling, or a written agreement exists between the parties for the apportionment of charges prior to October 24, 1991. The provisions of this section may not be waived by an owner, tenant, or utility; and shall not apply to Utility service provided prior to the effective

## CUSTOMER SERVICE DEPARTMENT

Listed below is the address and telephone number of our Customer Service Department. If you have a question, please contact us at:

330 W. William Street, Corning, N.Y.  
Office Hours: 8:00 a.m. to 5:00 p.m.  
Phone 607-936-3755 (Monday thru Friday)  
800-834-2134 (Addison & Hammondspport Only.)

date of this section and does not effect the validity of a lease or rental agreement in effect on or before July 19, 1995.

If you suspect that your utility meter is registering service not used in your home, call us at 607-936-3755 and we will investigate. When the investigation is complete, we will send you a written determination and make any billing changes that are necessary.

If you would like a complete summary of the law and its exceptions, please contact our office at 607-936-3755 and we will send it to you.

## ACCESS TO YOUR METER

Access To Your Meter - We read your meter so that we can send you an accurate bill based on the amount of gas you use. If we have to estimate a meter for four months in a row, we will send you a meter reading card requesting a reading. You can phone your meter reading to us or you can mail it in on the meter reading cards that we will provide upon your request. If we have not been given access to the meter after six months, we will send you a notice asking you to make arrangements for your meter to be read. We can arrange to read a meter both during and after normal working hours. If you do not control access to your meter, please arrange with the building owner or manager to let our meter reader in.

If after eight straight months you have not made an appointment for the meter to be read, you or the individual who controls access to the meter are subject to a charge of \$25, which will be added to your next gas bill.

For your protection, our meter readers carry a photo identification card which you can inspect before they enter your home. If you have any doubts, please insist on seeing the identification card.

## APPLICATION FOR SPECIAL PROGRAMS

Name \_\_\_\_\_  
Address \_\_\_\_\_  
City/Town \_\_\_\_\_ Zip \_\_\_\_\_  
Telephone: Daytime \_\_\_\_\_  
Evening \_\_\_\_\_  
Account Number \_\_\_\_\_  
(as shown on bill)

I am 62 years of age (or older) and all members of my household are 62 (or older), or 18 (and under).

I live in an apartment building or two-family home but I pay for gas in my rent payment.

I receive:

Public Assistance  Supplemental Security Income (SSI)

Other \_\_\_\_\_  
Kind of Assistance

I have/a resident of my home has/the following hardship condition(s).

Medical Hardship (Type) \_\_\_\_\_

Blind

Other Disability (Type) \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

## OUR COMMITMENT TO SAFETY

Safety is the natural gas industry's top priority. Nationwide, more than 2 million miles of pipelines and mains deliver natural gas safely, reliably and efficiently every day for use by residential, commercial and industrial customers.

### Natural gas has an excellent safety record.

Like all forms of energy, natural gas must be handled properly. If improperly handled, natural gas may cause a hazardous condition such as a fire, explosion or asphyxiation.

### How we prepare for emergencies.

We also work with emergency responders, and state and local agencies to prevent and prepare for emergencies through training and periodic drills. Emergency plans and procedures are periodically updated and made available to federal and state authorities.

**Información importante sobre seguridad.** Por favor, guarde este documento y visite el sitio web que aparece abajo para ver su versión traducida.

**Consignes de sécurité importantes.** Veuillez conserver ce document et visiter notre site Internet pour lire les consignes dans votre langue.

**Informação importante de Segurança.** Salve este documento e visite o site abaixo para visualizar sua versão traduzida.

**Thông Tin Quan Trọng về An Toàn.** Xin giữ tài liệu này và viếng mạng lưới dưới đây để xem bản dịch sang ngôn ngữ của quý vị.

**Важная информация о безопасности.** Сохраните этот документ. С переводом можно ознакомиться на сайте по указанному ниже адресу.

**Importanti informazioni sulla sicurezza.** Si prega di salvare il presente documento e visitare il sito riportato qui sotto per visualizzare la versione tradotta.

**重要的安全資訊。** 請保存此文件，並訪問下面網站，以查閱您的翻譯版本。

ข้อมูลสำคัญที่ควรอ่านตลอดทั้ง โปรด  
บันทึกเอกสารฉบับนี้ไว้และเข้าชมเว็บไซต์  
ด้านล่างเพื่ออ่านฉบับแปลภาษาไทย

**For more information on Natural Gas Safety, visit:**

[www.pclpeg.com/natural-gas/](http://www.pclpeg.com/natural-gas/)

## SMELL GAS?

Leave the premises and call us immediately!

**1-855-855-2268 or 911**

**Pike County Light & Power**

105 Schneider Lane, Milford PA 18337-1109

*This safety information provided in partnership with:*



NGA 04/20

## Important Natural Gas Safety Information

What everyone needs to know

## SMELL GAS?

Leave the premises and call us immediately!

Cut out and keep handy

## HOW TO RECOGNIZE A GAS LEAK



### Smell

An odor similar to rotten eggs is added to help you recognize it. Not all pipelines are "odorized", and the odor can fade over time.



### Look

Seeing a white cloud, mist, fog, bubbles in standing water or blowing dust. Or, vegetation that appears to be dead or dying for no apparent reason.



### Listen

Hearing an unusual noise like roaring, hissing or whistling.



**Know what's below.**  
**Call 811 before you dig.**  
**It's the law!**

**Digging causes almost 60% of all accidental damage to underground natural gas pipelines. Even a hand shovel can cause enough damage to create a leak or line failure!**

## WHAT TO DO IF YOU SUSPECT A LEAK

**Move** to a safe environment and call us immediately. Do not use your telephone or cell phone in your home.

**Provide** the exact location with cross streets.

**Do not** smoke, light candles or operate electrical switches or appliances. Doing so can produce a spark, ignite the gas and cause an explosion.

**Let us know** if sewer construction or digging activities are going on in the area.

**Before you excavate:** Whether you are a professional or a do-it-yourselfer, before you excavate you must call to have the exact position of nearby underground natural gas lines marked.

**It's free and easy.**

- 1** The law requires you to call 811 before you dig.
- 2** Your request will be forwarded to your local gas operator, and a worker will be dispatched to mark the line's location.
- 3** Once the marks are made, pay attention to them and dig with care.

## EDUCATE YOUR FAMILY ABOUT GAS

It is important for everyone in your family to be familiar with the characteristics of natural gas and be prepared to react properly to ensure your safety and the safety of others.

**If you smell gas or suspect a leak**

**DON'T WAIT!**

**Leave the premises and call us immediately.**

**DO NOT assume someone else will report the condition.**



**Never assume!** Natural gas lines often run along public streets and can be near and on private property. Sometimes they may be marked with line markers, but very often there will be no indication above ground. Don't assume that you know where the underground lines are – failure to call 811 can jeopardize public safety, result in costly damages, and lead to substantial fines!



Line markers like these display the name of the pipeline operator and the telephone number where the operator can be reached in the event of an emergency. Even if you don't see one of these markers, there may still be natural gas lines nearby. Always call 811 before you dig! Not all line markers are represented in this illustration.

# Corning Natural Gas Corporation

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**Intro**

Corning Natural Gas Corporation is an investor owned local Distribution Company that provides natura

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**Page** · Energy Company

330 W William St, Corning, NY, United States, New York

+1 607-936-3755

custsvc@corninggas.com

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**Corning Natural Gas Corporation**  
 Published by Marie Husted · March 18 at 10:28 AM



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Typically replies within a day

[corninggas.com](http://corninggas.com)

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**Natural Gas Continues to be Best Energy Value for Consumers**

estimated national average cost of electricity is 3.8 times more than the cost of natural gas, according to the U.S. Department of Energy's Fuel Register.

Energy Source	Cost per million Btu
Natural Gas	\$1.20
Propane	\$1.40
Electricity	\$5.50

1

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**Corning Natural Gas Corporation**  
Published by Marie Husted · March 16 at 8:29 AM

How will the NYS radical energy plan impact you?

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**Corning Natural Gas Corporation**  
Published by Marie Husted · March 14 at 2:14 PM

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Corning Natural Gas has partnered with Alert Media to allow our

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Corning Natural Gas Corporation Published by Marie Husted · March 14 at 2:14 PM

OUTAGE ALERTS Corning Natural Gas has partnered with Alert Media to allow our customers, employees, and public or emergency officials to sign up for planned and unplanned outage alerts or other important messages. Sign up here: https://corningnaturalgascorp.alertmedia.com/public to opt-in. Standard text messaging rates may apply with your cell phone carrier. If you prefer to no longer receive alerts, just reply "stop" to your text or email alert. You may download the app, Ale... See more



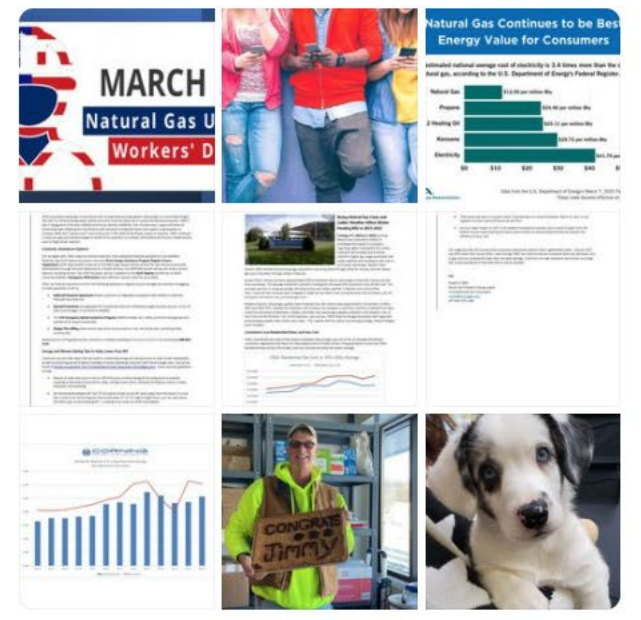
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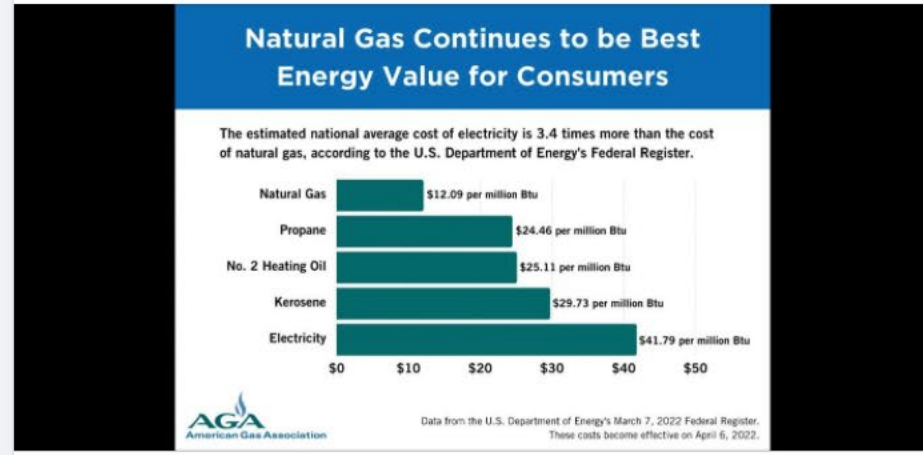


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### Corning Natural Gas Corporation

Published by Julie Lewis · March 11 at 12:26 PM

Natural gas continues to be one of the cleanest, cheapest, abundant, and most sustainable energy choice available. NYS wants to take away your energy choice and thinks you will save money by going all electric....think again.



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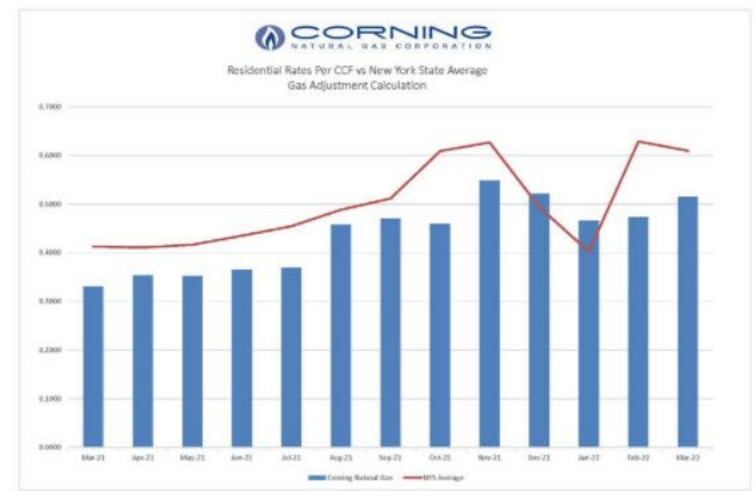
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**Corning Natural Gas Corporation**  
Published by Marie Husted · March 1 at 8:31 PM ·



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Corning Natural Gas Corporation Published by Marie Husted · March 1 at 11:21 AM

Congratulations Jim on your retirement from Corning Natural Gas. Thank you for your 25 years of service.



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**MARCH**  
Natural Gas Workers' Day

**Natural Gas Continues to be Best Energy Value for Consumers**

Energy Source	Cost per million Btu
Natural Gas	\$1.20
Propane	\$1.40
# Heating Oil	\$1.50
Electricity	\$1.75

CONGRATS Jimmy

Press Enter to post.

Corning Natural Gas Corporation  
Published by Julie Lewis · February 1 ·

While many people are struggling to pay higher utility bills this winter due to supply constraints and increased demand, Corning Natural Gas is pleased to announce it has the lowest gas cost in New York for the month February. For one of the smallest gas utilities in NY with limited buying power, we consistently rank in the top four for lowest gas cost, which is a pass-through to our customers.

Even with this good news, we understand you may still need assistance with your utility bill. Please email [custsvc@corninggas.com](mailto:custsvc@corninggas.com) to inquire about budget billing, HEAP, and local charity assistance. Check out our website for ways to save energy at <https://www.corninggas.com/energy-conservation-tips/>.



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**Natural Gas Continues to be Best Energy Value for Consumers**

Energy Source	Cost per million Btu
Natural Gas	\$1.25
Propane	\$2.40
# Heating Oil	\$3.15
Electricity	\$11.75

❖ Struggling to pay your utility bills?  
❖ Looking for help preparing for winter?



**NYS and utility programs can help protect your services and pay your bill.**

To learn more, visit [www.dps.ny.gov/winter](http://www.dps.ny.gov/winter), use the QR code below or call 1-800-342-3377.



**Corning Natural Gas Corporation**

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**MARCH**  
Natural Gas Workers' Day

**Natural Gas Continues to be Best Energy Value for Consumers**

Energy Source	Cost per unit
Natural Gas	\$1.22 per million Btu
Propane	\$2.46 per million Btu
Heating Oil	\$3.11 per million Btu
Electricity	\$4.74 per million Btu

**Corning Natural Gas Corporation**  
Published by Marie Husted · January 18 ·

**KEEP YOUR GAS METER CLEAR**

Corning Natural Gas would like to remind its customers that it is important during the winter to keep snow and ice from building up on your gas meter. Your outdoor gas meter and equipment are designed to withstand winter weather conditions, but heavy or hard-packed snow and ice on your meter can present a safety hazard. To avoid problems:

- Never let snow completely cover your meter.
- Do not shovel or blow snow over or against your meter.
- Take care in using a snow blower or plow near your meter.
- NEVER kick or hit the gas meter or its piping to break away built-up snow or ice. Use a broom to keep your gas equipment free from snow and ice.

Keep your meter clear of snow and ice:

- Accumulated snow places stress on your meter piping — damage to the piping can cause a gas leak. A buildup of ice on the meter can plug the vent and adversely affect the operation of the gas pressure regulator resulting in a potentially hazardous condition by preventing the flow of gas.

In the event of an emergency, crews may need to clear access to your meter. In the interest of your safety, we would appreciate it if you would keep the snow and ice cleared from your gas meter equipment this winter. If you suspect a problem or smell natural gas, please call 911 or Corning Natural Gas at 607-936-3755 or 1-800-834-2134.

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330 West William St, Corning, NY 14830  
(607) 936-3755 • CorningGas.com

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**For Immediate Release:**  
August 25, 2021

### Natural Gas Continues to be the Most Affordable Residential Energy Source Says DOE

Washington, D.C. – The U.S. Department of Energy (DOE) has forecasted the average costs of five residential energy resources for 2021, finding natural gas to be approximately one-third as expensive for consumers compared to electricity, and half as expensive for consumers compared to heating oil, propane, and kerosene. The forecast was released as part of a [public notice](#) in the *Federal Register* on August 25th.

“Americans know they can rely on natural gas as a safe and reliable source of energy in their home, and this data from the Department of Energy reiterates it is also more affordable,” said Karen Harbert, AGA President and CEO. “This is an important differentiator at a time when families across the country are still working to recover from the economic impacts of COVID-19. The natural gas industry is proud to support communities and customers with the reliable energy they need at affordable prices to ensure they can stay safe and warm and more economically secure.”

In the notice, the DOE estimated national average cost of electricity remains 3.6 times more than the cost of natural gas.

**Table 1 – Representative Average Unit Costs of Energy for Five Residential Energy Sources (2021)**

Type of energy	Per million Btu. <sup>1</sup>	In commonly used terms	As required by test procedure
Electricity	\$39.85	13.5¢/kWh <sup>2</sup>	\$0.136/kWh
Natural Gas	\$16.99	\$1.095/dollar <sup>3</sup> or \$11.36/MCF <sup>4</sup>	\$0.00010953/Btu
No. 2 Heating Oil	\$21.62	\$2.97/gallon <sup>5</sup>	\$0.0002162/Btu
Propane	\$21.06	\$1.92/gallon <sup>6</sup>	\$0.0002166/Btu
Kerosene	\$23.59	\$3.45/gallon <sup>7</sup>	\$0.0002359/Btu

Sources: U.S. Energy Information Administration, *Short-Term Energy Outlook* (August 10, 2021), *Annual Energy Outlook* (February 3, 2021), and *Monthly Energy Review* (July 27, 2021).  
Notes: Figures exclude taxes.  
1. Btu stands for British thermal unit.  
2. kWh stands for kilowatt-hour.  
3. kWh stands for kilowatt-hour.  
4. 1 MCF = 100,000 Btu.  
5. MCF stands for 1,000 cubic feet.  
6. For the purposes of this table, one cubic foot of natural gas has an energy equivalence of 1,039 Btu.  
7. For the purposes of this table, one gallon of No. 2 heating oil has an energy equivalence of 13,798 Btu.  
8. For the purposes of this table, one gallon of liquid propane has an energy equivalence of 91,333 Btu.  
9. For the purposes of this table, one gallon of kerosene has an energy equivalence of 135,000 Btu.

#### On Background:

[Implications of Policy-Driven Residential Electrification](#), a national study, found that policy-driven electrification could be burdensome to consumers and to the economy, have profound impacts and costs on the electric sector and be a very costly approach for a relatively small reduction in emissions.

[Grounded in Reality: The Implications of Electrification](#) looks at individual cities and the impacts of policy-driven electrification on customer costs, GDP, jobs, and our environment.

# Corning Natural Gas Corporation

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**MARCH Natural Gas Workers' Day**

**Natural Gas Continues to be Best Energy Value for Consumers**

Estimated national average cost of electricity is 3.4 times more than the cost of natural gas, according to the U.S. Department of Energy Federal Register.

Energy Source	Cost per unit
Natural Gas	\$1.20 per cubic foot
Propane	\$2.40 per gallon
Electricity	\$0.12 per kWh

**CONGRATS Jimmy**

### ERAP UTILITY BILL ASSISTANCE

Are you or your tenant behind on their rent and/or gas bill? You may qualify for up to 12 mos. of rent/utility arrears payments.

- The New York State Emergency Rental Assistance Program (ERAP) is for New York renters with household incomes below 80% of area median income (varies by county), a household member who collected unemployment benefits or had a financial hardship due to COVID-19, and a household that has past due rent on or after March 13, 2020.
- The benefits pay up to 12 months rental arrears and/or electric or gas utility arrears. Payments are made directly to your landlord or utility company.
- Apply with ProAction, call Sarah Thillman at 800-618-7882 extension 6309, thillmans@proactioninc.org, www.proactioninc.org; OR Catholic Charities, Steve Olix at 607-776-8085 extension 2211, steve.olix@dor.org.
- For more information: visit otda.ny.gov/ERAP, or call 844-691-7368.

**HEAP**

- Regular or emergency HEAP can still be applied for until August 31, 2021.
- There are up to three emergency benefits available.

**OTHER UTILITY ASSISTANCE**

- Call Catholic Charities Turning Point Corning 607-962-0704, or Bath 607-776-4575 if you have a shut-off notice.
- Corning Natural Gas can help you set up a deferred payment agreement.

Corning Natural Gas  
330 W. William Street  
Corning, NY 14830  
www.corninggas.com  
customerservice@corninggas.com

Corning Natural Gas Corporation Published by Marie Husted August 9, 2021

# Corning Natural Gas Corporation

## Intro

Corning Natural Gas Corporation is an investor owned local Distribution Company that provides natura

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330 W William St, Corning, NY, United States, New York

+1 607-936-3755

custsvc@corninggas.com

Message Typically replies within a day

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## Corning Natural Gas Corporation

Published by Marie Husted · August 9, 2021

**How to Read Your Meter**  
Your gas meter has four dials in a row numbered in opposite directions, which measures gas in units of 100 cubic feet. Each dial must be read accurately to represent your correct natural gas usage.



To read your meter, record the numbers left to right as indicated by the dial pointers on the four dials. If the dial pointer is between two numbers, read the lowest of the two numbers except when the dial pointer is between 0 and 9, in which case you would record the number 9.

**Report Your Meter Reading**  
In order to submit a meter reading, you will need the following information; account number (refer to your gas bill), meter number and your meter reading. Follow these easy steps:

- Gather all the required information from your gas meter using the above directions.
- Submit your reading using one of the following methods
  - On-line** fill in the required information on the [www.corninggas.com/customer-services-how-to-read-your-meter](http://www.corninggas.com/customer-services-how-to-read-your-meter)
  - By Phone** call customer service at 936-3755 and provide our representative with
    - Your account
    - Meter read
    - Meter read date (mm/dd/yyyy)

**Special Arrangements**  
If you have an indoor meter, we will require access to the meter. A key can be confidentially kept by Corning Natural Gas and used to ensure accurate reads are reflected on your bill.

**CORNING NATURAL GAS CORPORATION** 330 West William St, Corning, NY 14830 (607) 936-3755 • CorningGas.com **811 Know what's below. Call before you dig.**

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**MARCH Natural Gas Workers' Day**

**Natural Gas Continues to be Best Energy Value for Consumers**

Estimated national average cost of electricity is 3.4 times more than the cost of natural gas, according to the U.S. Department of Energy Federal Register.

Natural Gas	\$1.20 per million Btu
Propane	\$2.40 per million Btu
Heating Oil	\$2.40 per million Btu
Electricity	\$4.08 per million Btu

**CERTIFICATION OF CHANGE IN FINANCIAL CIRCUMSTANCES**

**Corning Natural Gas Account Information:**

Account Number: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Service Address: \_\_\_\_\_

**Certification:**

Please read the below certification. Your signature is verification that you are stating this to be true:

"I attest, under penalty of perjury, that due to the COVID-19 state of emergency, which began March 7, 2020, I am currently experiencing a change in financial circumstances."

Name on Corning Natural Gas Account: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**CORNING NATURAL GAS CORPORATION** 330 West William St. Corning, NY 14830 (807) 936-3755 • CorningGas.com

**811 Know what's below. Call before you dig.**

Corning Natural Gas Corporation Published by Marie Husted · February 17, 2021

**COVID-19 Utility Moratorium on Terminations and Disconnections and What it Means for Customers**

**How long is the moratorium and who is covered?**  
The moratorium is in effect until 180 days after the COVID-19 state of emergency is lifted or expires.

During the state of emergency, the moratorium protects all customers. After the state of emergency ends, the moratorium protects only residential customers who have experienced a change in financial circumstances due to coronavirus from terminations or disconnections.

**What do you need to do?**  
If you have experienced a change in financial circumstances due to COVID-19 after March 7, 2020, you are responsible for certifying the change with Corning Natural Gas to prevent termination. You can contact Corning Natural Gas Customer Service or complete the other side of this notice and mail it to our office. We will contact you to set up a deferred payment agreement. You may need to complete a financial statement and provide supporting documentation.

**What if your circumstances have NOT changed?**  
You can contact Corning Natural Gas Customer Service to enter into a deferred payment agreement to prevent future terminations. You may need to complete a financial statement and provide supporting documentation. During the 180-day period after the state of emergency, no down payment will be required for a deferred payment agreement.

**How is Corning Natural Gas helping customers?**  
We will continue to not charge late fees for the duration of the 180-day period. We are referring customers to programs that help with utility bill payments. We are setting up deferred payment agreements with customers who cannot pay in full.

**Please contact us to see how we can help you!**

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**CERTIFICATION OF CHANGE IN FINANCIAL CIRCUMSTANCES**

**Corning Natural Gas Account Information:**

Account Number: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Service Address: \_\_\_\_\_

**Certification:**

Please read the below certification. Your signature is verification that you are stating this to be true:

"I attest, under penalty of perjury, that due to the COVID-19 state of emergency, which began March 7, 2020, I am currently experiencing a change in financial circumstances."

Name on Corning Natural Gas Account: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**CORNING NATURAL GAS CORPORATION** 330 West William St. Corning, NY 14830 (807) 936-3755 • CorningGas.com

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Corning Natural Gas Corporation Published by Marie Husted · September 12, 2020



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Corning Natural Gas Headquarters Corning New York

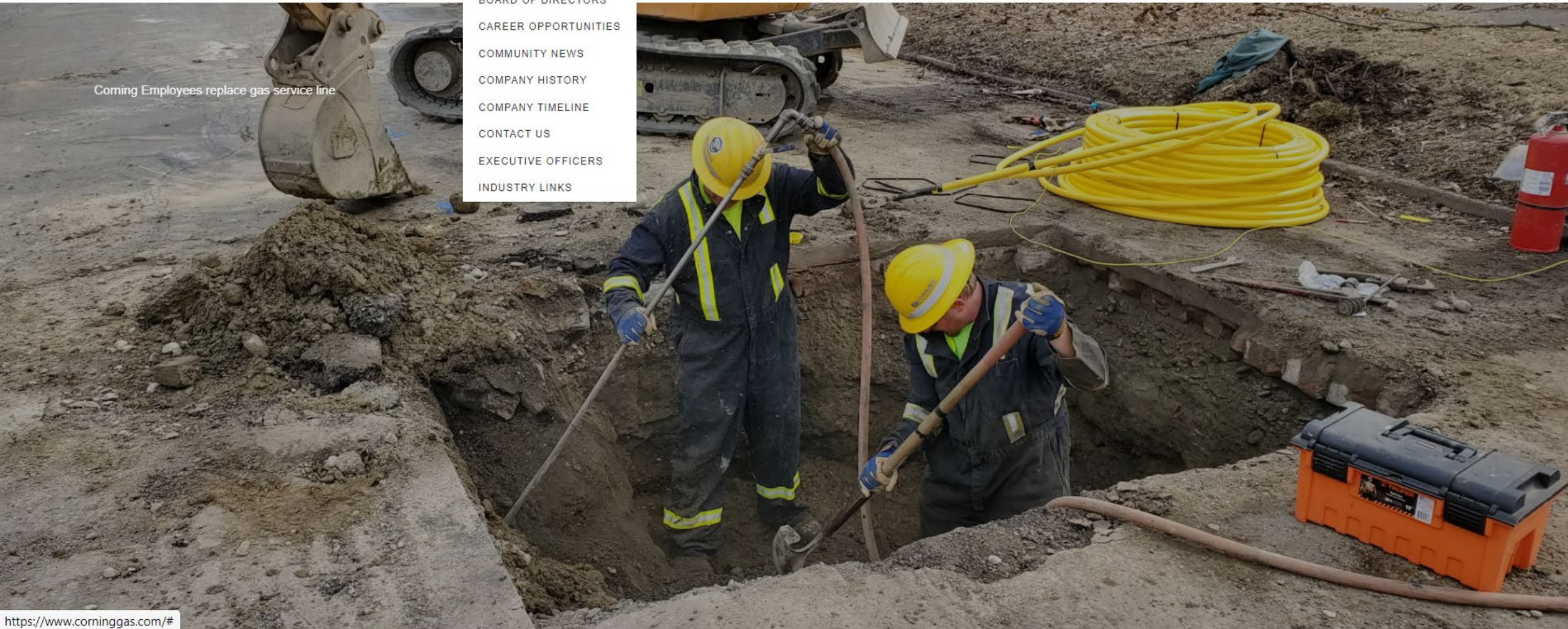




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- ABOUT US
- MY ACCOUNT
- ASSISTANCE PROGRAMS
- SAVE ME MONEY
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https://www.corninggas.com/#



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## INDUSTRY LINKS

### STATE AND FEDERAL AGENCIES

- [New York State Public Service Commission](#)
- [Pennsylvania Public Utility Commission](#)
- [Federal Energy Regulatory Commission](#)
- [U.S. Energy Information Administration](#)
- [HEAP](#)
- [United States Geological Survey](#)

### WEEKLY STORAGE REPORT INFORMATION

- [Weekly Storage Report \(Updated Each Thursday\)](#)

### GLOSSARY

- [Energy Solutions Energy Glossary](#)
- [Glossary of Terms](#)

### ENERGY CONSERVATION INFORMATION

- [NYS Weatherization Assistance Program Information](#)

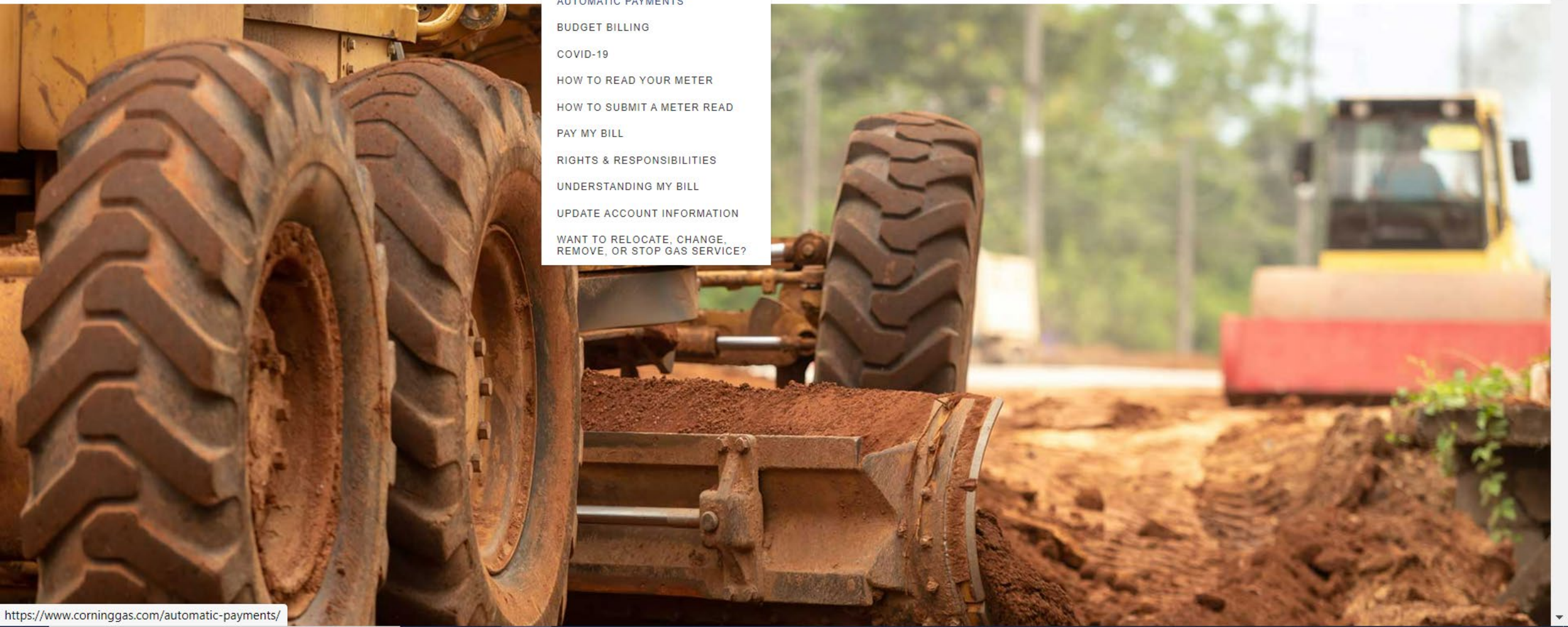
### GENERAL INDUSTRY RESOURCES

- [The American Gas Association](#)



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- BUDGET BILLING
- COVID-19
- HOW TO READ YOUR METER
- HOW TO SUBMIT A METER READ
- PAY MY BILL
- RIGHTS & RESPONSIBILITIES
- UNDERSTANDING MY BILL
- UPDATE ACCOUNT INFORMATION
- WANT TO RELOCATE, CHANGE, REMOVE, OR STOP GAS SERVICE?



https://www.corninggas.com/automatic-payments/



- HOME
- ABOUT US
- MY ACCOUNT
- ASSISTANCE PROGRAMS
- SAVE ME MONEY
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## AUTOMATIC PAYMENTS

If you would like your utility payment automatically deducted from your bank account each month, please call the office at 607-936-3755 and ask to speak to Customer Service, or complete the fillable Electronic Funds Transfer (EFT) PDF below and scan/email to [custsvc@corninggas.com](mailto:custsvc@corninggas.com); mail to CNGC, PO Box 58, Corning, NY 14830, or drop off at the office at 330 W. William St., Corning.

Please allow 1-2 business days for processing. Once implemented, the automatic deduction won't take effect until your next billing cycle. Please be sure you continue to pay your bill until the EFT takes effect.

[EFT AUTHORIZATION FORM](#)



## EFT REVOCATION

If you would like to revoke your EFT automatic deductions, please call the office at 607-936-3755 or email us at [custsvc@corninggas.com](mailto:custsvc@corninggas.com). We can let you know if you have a pending payment before the cancellation takes effect. We must receive a signed document authorizing the cancellation. If you are continuing with your natural gas service, you will then be responsible for mailing or calling in your monthly payment information on or before your due date. Please allow 1-2 business days for processing.

### CORNING NATURAL GAS CORPORATION

330 W. William St  
Corning, NY 14830

#### CALL US

Phone: (607) 936-3755

### REGULATORY

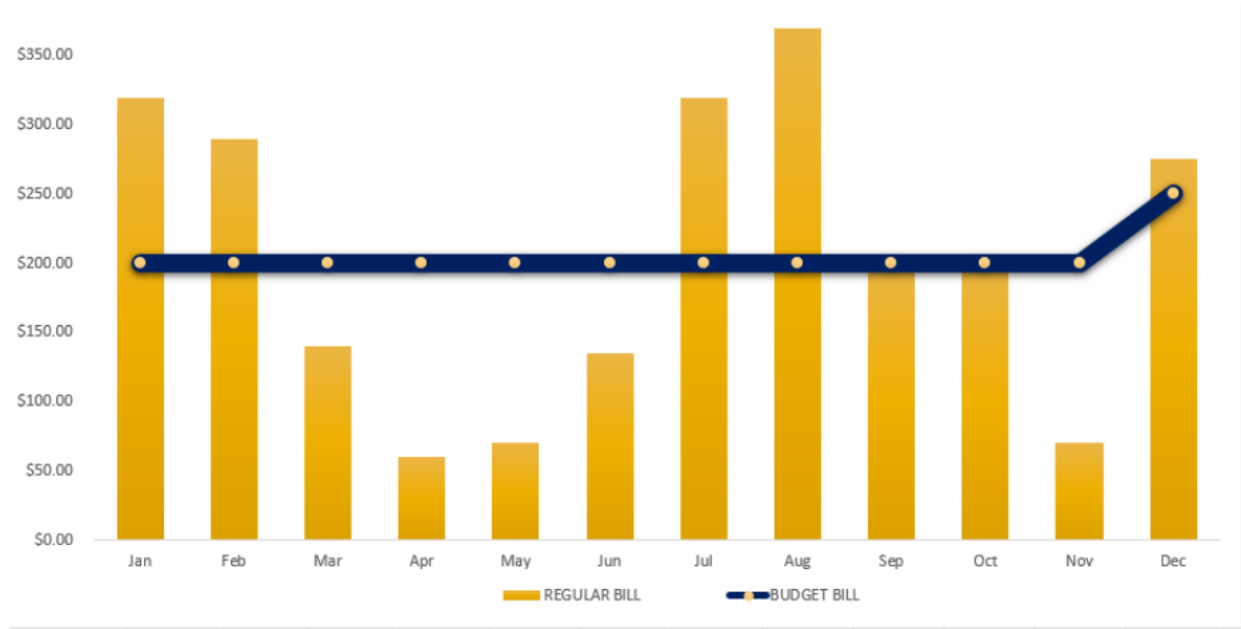
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- ESCO Login
- Gas Operations and Transportation Manual
- Gas Adjustment Calculation (GAC)

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- Contractor Resource
- Current Construction Projects [Download PDF](#)
- Driver's Report [Download PDF](#)



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	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
<b>REGULAR BILL</b>	\$320.00	\$290.00	\$140.00	\$60.00	\$70.00	\$135.00	\$320.00	\$370.00	\$200.00	\$200.00	\$70.00	\$275.00	<b>\$2,450.00</b>
<b>BUDGET BILL</b>	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	\$200.00	<b>\$250.00</b>	<b>\$2,450.00</b>
<b>Difference</b>	\$120.00	\$90.00	(\$60.00)	(\$140.00)	(\$130.00)	(\$65.00)	\$120.00	\$170.00	\$0.00	\$0.00	(\$130.00)	(\$25.00)	<b>\$0.00</b>
												<b>*Reassessment Month</b>	

### REASSESSMENT MONTH

In this example, the customer pays an additional \$50 in their December payment when the bill is "trued- up."

[CONTACT US TO SIGN UP FOR BUDGET BILLING](#)



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# COVID-19 UTILITY MORATORIUM ON TERMINATIONS AND DISCONNECTIONS AND WHAT IT MEANS FOR CUSTOMERS

## HOW LONG IS THE MORATORIUM AND WHO IS COVERED?

The moratorium is in effect until 180 days after the COVID-19 state of emergency is lifted or expires. During the state of emergency, the moratorium protects all customers. After the state of emergency ends, the moratorium protects only residential customers who have experienced a change in financial circumstances due to coronavirus from terminations or disconnections.

## WHAT DO YOU NEED TO DO?

If you have experienced a change in financial circumstances due to COVID-19 after March 7, 2020, you are responsible for certifying the change with Corning Natural Gas to prevent termination. You can contact Corning Natural Gas Customer Service or complete the other side of this notice below and mail it to our office. We will contact you to set up a deferred payment agreement. You may need to complete a financial statement and provide supporting documentation. You can contact Corning Natural Gas Customer Service to enter into a deferred payment agreement to prevent future terminations. You may need to complete a financial statement and provide supporting documentation. During the 180-day period after the state of emergency, no deposit will be required for a deferred payment agreement.

You can contact Corning Natural Gas Customer Service to enter into a deferred payment agreement to prevent future terminations. You may need to complete a financial statement and provide supporting documentation. During the 180-day period after the state of emergency, no deposit will be required for a deferred payment agreement.

## HOW IS CORNING NATURAL GAS HELPING CUSTOMERS?

We will no longer charge late fees for the duration of the 180-day period. We are referring customers to programs that help with utility bill payments. We are setting up deferred payment agreements with customers who cannot pay in full. Please contact us to see how we can help you!

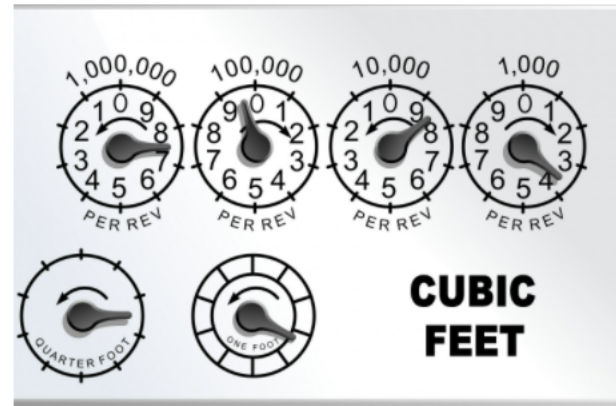


HOME ABOUT US MY ACCOUNT ASSISTANCE PROGRAMS SAVE ME MONEY I WANT GAS YOUR SAFETY

## HOW TO READ YOUR METER

Your natural gas bill is measured in volumetric units of 100 cubic feet that will be billed monthly based off your household's natural gas usage. Each dial should be read carefully in order to generate the most accurate bill. If you are unable to send us your read, or you forgot, we will estimate your usage.

If you have a dial meter, it has four main dials in a row numbered in opposite directions. If you have six dials, you should disregard the two smaller, separate dials. To read your **dial meter**, record the numbers left to right as indicated by the dial pointers on the four dials. If the dial pointer is between two numbers, read the lowest of the two numbers, except when the dial pointer is between 0 and 9, in which case you would record the number 9 (since 0 in this case refers to the number 10). In the photo to the right, the reading should be 7983.



To read your **mechanical or digital meter**, read the numbers on the display below from left to right. This reading should be 4674.



## SUBMIT YOUR METER READING

For information on how to submit a meter reading, refer to our [Submit a Meter Reading](#) page.



### Make One-Time Payment

Pay your bill in 3 easy steps without registering. All you need is your account number from your paper bill.

Payments made prior to 8PM EST will be posted to your account next day. Payments made after 8PM EST will be posted within 48 hours. For each payment, you will receive a confirmation number for your records.

[Pay Now](#)

### Login

**Email**

**Password**

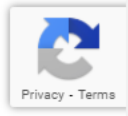
Don't have an account [Register Now](#)

[Login](#) [Forgot your password?](#)

## Paymentus

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[Privacy Policy](#) [Privacy Notice to California Residents](#) [Website Conditions of Use](#) [Payment Authorization Terms](#)





- HOME
- ABOUT US
- MY ACCOUNT
- ASSISTANCE PROGRAMS
- SAVE ME MONEY
- I WANT GAS
- YOUR SAFETY

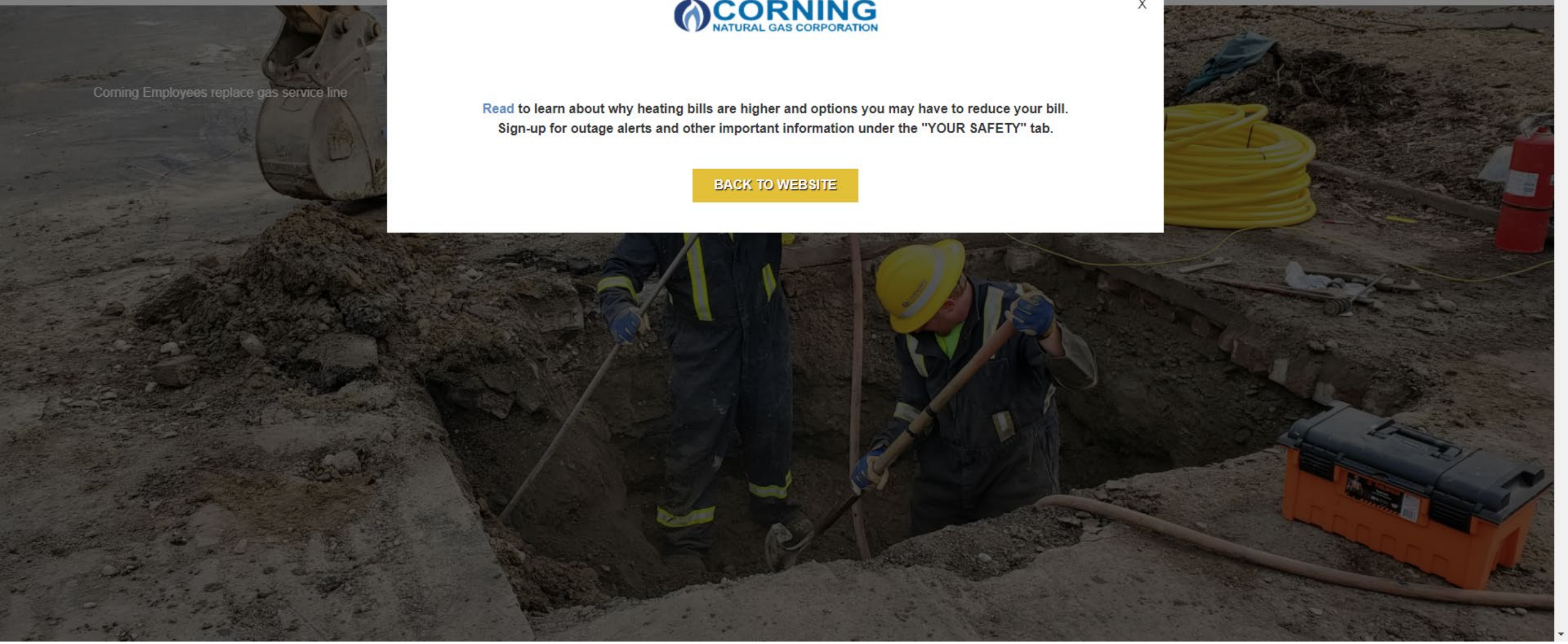


X

Read to learn about why heating bills are higher and options you may have to reduce your bill. Sign-up for outage alerts and other important information under the "YOUR SAFETY" tab.

BACK TO WEBSITE

Coming Employees replace gas service line

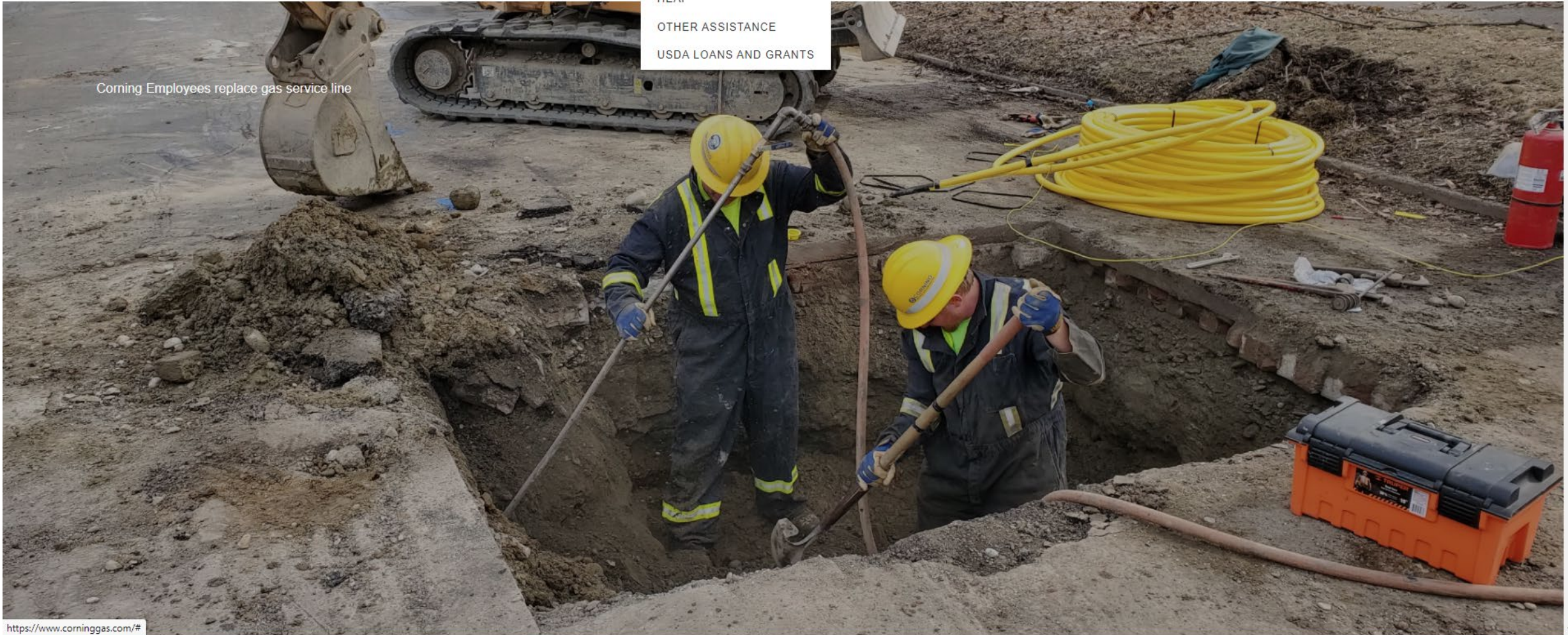




- HOME
- ABOUT US
- MY ACCOUNT
- ASSISTANCE PROGRAMS
- SAVE ME MONEY
- I WANT GAS
- YOUR SAFETY

- HEAP
- OTHER ASSISTANCE
- USDA LOANS AND GRANTS

Corning Employees replace gas service line





## OTHER ASSISTANCE

### CATHOLIC CHARITIES - TURNING POINT SERVICES

Turning Point Services of Catholic Charities offers financial assistance to qualified individuals or families facing utility shut-offs, evictions, hunger, or medicinal needs.

If you are interested in these services, call the office for eligibility requirements. You will be required to bring documentation for shut-offs or evictions.

Turning Point Corning  
Mobile Sites  
607-962-0704

Turning Point Bath  
23 Liberty St.  
Bath, NY 14810  
607-776-4575

Hours: Appointments available during regular work hours M - F, 9 a.m. - Noon and 1 - 4:30 p.m. Evening appointments available upon request.

### SALVATION ARMY

The Salvation Army Social Services Division may also offer assistance with utility bill payments and other needs. For more information and to apply, call:

Steuben County - Corning 607-962-4681 x101  
Cortland County - Cortland 607-753-9363, press 4  
Chemung County - not currently assisting with utility bills





HOME ABOUT US MY ACCOUNT ASSISTANCE PROGRAMS SAVE ME MONEY I WANT GAS YOUR SAFETY

## WANT A MORE CONSISTENT YOU PLAN YOU!

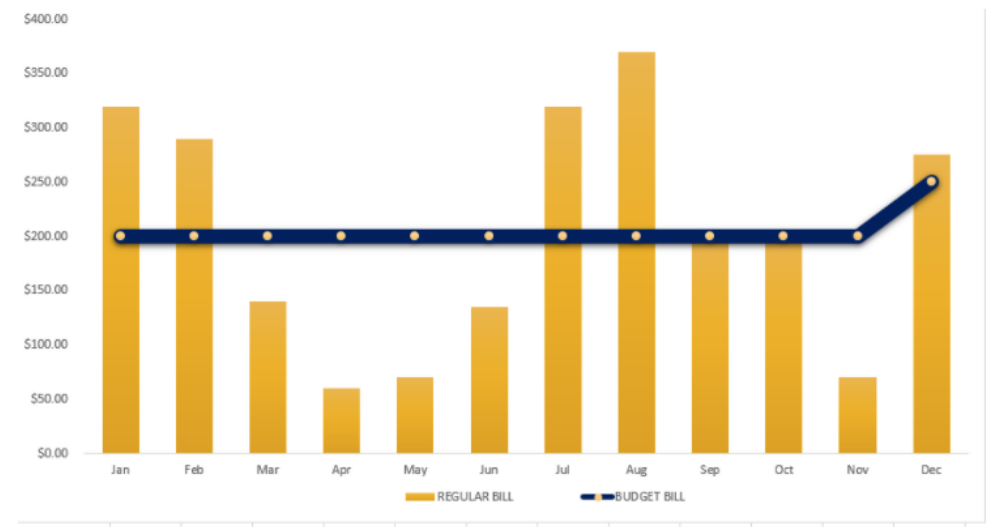
SIGN UP FOR BUDGET BILLING

## NEED HELP?

- BUDGET BILLING
- ENERGY AUDITS & WEATHERIZATION
- ENERGY CONSERVATION TIPS
- ENERGY COST CALCULATOR
- ENERGY EFFICIENCY REBATES
- GRAND HVAC LEASING
- SEE THE SAVINGS

How it works: To avoid the seasonal fluctuations of energy bills that can be caused by hot or cold weather extremes, Budget Billing spreads your bill payments evenly over 12 months. Your monthly budget payments will be uniform for 11 months, based on your usage history. The bill for the 12th month will include a true-up, an increase or decrease in the amount due to reflect your actual usage and energy charges for the year. Budget Billing does not change any past due amount.

Here is an example of a twelve-month regular bill vs. a budget bill:



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
<b>REGULAR BILL</b>	\$320.00	\$290.00	\$140.00	\$60.00	\$70.00	\$135.00	\$320.00	\$370.00	\$200.00	\$200.00	\$70.00	\$275.00	<b>\$2,450.00</b>
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<b>Difference</b>	\$120.00	\$90.00	\$60.00	\$140.00	\$130.00	\$135.00	\$120.00	\$170.00	\$0.00	\$0.00	\$130.00	<b>\$25.00</b>	<b>\$0.00</b>



## ENERGY CONSERVATION TIPS

### HEATING AND COOLING TIPS

- Set your thermostat as low as is comfortable in the winter and as high as is comfortable in the summer.
- Clean or replace filters on furnaces once a month or as needed.
- Clean warm-air registers, baseboard heaters, and radiators as needed; make sure they're not blocked by furniture, carpeting, or drapes.
- Bleed trapped air from hot-water radiators once or twice a season; if in doubt about how to perform this task, call a professional.
- Place heat-resistant radiator reflectors between exterior walls and the radiators.
- Turn off kitchen, bath, and other exhaust fans within 20 minutes after you are done cooking or bathing; when replacing exhaust fans, consider installing high-efficiency, low-noise models.
- During the heating season, keep the draperies and shades on your south-facing windows open during the day to allow the sunlight to enter your home and closed at night to reduce the chill you may feel from cold windows.
- During the cooling season, keep the window coverings closed during the day to prevent solar gain.



### LONG-TERM SAVINGS TIPS

- Select energy-efficient products when you buy new heating and cooling equipment. Your contractor should be able to give you energy fact sheets for different types, models, and designs to help you compare energy usage.
- For furnaces, look for high Annual Fuel Utilization Efficiency (AFUE) ratings. The national minimum is 78% AFUE, but there are ENERGY STAR models on the market that exceed 90% AFUE.
- For air conditioners, look for a high Seasonal Energy Efficiency Ratio (SEER). The current minimum is 13 SEER for central air conditioners. ENERGY STAR models are 14 SEER or more.

For more information, please email us at [Custsvc@Corninggas.Com](mailto:Custsvc@Corninggas.Com). Thank you for your interest in Corning Natural Gas Corporation.



## ENERGY COST CALCULATORS

Use these to help estimate the cost and environmental savings from using natural gas over other common fuels.

- To compare the costs of various fuels sources for home heating, use the [fuel comparison calculator](#)
- To calculate your residential carbon footprint, use the [residential energy calculator](#)
- To calculate your commercial carbon footprint, use the [commercial carbon calculator](#)

**SEE THE SAVINGS:**

- Convert from Electric **\$2,500\***
- Convert from Propane **\$1,700\***
- Convert from Oil **\$500\***

\*Savings are approximate based on whole home conversion and include heating and hot water.

### CORNING NATURAL GAS CORPORATION

330 W. William St  
Corning, NY 14830

**CALL US**  
Phone: (607) 936-3755  
Toll Free: (800) 834-2134

**EMAIL US**  
Email: [custsvcs@corninggas.com](mailto:custsvcs@corninggas.com)

### REGULATORY

Energy Supply Companies  
ESCO Login  
Gas Operations and Transportation Manual  
Gas Adjustment Calculation (GAC)

Gas Tariff  
Residential Rates  
Operational Flow Orders

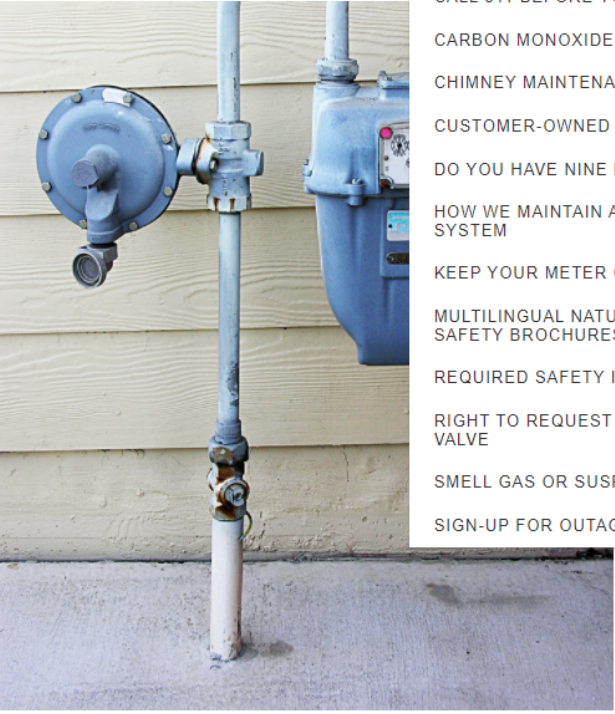
### RESOURCES

Corporate and Investor Information  
Contractor Resource  
Current Construction Projects [Download PDF](#)  
Privacy Policy [Download PDF](#)  
Terms of Use [Download PDF](#)



snow and ice from building up on your gas meter. Your outdoor gas meter and equipment are designed to withstand winter weather conditions, but heavy or hard packed snow and ice on your meter can present a safety hazard. To avoid problems:

- Never let snow completely cover your meter. Keep your meter clear of snow by brushing it off with a broom. Do not shovel or blow snow on top of, or against your meter. Be careful when using a plow near your meter. Accumulated snow places stress on your piping, and damage to the piping can cause a gas leak;
- Never let ice accumulate on your meter. A buildup of ice on the meter can plug the vent and adversely affect the operation of the gas pressure regulator, resulting in a potentially hazardous condition by preventing the flow of natural gas. Do not allow over-hanging ice from the roof or gutters above the meter to fall on top of the meter. Keep your gutters cleaned out and replace/repair any that are leaking;
- Never kick or hit the gas meter or its piping to break away a build-up of snow or ice;
- In the event of an emergency, our crews need clear access to your meter. Our crews will have to clear access to the meter if you have not already done so.



- CALL 811 BEFORE YOU DIG
- CARBON MONOXIDE SAFETY
- CHIMNEY MAINTENANCE & UPKEEP
- CUSTOMER-OWNED PIPE
- DO YOU HAVE NINE LIVES?
- HOW WE MAINTAIN A SAFE GAS SYSTEM
- KEEP YOUR METER CLEAR
- MULTILINGUAL NATURAL GAS SAFETY BROCHURES
- REQUIRED SAFETY INSPECTIONS
- RIGHT TO REQUEST EXCESS FLOW VALVE
- SMELL GAS OR SUSPECT A LEAK?
- SIGN-UP FOR OUTAGE ALERTS

As always, if you suspect a problem or smell natural gas, please call us at 607-936-3755.



## PREVENTING GAS FACILITY DAMAGE

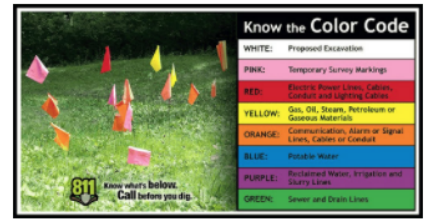
CALL 811 BEFORE YOU DIG

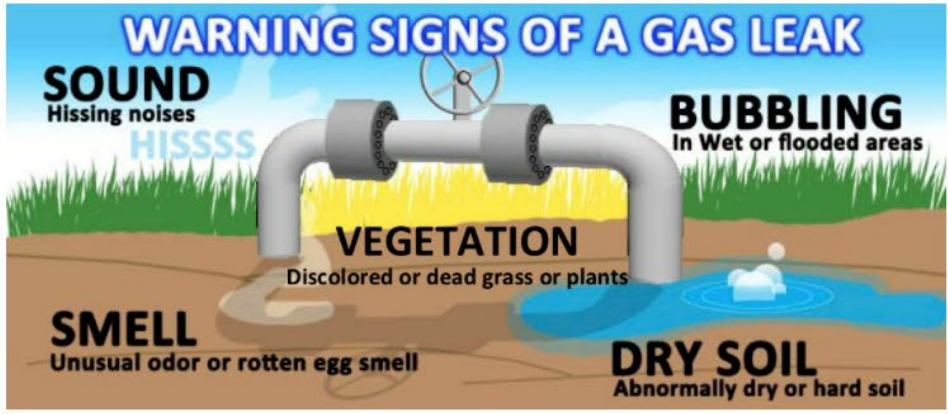
Located underground is a complex network of pipes and wires for critical services such as electricity, natural gas, communications, water, sewage and other utilities. Unsafe digging can damage buried equipment. If you plan to dig anywhere - from large construction jobs to home projects - smart digging means calling Dig Safely NY at 811 before each job. It's the first step in helping you to dig safely and avoid damaging critical utilities.

**Avoid Serious Consequences.** Striking an underground utility line while digging can cause harm to you or those around you. It can also disrupt service to entire neighborhoods, and potentially result in fines and repair costs defined in NY's strict facility protection law. Nationwide, one out of every three damages to underground utilities is the result of an excavator not calling 811 first. Never assume you know what is below.

### Simple Steps to Safer Digging

- **Make the call.** One free, simple phone call to Dig Safely NY at 811 will notify all appropriate utility companies of your intent to dig.
- **Provide advance notice.** Contact 811 at least two but not more than ten business days, but not including the date of the call, prior to digging to ensure enough time for utility lines to be properly marked.
- **Provide your project info.** When you call 811, a representative from Dig Safely NY will ask for the location and description of your digging project. You will be given a ticket number for your request.
- **Allow utilities to mark underground lines.** Dig Safely NY will notify Corning Natural Gas Corporation and other affected utilities that will then send professional locators to the proposed dig site to mark the approximate location of any underground lines.
- **Respect the markings.** Preserve the paint/flags until no longer needed for safe excavation. It is recommended that you remove them to the best of your ability once your excavation work is complete.
- **Understand the location marks.** Each type of buried utility has its own color code. Marks may be painted or located with flags using the following colors:
- **Dig Carefully.** Once lines have been properly marked, carefully hand dig with a shovel around the marked areas. Better yet, consider designing your project to avoid digging anywhere close to the underground facilities. Never use mechanized equipment within 24 inches of marks or exposed underground pipes or wires. Remember that utility marks will not indicate depth, and settling ground, erosion and other factors can cause the depth or exact location of underground pipes and wires to change over time.
- **If you hit or damage an underground or aboveground natural gas facility, Contact Corning Natural Gas Corporation immediately!**





**WHAT SHOULD YOU DO IF YOU SUSPECT A GAS LEAK OR YOU SMELL GAS?**

1. IMMEDIATELY MOVE TO SAFE AREA AWAY FROM THE LEAK
2. CALL US AT 1-800-834-2134 OR 607-936-3755

- Do not use matches or lighters. Do not attempt to light or turn on appliances. Extinguish all open flames, and turn off any running engines.
- Do not use phones, electric switches, thermostats, or appliance controls. Do not start any motorized equipment. All of these devices, including battery-operated equipment, can cause sparks and ignite natural gas.
- Do not attempt to find the source of the leak or repair a leak yourself.
- There is no charge for us to come out and check for a leak. Your safety is what matters!





## Rising Natural Gas Costs and Colder Weather Affect Winter Heating Bills in 2021-2022

**Corning, N.Y. (March 1, 2022)** Corning Natural Gas Corporation (CNGC) is providing information to customers regarding higher heating bills this winter. Customer bill increases are primarily related to higher gas usage associated with colder weather and increases in the cost of purchased natural gas. Despite these

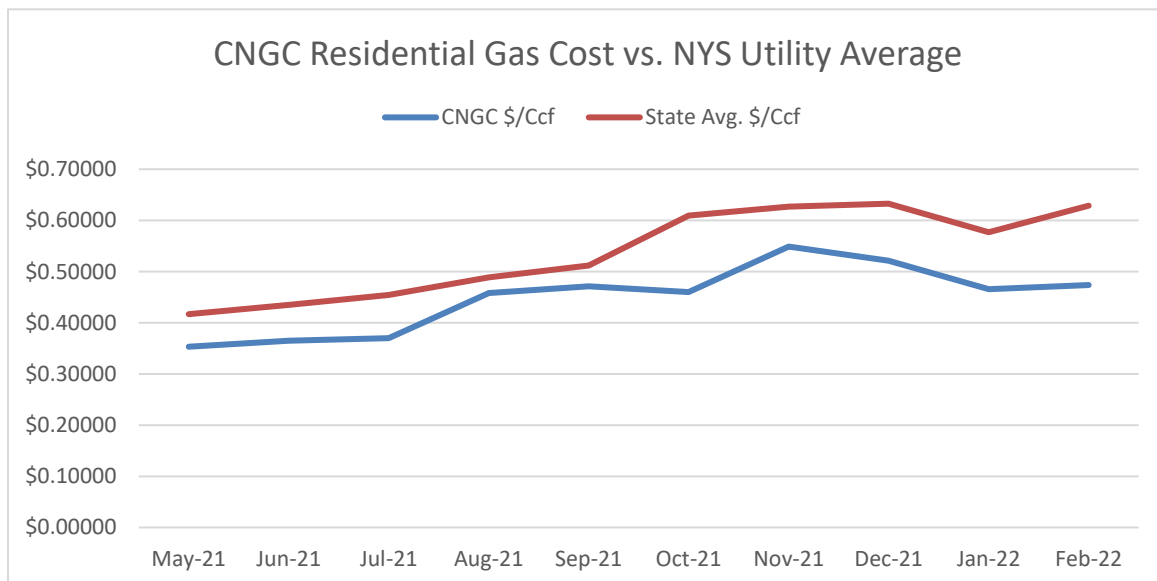
factors, CNGC had the second lowest gas acquisition cost of any New York gas utility for January, and the lowest gas cost of any New York gas utility in February.

Across CNGC’s service territory, approximately 95% of residents rely on natural gas to heat their homes and fuel their businesses. The average residential customer’s heating bill increased 25% compared to last winter’s bill. This increase was due to rising natural gas wholesale prices and colder weather in Western and Central New York. Customer bill increases were mitigated in large part by CNGC’s two successive base rate decreases, and the company’s consistent, low, purchased gas costs.

Market prices for natural gas supplies have increased from the historic lows experienced in the winters of 2019-2020 and 2020-2021. Despite the wholesale cost increase, the company’s customers continue to benefit from their proximity and access to abundant, reliable, and lower-cost natural gas supplies produced in the Southern Tier of New York and the Northern Tier of Pennsylvania. Last summer, CNGC filled its storage inventories with regionally produced gas supplies when prices were lower. This, coupled with the utility’s purchasing strategy, helped mitigate price increases.

### Consistent Low Residential Rates and Gas Cost

CNGC consistently has some of the lowest residential rates and gas cost out of the 16 local gas distribution companies regulated by the New York State Department of Public Service. The graph below shows that CNGC Residential Natural Gas Commodity Costs are consistently below the state’s average.



CNGC purchases natural gas in accordance with its approved purchasing plan. Natural gas is a commodity bought and sold in a national deregulated market and prices fluctuate daily due to supply and demand pressures. CNGC's plan is designed to limit price volatility and ensure delivery reliability. Over the past year, supply and demand forces have been affecting the market price with demand coming back faster than supply, causing prices to increase. While the Company can't control the price in the national wholesale market or weather, CNGC continues to execute a gas purchasing strategy on behalf of its customers to maintain affordability and ensure reliable service even in frigid winter weather.

## Customer Assistance Options

Due to higher bills, CNGC wants to remind customers that substantial financial assistance is now available. Recently, New York State announced a one-time **Home Energy Assistance Program Regular Arrears Supplement** (HEAP RAS) benefit to pay up to \$10,000 in gas and/or electric arrears for low-income households. Administered through the local Departments of Social Services, the HEAP RAS benefit will pay the entire current balance, including arrears. The HEAP RAS grant will be in addition to the **HEAP Regular** benefit (up to \$426) presently available. **Emergency HEAP grants** were offered in January 2022 for up to \$350.

CNGC can help its customers enroll in the following assistance programs and encourages all customers struggling to make payments to call us.

- **Deferred Payment Agreement** allows customers to negotiate a repayment plan based on individual financial circumstances.
- **Special Protections** are applicable for households where all residents are aged 62 years and up, or are 18 years and younger, or are blind or disabled.
- The **NYS Emergency Rental Assistance Program** (ERAP) provides rent, utility, and home energy payment assistance for tenant households.
- **Budget Plan Billing** allows winter payments to be spread out over the whole year, providing stable monthly bills.

Assistance for Corning Natural Gas customers is available weekdays from 8 a.m. to 5 p.m. by contacting **1-800-834-2134**.

## Energy and Money Saving Tips to Help Lower Your Bill

Customers can also take steps that can assist in conserving energy and saving money on their winter heating bills, as well as accessing several programs available to assist qualifying customers with home energy costs. Tips can be found at [Energy Conservation Tips | Corning Natural Gas Corporation \(corninggas.com\)](https://www.corninggas.com/energy-conservation-tips). Some common guidelines include:

- Reduce air leaks and cut as much as 10% from your monthly energy bill by using caulk or weather-stripping to seal leaks around floors, walls, ceilings, ducts, doors, windows, fans/vents, electric outlets, fireplaces, and plumbing.
- Set thermostats between 65° and 70° during the winter and at 58° when away from the house for more than a few hours. By turning your thermostat back 10°-15° for eight straight hours, you can save about 5%-15% a year on your heating bill — a savings of as much as 1% for each degree.
- Turn down thermostats automatically without sacrificing comfort by installing a programmable thermostat.

- Close vents and doors in unused rooms. Close dampers on unused fireplaces. Warm air rises, so use registers to direct warm airflow across the floor.
- Set your water heater to 120° or the medium temperature setting. Drain a quart of water from the bottom of your water heating tank every three months to remove sediment that can hamper the efficiency of your unit.

Gas usage and bills will increase when customers experience weather that is significantly colder—January 2022 was 25% colder than January 2021—even though CNGC has recently had two successive base rate decreases, and its gas costs are consistently lower than the state average. Customers can seek assistance and should try energy and money saving tips to help keep bills as low as possible.

###

Russell S. Miller  
Senior Vice President Energy Supply  
Corning Natural Gas Corporation