



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, 2023

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

RE: Cases 17-M-0475

Dear Secretary Phillips:

Pursuant to the Public Service Commission's orders in the above-captioned proceedings, please find enclosed Corning Natural Gas Corporation's Outreach and Education Plan for 2023 with 2022 results.

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 Corporation
OUTREACH AND EDUCATION PLAN
2023**

Submitted by {Marie Husted, Energy Supply Manager}
on {March 31, 2023}
to Erin O'Dell-Keller, DPS Office of Consumer Services
cc: Sangeetha Kailas, DPS Office of Consumer Services

Corning Natural Gas Corporation

OUTREACH AND EDUCATION PLAN 2023

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Corning Natural Gas Corporation
OUTREACH AND EDUCATION PLAN
2023

Utility Information

UTILITY OUTREACH & EDUCATION AND COMPANY OFFICIALS

Dates Covered by Plan: From: January 1, 2023 To: December 31, 2023

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

Name: Marie Husted
Title: Energy Supply Manager
Mailing Address: 330 W. William St., 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: CIO, Sr. VP Energy Supply
Mailing Address: 330 W. William St., Corning, NY 14830
Email: rmiller@corninggas.com
Telephone No. (607) 936-3755 Fax No. () -

- Director of Outreach and Education:

Name: Russell Miller
Title: CIO, Sr. VP Energy Supply
Mailing Address: 330 W. William St., Corning, NY 14830
Email: rmiller@corninggas.com
Telephone No. (607) 936-3755 Fax No. () -

- President or Chief Executive Officer:

Name: Michael German
Title: CEO

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: 50,000
Please identify the source of this statistic: Estimate of each political subdivision
- Total number of service accounts:

	Electric	Natural Gas Service
Residential		14,271
Commercial		986

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: 6,892
- 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: 2,121
 - regular: 1,466
 - 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 Programs 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 how 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 representatives discuss 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 each 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 2023:

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

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

	Electric	Gas
Bill Inserts	\$	\$5,400
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 2023:

▪ **Energy Efficiency.....\$750.00**

	Electric	Gas
Bill Inserts	\$	\$750.00
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 **\$5,710.00**

	Electric		Gas	
	total	winter	total	winter
Bill Inserts	\$	\$	\$	\$3,000
Brochures/Flyers	\$	\$	\$	\$
Direct Mail	\$	\$	\$	\$
Educational Videos	\$	\$	\$	\$
Email	\$	\$	\$	\$
Media	\$	\$	\$	\$2,710
Newsletters	\$	\$	\$	\$
Web and digital media	\$	\$	\$	\$
Other (explain)	\$	\$	\$	\$

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

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

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

Estimated Outreach & Education Budget for January – December 2023:

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

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

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

▪ **Outreach Events.....\$0**

Actual Outreach & Education Expenditures for January – December 2022:

Provide Outreach and Education expenditures for the previous year. Indicate the total proposed budget for 2022 and the total actual expenditures. Each category table should include actual (not proposed) spending by outreach method/tool for the year.

	Planned	Spent
Total	\$17,000	\$29008.34
Electric: Total	\$	\$
Gas: Total	\$17,000	\$ 29008.34

Breakdown by Categories:

	Planned	Spent
▪ Customer Service	\$5400	\$5343.66
Includes messaging on billing, complaint procedures, rate information, rights and responsibilities, special needs, etc.		

	Electric	Gas
Bill Inserts	\$	\$5343.66
Brochures/Flyers	\$	\$
Direct Mail	\$	\$
Educational Videos	\$	\$
Email	\$	\$
Media	\$	\$
Newsletters	\$	\$
Web and digital media	\$	\$
Other (explain)	\$	\$

	Planned	Spent
▪ Energy Affordability	\$750	\$1003.91

	Electric	Gas
Bill Inserts	\$	\$1003.91
Brochures/Flyers	\$	\$
Direct Mail	\$	\$
Educational Videos	\$	\$
Email	\$	\$
Media	\$	\$
Newsletters	\$	\$
Web and digital media	\$	\$
Other (explain)	\$	\$

Actual Outreach & Education Expenditures for January – December 2022:

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

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

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

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

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

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

Actual Outreach & Education Expenditures for January – December 2022:

Planned Spent
 ▪ **Other Communications**.....\$ **\$14159.19**

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

	Electric	Gas
Bill Inserts	\$	\$7582.19
Brochures/Flyers	\$	\$
Direct Mail	\$	\$
Educational Videos	\$	\$
Email	\$	\$
Media	\$	\$6577.00
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 20% 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

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
2023

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.17-M-0475

Required by Order, Joint Petition, Settlement, Other:

Date the Order was Issued and Effective:

04/20/2012

Summary of O&E requirements:

Intervals for which the O&E Reports 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: 3/29/2022
- Office of Consumer Services Date: 3/29/2022
- Other: _____ Date: _____

(Name of DPS contact person)

Date Reporting May Cease:

**Corning Natural Gas Corporation
OUTREACH AND EDUCATION PLAN
2023**

Global Outreach and Education Tools

2023 Outreach & Education Plan with 2022 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 2022 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 93.4% effectiveness in providing safety information.

Goals for 2023:

The third-party customer survey continues to rank CNGC at 93.4% effectiveness in providing safety information.

How Priority Was Set:

Management decision.

Description of 2023 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.

2023 Outreach & Education Plan with 2022 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:

We are testing the software with employees currently. AlertMedia allows the company to contact those customers that choose to participate immediate text, e-mail, and phone notifications of events on the CNGC 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 2022 Results and Lessons Learned: Provide detailed evaluation in Appendix C

N/A

Goals for 2023:

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 2023 Program: (see guidance document regarding program elements to include such as audience, messaging, schedule, evaluation plan, etc.)

The 2022 program will place 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.

2023 Outreach & Education Plan

with 2022 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 2022 Results: Provide detailed evaluation in Appendix C

Surveys and feedback at meetings through various public events

Goals for 2023:

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

How Priority Was Set:

Management decision.

Description of 2023 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.

2023 Outreach & Education Plan with 2022 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 2022 and those planned for 2023.

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 2022 Results: Provide detailed evaluation in Appendix C

Goals for 2023:

Corning will provide webinars to first responders or on-site training.

How Priority Was Set:

Management decision

Description of 2023 Program: (see guidance document regarding program elements to include such as audience, messaging, schedule, evaluation plan, etc.)

2023 Outreach & Education Plan with 2022 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 2022 Results and Lessons Learned: Provide detailed evaluation in Appendix C

We use surveys and receive feedback at public events. According to the third-party survey of the 480 customers only 66.9% remember having received safety literature with their bills the remainder either do not know or refused the information.

Goals for 2023:

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 2021, we would like to increase our social media presence by doing more posts, social/educational events, and ad campaigns. According 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 2023 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 and American Blood Drives.

**Corning Natural Gas Corporation
OUTREACH AND EDUCATION PLAN
2023**

Section 4

Outreach and Education Topics

2023 Outreach & Education Plan with 2022 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 debit, credit, or electronic check. CNG also allows are other payment options through Paymentus besides the debit, credit, or electronic check. Now customers can pay with PayPal, Venmo, Amazon Pay, and the Instant Payment Network (IPN) at Walmart.

Summary of 2022 Results and Lessons Learned: Provide detailed evaluation in Appendix C

Program participation in the bill payment by deduction program is approximately 14% of total customers for the participation in the Paymentus program. Customers are rating our alternate forms of payment at 90.75

Goals for 2023:

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

How Priority Was Set:

Management decision.

Description of 2023 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

2023 Outreach & Education Plan with 2022 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 2022 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 95.3%

Goals for 2023:

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 2023 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.

2023 Outreach & Education Plan with 2022 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 provide rebates

Summary of 2022 Results and Lessons Learned: Provide detailed evaluation in Appendix C

Goals for 2023:

How Priority Was Set:

Description of 2023 Program: (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

2023 Outreach & Education Plan with 2022 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 such as bill relief program (Phase 1 and Phase 2).

New/Continuing Program:

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

Summary of 2022 Results and Lessons Learned: Provide detailed evaluation in Appendix C

Goals for 2023:

How Priority Was Set:

Description of 2023 Program: (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

2023 Outreach & Education Plan with 2022 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 2022 Results and Lessons Learned: Provide detailed evaluation in Appendix C

The flier will be sent out in April, 2023

Goals for 2023:

How Priority Was Set:

Management decision

Description of 2023 Program: (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

2023 Outreach & Education Plan with 2022 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 CNGC website

Summary of 2022 Results and Lessons Learned: Provide detailed evaluation in Appendix C

Goals for 2023:

Prevent damage to customer meters

How Priority Was Set:

Management decision

Description of 2023 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.

2023 Outreach & Education Plan with 2022 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 to do when natural gas odor is detected.

Summary of 2022 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 2023:

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 2023 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 general public through training meetings, community events and Dig Safe Meetings.

2023 Outreach & Education Plan with 2022 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 2022 Results and Lessons Learned: Provide detailed evaluation in Appendix C

N/A

Goals for 2023:

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 2023 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.

2023 Outreach & Education Plan with 2022 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:

Summary of 2022 Results and Lessons Learned: Provide detailed evaluation in Appendix C

Goals for 2023:

How Priority Was Set:

Description of 2023 Program: (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

2023 Outreach & Education Plan with 2022 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 2022 Results and Lessons Learned: Provide detailed evaluation in Appendix C

Goals for 2023:

How Priority Was Set:

Elimination of unscheduled interruptions.

Description of 2023 Program: (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

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

2023 Outreach & Education Plan with 2022 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 2022 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 2023:

Continue to meet the special needs of all customers.

How Priority Was Set:

Management decision

Description of 2023 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.

2023 Outreach & Education Plan with 2022 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:

Summary of 2022 Results and Lessons Learned: Provide detailed evaluation in Appendix C

Goals for 2023:

How Priority Was Set:

Description of 2023 Program: (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

2023 Outreach & Education Plan with 2022 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 2022 Results and Lessons Learned: Provide detailed evaluation in Appendix C

N/A

Goals for 2023:

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.

How Priority Was Set:

Management decision

Description of 2023 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.

2023 Outreach & Education Plan

Other

Include any outreach program not identified elsewhere in the manual.

New/Continuing Program:

Summary of 2022 Results and Lessons Learned: Provide detailed evaluation in Appendix C

Goals for 2023:

How Priority Was Set:

Description of 2023 Program: (see guidance document regarding program elements to include such as audience, messaging, delivery vehicles, schedule, evaluation plan, etc.)

Enter name of Utility here

OUTREACH AND EDUCATION PLAN
2023

Section 5

Employee Outreach and Education

2023 Outreach & Education Plan with 2022 Results

CUSTOMER SERVICE EMPLOYEE TRAINING

New/Continuing Program:

CNGC is continuing to train our customer service employees on CIS V4 software. Customer Service personnel will receive additional training in 2022 such as Excel, Access Database, Front Desk Security, Administrative Professional/Assistant courses, Customer Service courses, and Business Writing and Grammar.

Summary of 2022 Results and Lessons Learned: Provide detailed evaluation in Appendix C

Measured number of customers per customer service representative per day.

Goals for 2023:

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

Description of 2023 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
2023**

Appendix A

Outreach and Education Events

**Corning Natural Gas Corporation
OUTREACH AND EDUCATION PLAN
2023**

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		
Other		

**Corning Natural Gas Corporation
OUTREACH AND EDUCATION PLAN
2023**

**Appendix C
2022 Outreach and Education Program
Evaluation**

2022 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
N/A			

Utility Outreach Events

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

Website, Social Media & Mobile Applications

EVALUATION TYPE	PLATFORM EVALUATED	RESULTS/FEEDBACK	SOURCE OF FEEDBACK
Phone Calls	Customers	3.3% used website to contact us	Third Party Feedback

Billing Services and Payment Alternatives

EVALUATION TYPE	PLATFORM EVALUATED	RESULTS/FEEDBACK	SOURCE OF FEEDBACK
Phone calls	Customers	90.8%	Third Party Feedback

Customer Rights & Responsibilities

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

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
Phone Call	Customers	4.6%	Third party feedback

Natural Gas/Electric Safety

EVALUATION TYPE	PLATFORM EVALUATED	RESULTS/FEEDBACK	SOURCE OF FEEDBACK
Phone Call	Customers	95.3%	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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(607) 936-3755 • CorningGas.com



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

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

HOME ENERGY ASSISTANCE PROGRAM (HEAP)

You may qualify for regular and/or emergency HEAP depending on your income, household size, and other factors. For more information, visit www.otda.ny.gov/programs/heap or call, visit, or email:

ProAction

117 East Steuben Street, Bath
607-776-2125 or 800-553-2033
info@proactioninc.org
Mon. – Fri. 8:30 am– 4:00 pm

Steuben County DSS

3 E. Pulteney Square, Bath
607- 664-2500 or 800-346-2211
Mon. – Fri. 9:00 – 5:00

HOUSEHOLD SIZE MAXIMUM MONTHLY INCOME

1	\$2,729
2	\$3,569
3	\$4,409
4	\$5,249

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 2021, Corning Natural Gas:

- ✓ Replaced 256 bare steel services
- ✓ Replaced 28,331' of bare steel main
- ✓ Repaired 102 gas leaks
- ✓ Installed 28,867' of new gas main
- ✓ Installed 33,276' of new service line

2022 we will continue system upgrades and reinforcements.

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

Check our website for construction updates.



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



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

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 2022:

- Town of Corning: Rand, Clark, Stanton, Elmhurst Cir.
- Village of Riverside: John, Brewster, Hart, E. High St, Stanton, Fenderson, Stiles
- Village of Painted Post: Bronson, Jerome, Brewster, E. High St
- City of Corning: W. William St., Wallace St., Gorton, Norman, John, Highland Dr, Grannon Dr., W. 4th, W. 5th, Washington, W. Third St., Chestnut St, W. 6th St., Dodge Ave.
- Town of Campbell: Dry Run Rd, Gulf Rd.
- Town of Erwin: Willow Dr, Meadow, Cherry, Birch, Ash, Dogwood, Elmwood, Line 11 along Chatfield Pl.
- Addison: Vastbinder Rd
- Town of Bath: Windfall Rd, Bonny Rd

**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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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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SUMMER SAFETY

Protect Your Appliances

- Use dedicated surge protectors from power surges. In the event of a power outage or voltage reduction
- Disconnect sensitive electronic appliances such as your personal computer, printers, televisions, microwave, and game consoles
- Turn off other appliances that were on. This prevents blowing fuses or tripping circuit breakers when the power does come back on

Protect Your Health

- Keep cool by staying in a cool place. Take it easy, drink liquids and wear cool, loose-fitting clothes
- Know the signs of heat stress (also known as hyperthermia) including dizziness, nausea, headache, and dry skin. If a person exhibits these symptoms, seek immediate medical help



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.



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

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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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



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Corning Natural Gas Holding Corporation (CNGHC) is proud to announce its recent merger with Argo Infrastructure Partners, LP. Argo's acquisition of CNGHC was made official on July 6th. While we are very excited to share this news with our customers, we want to ensure that we expect very little, if any changes in the way that we safely and reliably serve our community. CNGHC has a long-standing reputation for providing excellent customer service in New York and Pennsylvania through our three operating subsidiaries Corning Natural Gas, Pike County Light & Power, and Leatherstocking Gas Company. This, paired with Argo's substantial track record as a long-term investor in utility and infrastructure investments, will prove to be a mutually beneficial business relationship that will benefit our valued customers for the foreseeable future.

Headquartered in New York, Argo Infrastructure Partners LP is an independent infrastructure investment manager. As of June 30, 2022, Argo is responsible for over \$5 billion in assets on behalf of its investor partners. They specialize in regulated utilities, energy, renewables, and transportation. Argo has a team comprised of individuals with years' worth of experience in the energy and utility fields. Their combined knowledge of these fields paired with Argo's capital resources will provide us with the necessary tools to ensure that Corning Natural Gas will continue to provide the same safe, reliable, and affordable service our customers have received over the past several years.



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QUESTION #1: What should I expect to change from a customer's perspective as a result of this merger?

ANSWER: Our customers should expect no change in the way in which their service is being currently supplied. Contact with the company, bill payment methods, billing for service, and requests for service will all remain unchanged

QUESTION #2: Will Argo's acquisition result in a change in how much I am currently paying for my energy services?

ANSWER: No, we have already seen a positive influence resulting from this merger that will lead to lower costs for our customers. Argo's capital resources will provide CNG with the ability to improve our current infrastructure which will in turn result in our ability to better serve you. Your bill may change based on many other factors, however, including your usage, weather, and gas costs.

Both Argo and CNGHC have entered into this agreement with the intention of providing a smooth and seamless transition for all parties involved. As always, we thank you for your support and we look forward to serving our wonderful community for many, many years to come.



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Corning Natural Gas Corporation Advises Customers to Expect Higher Heating Bills This Winter

October 1, 2022

Corning, N.Y.

Corning Natural Gas Corporation (“CNGC”) anticipates higher gas cost for its customers this winter. Gas bills typically increase this time of year simply as a result of increased gas usage by customers due to colder weather.

Starting last March primarily due to world events the market saw a steady increase in wholesale natural gas prices after many years of stability and relatively low prices. This past summer’s natural gas cost to CNGC increased significantly due to high electric generation demand, due to warmer than normal weather in much of the nation and supply limitations due to limited gas production growth and higher export demand to address the energy crisis in Europe due to the war in Ukraine.

Approximately 15,000 customers rely on CNGC to deliver natural gas to heat their homes and fuel their businesses. Based on the current gas cost customers should prepare for higher heating bills. Predicting energy costs and winter weather are not an exact science, CNGC knows that the summer purchase price it paid for natural gas currently being injected into underground storage fields is nearly 50% higher than last summer’s storage gas prices.

The New York Mercantile Exchange (NYMEX) natural gas pricing for deliveries this upcoming winter is higher as well, current winter pricing is \$6.75 per MMBtu, an increase from last winter when pricing averaged under \$5.30 per MMBtu. In comparison, just two years ago, wholesale gas prices were at \$2.80 per MMBtu.

CNGC is encouraging its customers to prepare in advance for the winter and higher energy bills. First recommendation, make sure home heating systems are operating efficiently and effectively to prevent wasted energy. Outdated heating systems and worn-out or not enough insulation can increase energy costs. Also, there are inexpensive ways for consumers to make their living spaces more energy efficient. Tips can be found at www.fuelingtomorrowtoday.com/energy-sustainability-tips/tips-for-the-home/

- Reduce air leaks and cut as much as 10% from your monthly energy bill. Be sure to use caulk or weatherstripping to seal leaks around floors, walls, ceilings, ducts, fireplaces, plumbing, doors, windows, fans, vents and electric outlets.
- 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.
- Change or clean furnace air filters once a month during the heating season. Furnaces consume less energy if they “breathe” more easily. Use the arrival of your natural gas bill as your reminder to change the filter
- Warm air rises, so use registers to direct warm airflow across the floor.

- Close vents and doors in unused rooms. Close dampers on unused fireplaces
- 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.
- Insulate water heaters with insulation blankets in accordance with manufacturer's guidelines.
- Install water-flow restrictors in showerheads and faucets.
- On sunny days, open curtains and blinds on windows that receive direct sunlight. Close them at night or on cloudy days to insulate against the cold air outside
- If radiators are located near cold walls, place a sheet of aluminum foil between the radiator and the wall to reflect heat back into the room

Due to higher bills, CNGC wants to remind customers that substantial financial assistance is now available

- **Home Energy Assistance Program (HEAP)** – opening Nov. 1st, this federally-funded program provides significant help with energy bills with grants ranging from \$400 – \$476 for basic and additional \$400 for emergency grants.
- **Bill Relief Program for NYS residential customers** – A state energy bill forgiveness program for income-eligible customers in response to the COVID-19 pandemic. Residential customers receiving qualifying government assistance will receive a bill credit for unpaid balances for service billed through May 1, 2022
- **Neighbor for Neighbor Heat Fund** – \$500 grants help customers meet basic energy needs with any of the following situations: disabled, have a certified medical emergency, at least 55 years old, recently unemployed or a veteran.
- **Special Protections** – safeguards exist for customers who live in households where all residents are 62 years or older, 18 years or younger or disabled.
- **Deferred Payment Plans** – CMGC will make special arrangements can be made for a repayment plan based on individual financial circumstances.
- **Budget Billing Plan** – CNGC does recommend that customers utilizes our budget billing plan for a predictable, stable monthly payments. This plan prevents seasonal billing swings and takes the guesswork out of planning for utility costs.

Assistance for Corning Natural Gas customers is available weekdays from 8 a.m. to 5 p.m. by contacting us at **1-800-834-2134** or by visiting us at 330 West William Street in Corning.

Russell S. Miller

Sr. Vice President Energy Supply

Corning Natural Gas Corporation

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

Website: www.otda.ny.gov/programs/heap • To apply online: www.mybenefits.ny.gov

This year's HEAP program opens as of 11-1-2022

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	\$2,852
2	\$3,730
3	\$4,608
4	\$5,485
5	\$6,363
6	\$7,241

You may also qualify for emergency HEAP AFTER JANUARY 3, 2023

Steuben County DSS

3 E. Pulteney Square, Bath • 664-2500 or 800-346-2211
Monday - Friday 8:30 - 4:30

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.



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



Know what's below.
Call before you dig.

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 PSC 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 PSC 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

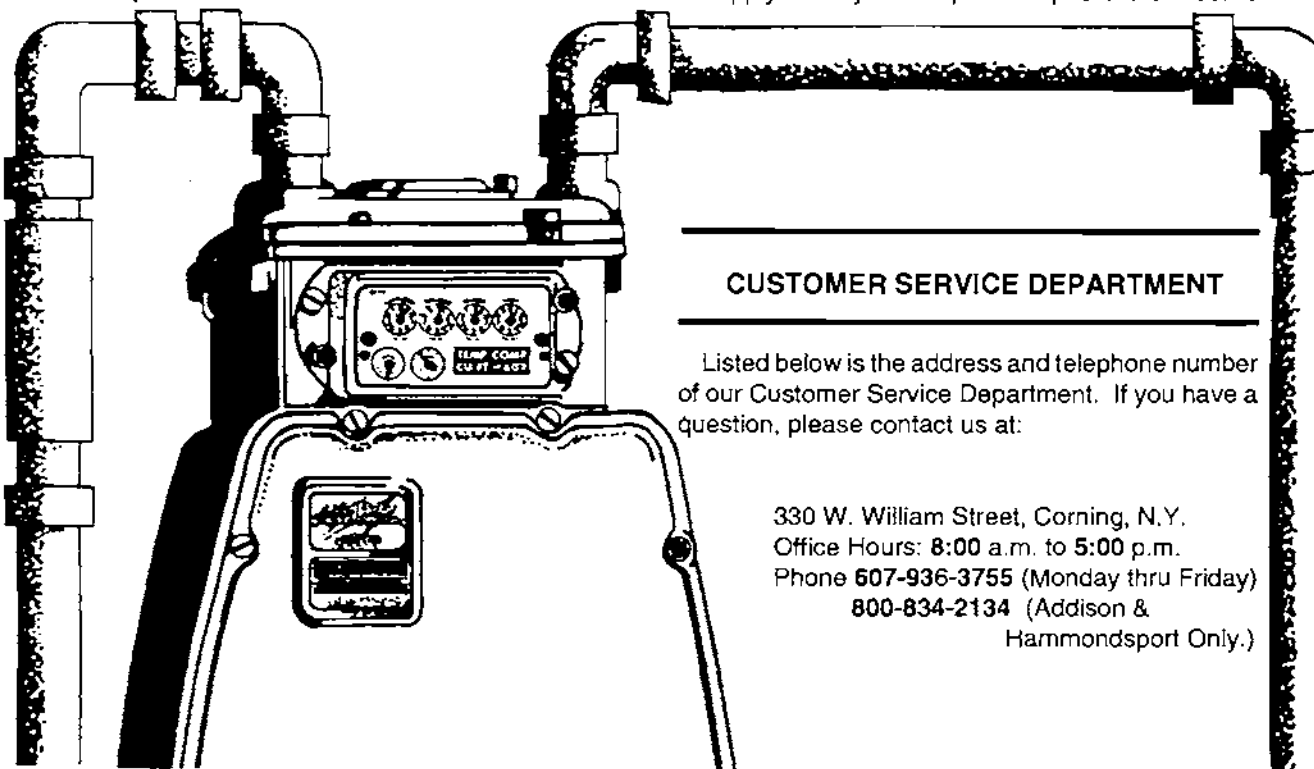
You may choose a relative, a friend, a member of the clergy, or an agency (such as the Department of Social Services) to be a "third party" for you. A third party, if they agree in writing, will receive copies of any Final Disconnect Notices we send to you because of overdue utility bills. The third 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 tenant's 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 &
Hammondsport 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 _____

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

we will start you on the budget billing plan.
 Return the coupon that we distribute during May and
 plan, contact our Customer Service Department.
 manage your budget. For more information about the
 your overall energy expenses, but it may help you
 Plan may help. This payment plan does not reduce
 charges evenly over a 12-month period, our Budget
Budget Billing - If you want to spread your gas

customer parking area.
 the night depository box located off the left side of our
 William Street, Corning, during business hours or use
 You can also pay in person at our office at 330 West
 also helps us speed the processing of your payment.
 mail using the envelope we provide. Paying by mail
Where to pay - The most convenient way to pay is by

BILLING

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.

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

Public Assistance - If you receive public assistance
 or Supplemental Security Income, we will not require
 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.

2. We have turned off your service for non-payment

OR

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

former customer applying for a new account, we
 Coming Natural Gas Corporation customer, or a
Year-round Customers - If you are a current

service for less than one year.

New Customers - We may request a deposit from
 seasonal customers or someone who requests
 average bill from November 1 to April 30.

require a deposit, it is based on two times the
 deposit when beginning service with us. If we do
DEPOSITS - Most customers do not have to pay a

DEPOSIT POLICY

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
 New York State Public Service Commission
 (PSC) rules and The Home Energy Fair
 Practices Act (HEFPA)**

QUESTIONS, PROBLEMS, APPEALS

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 PSC toll free
 HELPLINE at 1-800-342-3377. The HELPLINE is
 staffed from 8:30 a.m. to 4:45 p.m. on business days.
 PSC consumer representatives will investigate your

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

provided you pay any undisputed charges.

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

If you fail to pay overdue bills, we may turn off your
 service only after we have given the required notice

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

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 PSC). Otherwise we will hold the deposit
 and we will credit interest to your account on a yearly
 basis.

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
 tenants to pay the bill. You only have to pay current
 charges and can deduct the utility payment from your
 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.

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

Time of Termination - We are allowed to turn off
 section on "Hardship Procedures" in this pamphlet.

2. You do not work out a deferred payment

OR

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

Your service will be turned off if:
 PSC staff will help you in making such an agreement.
 changed due to conditions beyond your control. The

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 _____

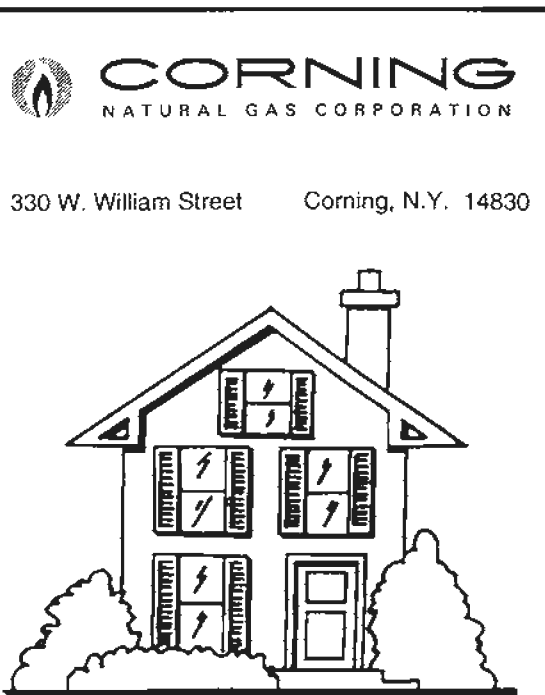
City _____

State _____ Zip _____

Signature of _____


Third Party _____

Date _____




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







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 **Corning Natural Gas Corporation**
Published by Marie Husted · January 6 · 

ATTENTION Corning Natural Gas Customers: We have been made aware of a phone scam targeting our customers regarding potential disconnects of gas service. If we contact our customers we do so from our Corning Natural Gas phone number and verify account information. If you believe you have received a scam phone call, do not provide them information and contact our office to confirm.

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Published by Julie Lewis · January 4 · 

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Corning Natural Gas Corporation
Published by Marie Husted · January 3

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.

330 West William St, Corning, NY 14830 (607) 936-3755 • CorningGas.com 01/23

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Corning Natural Gas Corporation
 Published by Marie Husted · December 20, 2022


Today Corning Natural Gas employees Kay, Heather and Kelly presented Amey from Pro-Action "Champ" with a check to help those in need with Christmas. Thank you to all employees who participated.









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 **Corning Natural Gas Corporation**
Published by Julie Lewis · December 14, 2022

Watch this short clip to see the true value of natural gas.



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 **Corning Natural Gas Corporation**
 Published by Marie Husted · December 3, 2022


CNG's Christmas celebration for our great employees!




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Corning Natural Gas Corporation
 Published by Marie Husted · October 27, 2022 · 

If you would like to learn more about NYS Clean Heat please click on this link

CLEANHEAT.NY.GOV 

NYS Energy Company Contact Information for Contractors : NYS Clean Heat

Please reach out to the specific energy company contacts with your questions about the program or application process. For specific project inquiries, please reach out to your assigned account manager. Your accoun...


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 **Corning Natural Gas Corporation**

Published by Marie Husted · October 21, 2022

A day of learning how pipe goes into the ground! Thanks Joe for sharing your knowledge with us!



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Corning Natural Gas Corporation

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Celebrating 50 Years of Safety

(Pennsylvania One Call) The Keystone of Damage Prevention August 2022

AUG. 11 (8/11) SERVES AS A CONVENIENT REMINDER FOR PENNSYLVANIA RESIDENTS TO ALWAYS CONTACT 811 BEFORE DIGGING

Pennsylvania 811 encourages people to make a request 3 days before digging to avoid damaging buried utilities.

WEST MIFFLIN, PA (Aug. 7, 2022) – Aug. 11 is almost here, and on its 50th anniversary of service to the Commonwealth, Pennsylvania One Call System hopes that the 8/11 date on the calendar will serve as a natural reminder for residents to contact 811 prior to any digging project to have underground utility lines marked. Every few minutes an underground utility line is damaged because someone decided to dig without first contacting 811.

When calling 811, homeowners and contractors are connected to Pennsylvania One Call System, the local 811 center, which notifies the appropriate utility companies of their intent to dig. Professional locators then arrive at the digging site to mark the approximate locations of underground lines with flags, spray paint or both.

Striking a single line can cause injury, repair costs, inconvenient outages and fines. Every digging project, no matter how large or small, warrants contacting 811 by phone or online. Installing a mailbox, building a deck, planting a tree and laying a patio are just some examples of digging projects that require an 811 request at least three days before breaking ground.

“On Aug. 11 and throughout the year, we remind homeowners and professional contractors alike to use the 811 service before digging to reduce the risk of striking an underground utility line,” said Bill Kiger, President & CEO for Pennsylvania One Call System. “Calling 811 or visiting www.pa811.org is really the only way to know which utilities are buried in your area so that you can dig safely.”

The depth of utility lines can vary for a number of reasons, such as erosion, previous digging projects and uneven surfaces. Utility lines need to be properly marked because even when digging only a few inches or digging in a location that’s previously been marked, the risk of striking an underground utility line still exists.

Visit www.ponecall.org for more information about 811 and safe digging practices.

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 **Corning Natural Gas Corporation**
 Published by Marie Husted · June 17, 2022

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 The risky proposition of rushing electrification.


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<https://www.smarternyenergy.org/>

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New York needs a smarter energy policy that doesn't throw the baby out with the bathwater. L...


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



BUDGET BILLING (Icon: money bag)

WINTER PREPAREDNESS (Icon: snowflake)

ONLINE BILL PAY (Icon: credit cards)

SUBMIT A METER READING (Icon: meter)

RNG PROJECTS (Icon: trash can)



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HOW TO SUBMIT A METER READ

YOU HAVE THE FOLLOWING THREE OPTIONS FOR SUBMITTING YOUR METER READ:

OPTION 1

Please fill in the boxes below when reading your gas meter. From left to right, enter the NUMBER for each dial into the corresponding box that represents the exact position of the number on your meter. If the dial is between numbers, enter the lower of the two numbers. If the dial is between 9 and 0, enter 9 (since in this case, 0 represents 10). Click "submit." If we do not receive an actual reading, we will send you an estimated gas bill.

Customer Name: *

First

Last

E-Mail Address: *

Account Number: *

Meter Number: *



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

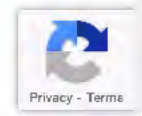
Don't have an account [Register Now](#)

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

Paymentus

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AUTOMATIC

If you would like your utility pay account each month, please call us at 607-936-3755, contact us on Facebook, or email us at custsvc@corninggas.com. You can also download the PDF below and scan/email to custsvc@corninggas.com, Box 58, Corning, NY 14830, or Corning.

Please allow 1-2 business days for your automatic deduction won't take effect. Please ensure you continue to pay your bill on time.

EFT AUTHORIZATION FOR

- AUTOMATIC PAYMENTS
- BUDGET BILLING
- 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?

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. 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

- Energy Supply Companies
- ESCO Login
- Gas Adjustment Calculation (GAC) and NYS Residential Rate Comparison

RESOURCES

- Corporate Information
- Contractor Resource
- Current Construction Projects [Download PDF](#)



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COM

Before the company b under own years, their growth. Cr installed in

In 1949-1953, many significant changes took place. Because of the Public Utility Holding Company Act of 1935, the Pennsylvania owners divested of their New York assets. Crystal City Gas Company was renamed Corning Natural Gas Corporation in 1954 with a subsidiary, Corning Natural Gas Appliance Corporation, and was under new management.

From the 1950's to the 1990's, rapid growth and expansion took place with the installation of new pipelines and growth in the residential appliance business. In 1986, FERC issued orders permitting large commercial and industrial customers the right to purchase their own gas. Local distribution companies, like Corning Natural Gas, then would transport that gas for a fee on their pipelines. By 1988, 54% of gas in the company pipelines was transported, compared to 20% in 1987. Corning Natural Gas transports gas to two other utilities, NYSEG and BEGWS.

In 2006, the Corning Natural Gas company ownership changed hands under new leadership and a new board of directors. Four years later, a partnership with Mirabito Regulated Industries was formed in November of 2010 and created Leatherstocking Gas Company (LGC), with franchises in both NY and PA. Corning Natural Gas Holding Corporation (CNGHC) was formed July 10, 2013, as a publicly traded corporation that became the parent company of CNGC and LGC. In August of 2016, CNGHC purchased Pike County Light and Power, a Pennsylvania gas and electric company, from Orange and

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as (CNG or CNGC), the any on August 30, 1904 mpany. For the next 50 yes, but little company om transmission lines i Farm in Caton. From

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- OTHER ASSISTANCE
- USDA LOANS AND GRANTS

HEAP

The Home Energy Assistance Program (HEAP) may help you pay for electricity, propane, natural gas, wood, oil, kerosene, coal, or any other heating fuel.

HEAP is a federally funded program that issues heating benefits to supplement a household's annual energy cost. HEAP also offers an emergency benefit for households in a heat or heat related energy emergency. Additionally, HEAP may offer furnace repair and/or replacement benefits for households with inoperable heating equipment.



Are you interested in applying for HEAP? Applications are generally accepted only between November - March each year. You may obtain more information and apply online at: <https://www.ny.gov/services/apply-heating-and-cooling-assistance-heap> or <https://otda.ny.gov/programs/apply/#heap>. You may also call or visit your local county HEAP office below:

Chemung County DSS
[HEAP Program](#)
425 Pennsylvania Ave.
Elmira, NY 14904
(607) 737-5368

Cortland County DSS
[HEAP Program](#)
60 Central Ave
Cortland, NY 13045
(607) 428-5400

Steuben County Department of Social Services (DSS)



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- SEE THE SAVINGS

BUDGET BI
ADD PREDICTABILITY TO YOUR

WANT A MORE CONSISTENT BILL AMOUNT TO HELP YOU PLAN YOUR BUDGET?

SIGN UP FOR BUDGET BILLING

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:





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.

- 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



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Published by Julie Lewis · January 4

The Climate Leadership and Community Protection Act of 2019 poses real risks to your personal energy choices.








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PLEASE NOTE NEW INFORMATION:
 Outreach Office Hours are 8am- 12pm and 1pm – 3pm on Tuesdays only
 Location is the new DMV building... See more

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

Website: www.otda.ny.gov/programs/heap • To apply online: www.mybenefits.ny.gov

This year's HEAP program opens as of 11-1-2022
 If your maximum monthly household income is at or below the following guidelines, you may be eligible for HEAP funds:

Household Size	Monthly Gross Income
1	\$2,852
2	\$3,730
3	\$4,608
4	\$5,485
5	\$6,363
6	\$7,241

You may also qualify for emergency HEAP AFTER JANUARY 3, 2023

Steuben County DSS
 3 E. Pulteney Square, Bath • 664-2500 or 800-346-2211
 Monday - Friday 8:30 - 4:30

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.



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

