

**Valley Energy, Inc.**  
New York Division

P.S.C. No. 1 Gas  
Leaf No. 26  
Revision No. 3  
Superseding Revision No. 2

#### GENERAL INFORMATION

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

###### B. Estimated Bills - Residential:

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

Date of Issue: March 28, 2005      Date Effective: March 29, 2005  
Issued by: Robert J. Crocker, President & CEO, Sayre, PA 18840  
Issued in compliance with order in Case 04-G-0821 dated January 21, 2005

**Valley Energy, Inc.**  
New York Division

P.S.C. No. 1 Gas  
Leaf No. 27  
Revision No. 2  
Superseding Revision No. 1

## GENERAL INFORMATION

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

#### C. No Access Procedures - Residential:

- (a) If no actual reading is obtained after bills representing six month or three billing periods of estimated bills, whichever is greater, have been rendered, the Company shall send a notice to the customer or to the person who controls access to the meter offering a special appointment for a meter reading both during and outside of business hours.
- (b) Where the customer resides in a multiple dwelling (as defined in the Multiple Dwelling Law or Multiple Residences Law) or in a two-family dwelling that is known by the Company to contain residential units where service is provided through a single meter or meters and the meter is not in the apartment, the notice shall be sent to the customer and such other person who controls access to the meter.
- (c) If the Company's records do not contain the address of the person who controls access to the meter, the Company shall request that the customer furnish such information.
- (d) The Company receives no response after bills representing eight months or four billing periods of estimated bills, whichever is greater, the Company may send a notice advising the customer and/or such other person who controls access to the meter that if no appointment is made a charge of twenty-five dollars (\$25) will be added to the next bill rendered to the person who controls and refuses to provide access to meter.
- (e) If the person who controls access fails to arrange an appointment in response to a second request and the Company is unable to obtain an actual meter reading, the Company may add a charge of twenty-five dollars (\$25) to the next bill of the recipient of the notice. If the Company intends to obtain a court order to gain access to the meter, it shall inform the recipient of the notice by certified or registered letter. The letter shall inform the recipient that the purpose of obtaining such a court order is to replace a meter, or, if physically feasible, to relocate the meter or install a remote reading device. The letter shall state that the court costs and the costs of the meter relocation will be paid by the person who controls access to the meter.

D. Tenant Energy Bill Data - Residential: Upon written request from a prospective tenant or lessee, the Company will provide, at no cost, the total natural gas charges incurred at the prospective residential rental premises for the life of the premises, or the preceding two-year period, whichever is shorter. Prior to the commencement of the tenancy or execution of a lease, the Company will provide such information to the landlord or lessor and to the prospective tenant, or other authorized person, within ten days of receipt of the written request.

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|----------------|--------------------------------------------------------------------------|-----------------|----------------|
| Date of Issue: | June 12, 2020                                                            | Date Effective: | August 1, 2020 |
| Issued by:     | Edward E. Rogers, President & CEO, 523 S. Keystone Ave., Sayre, PA 18840 |                 |                |

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**Valley Energy, Inc.**  
New York Division

P.S.C. No. 1 Gas  
Leaf No. 28  
Revision No. 1  
Superseding Revision No. 0

GENERAL INFORMATION

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

E. Meter Reading and Estimated Bills - Non- residential:

(a) Meter Reading - Non-residential Customers:

- (1) The Company shall make a reading attempt, to obtain an actual reading for every customer's account, on the regularly scheduled basis stated in Rule 7.A.(d).
- (2) A reading attempt requires that a meter reader visit the premises between 8:00 a.m. and 5:00 p.m. on a business day and follow any routine access instructions.
- (3) Where circumstances beyond the Company's control prevent the Company from making a regularly scheduled reading attempt and where the two previous consecutive cycle bills were not based on an actual reading the Company shall make a second similar follow-up reading attempt as soon as possible and within seven calendar days after the scheduled reading date.
- (4) Where the Company has billed a customer's account based on the readings of a remote registration device for six consecutive months, the Company shall, at the time of every subsequent reading attempt and, until successful, try to gain access to and read the meter.
- (5) Where the Company has billed a customer's account based on customer readings for six consecutive months, and did not obtain an actual reading at the time of the next regularly scheduled or follow-up reading attempt thereafter, the Company shall, within seven calendar days after the last attempt, either make another reading attempt or an appointment with the customer to read the meter.
- (6) Unless a customer does not have access to the meter or the customer will be unable to obtain a reliable meter reading, the Company shall, at the time of any unsuccessful reading attempt, leave at the premises or mail to the customer a meter reading card.

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Date of Issue: February 21, 2020 Date Effective: July 1, 2020  
Issued by: Edward E. Rogers, President & CEO, 523 S. Keystone Ave., Sayre, PA 18840

Effective date postponed to 08/01/2020. See Supplement No. 10.

**Valley Energy, Inc.**  
New York Division

P.S.C. No. 1 Gas  
Leaf No. 29  
Revision No. 1  
Superseding Revision No. 0

## GENERAL INFORMATION

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

#### E. Meter Reading and Estimated Bills - Non-residential: (Cont'd.)

##### (b) Estimated Bills - Non-residential Customers:

##### (1) The Company may render an estimated bill for a regular cycle billing period only when:

- (i) the Company has failed to obtain access to the meter(s);
- (ii) circumstances beyond the control of the Company make obtaining an actual reading of the meter(s) extremely difficult, despite having access to the meter area; provided, however, that estimated bills for this reason may be rendered no more than twice consecutively without the Company advising the customer in writing of the specific circumstances and the customer's obligation to have the circumstances corrected;
- (iii) the Company has good cause for believing that an actual or customer reading obtained is likely to be erroneous; provided, however, that estimated bills for this reason may be rendered no more than twice consecutively without the Company initiating corrective action before the rendering of the next cycle bill;
- (iv) circumstances beyond the control of the Company prevented the meter reader from making a premises visit;
- (v) an actual reading was lost or destroyed; provided, however, that an estimated bill for this reason shall be rendered no more than once without the Company initiating corrective action before the rendering of the next cycle bill;
- (vi) an estimated reading has been prescribed or authorized by the Commission for a particular billing cycle;
- (vii) an estimated reading is the approved billing method in accordance with the Company's tariff for the billing; or
- (viii) an un-metered condition was in existence during the period.

##### (2) Every estimated bill shall be calculated in accordance with an established formula or methodology that shall take into account the best available relevant factors for determining the customer's usage.

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|----------------|-------------------------------------------------------------------------------------|-----------------|--------------|
| Date of Issue: | February 21, 2020                                                                   | Date Effective: | July 1, 2020 |
| Issued by:     | <u>Edward E. Rogers, President &amp; CEO, 523 S. Keystone Ave., Sayre, PA 18840</u> |                 |              |

Effective date postponed to 08/01/2020. See Supplement No. 10.