

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

Superseding

P.S.C. No. 1 Gas  
Original Leaf No. 39  
Revised Leaf No. 0

## GENERAL INFORMATION

### 8.1 Discontinuance of Service - Residential: (Cont'd.)

#### I. Discontinuance of Service to Two-Family Dwellings:

The Company shall not discontinue service to a two-family dwelling that is known by the Company to contain residential units where service is provided by a single meter, unless the notices specified in the Public Service Law have been given.

#### J. Multiple Dwellings – Additional Requirements:

Subsections C through G shall be applicable with respect to the discontinuances of service to entire multiple dwellings.

During the cold weather period beginning November 1 of each year and ending April 15 of the following year, the written notices required in Subsections H and I shall be provided not less than 30 days before the intended termination.

#### K. Emergency Disconnection:

The Company may disconnect service when an emergency may threaten the health or safety of a person, a surrounding area or the Company's distribution system. The Company shall act promptly to assure restoration of service as soon as feasible. Service will be restored before it may be terminated for any other reason.

#### L. Termination of Residential Service - Special Procedures:

Special emergency procedures, required by 16 NYCRR Part 11, provide special protections for specified residential customers regarding the termination and restoration of service in cases involving medical emergencies, the elderly, blind, or disabled, and terminations during cold weather.

Copies of the Company's special procedures are on file with the Commission and are available to the public upon request at Company offices where application for service may be made.

#### M. Complaint Procedures - Residential:

Any complaint filed with the Company regarding disputed bills, charges or deposits will be promptly investigated in accordance with the procedures and form of notice required by the Public Service Commission rules contained in 16 NYCRR 11.20 and 275.

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Issued by: Robert J. Crocker, President & CEO, 523 S. Keystone Ave., Sayre, PA 18840