

Valley Energy, Inc.
New York Division

Superseding

P.S.C. No. 1 Gas
Original Leaf No. 36
Revised Leaf No. 0

GENERAL INFORMATION

8.1. DISCONTINUANCE OF SERVICE - RESIDENTIAL:

A. Notice of discontinuance - Time:

The Company may discontinue the supply of gas for nonpayment of bills rendered for service or for failure to post a lawfully required deposit at least 15 days after written notice has been served personally upon the customer or mailed to the customer. This notice may not be issued until at least 20 days have elapsed from the date payment was due.

If the person supplied above has specified to the Company in writing an alternate address for billing purposes, the notice shall be sent to such alternate address rather than to the premises where service is rendered.

B. Notice of Discontinuance - Format:

Every notice indicating discontinuance of service will

(a) clearly indicate in non-technical language:

- (1) the reason for service discontinuance;
- (2) the total amount required to be paid indicating the amount for which the customer's account is either in arrears or the required deposit, if any, which must be posted by the customer, or both;
- (3) a method whereby the customer may tender payment of the full sum due and owing including any required deposit to avoid the discontinuance of service; and
- (4) the availability of Company procedures for handling complaints prior to discontinuance, including the address and telephone number of the office of the Company which the customer may contact in reference to his or her account; and
- (5) the earliest date on which discontinuance may be attempted.

(b) have printed on the face thereof in a size type capable of attracting immediate attention, the following:

"THIS IS A FINAL TERMINATION NOTICE. PLEASE BRING THIS NOTICE TO THE
ATTENTION OF THE COMPANY WHEN PAYING THIS BILL."

(c) include a summary to residential customers as prepared or approved by the Public Service Commission stating the protections available to them together with a notice that any customer eligible for such protections should contact the Company.

Date of Issue: Sept. 1, 2003 Date Effective: November 1, 2003

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