

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

Superseding

P.S.C. No. 1 Gas  
Original Leaf No. 32  
Revised Leaf No. 0

## GENERAL INFORMATION

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

#### E. Back-Billing - Non-Residential Customers:

##### (a) Notice:

- (1) Every back-bill shall contain in sufficient detail a written explanation of the back-billing so as to apprise the customer of the circumstances, error or condition that caused the under-billing, and, if the back-bill covers more than a 24 month period, a statement setting forth the reason(s) the Company did not limit the back-bill under subdivision (c) of this section.
- (2) Every back-bill shall contain, or be accompanied by, all required information applicable under 16 NYCRR 13.11 - Contents of Bill.
- (3) Every back-bill covering more than a one month period, other than a catch-up back-bill, shall contain a notice that the customer may obtain upon request a detailed billing statement showing how the charges were calculated, including any late payment charges. All catch-up back-bills shall clearly indicate how the back-bill was calculated, whether as if the service were used during the current cycle, or as if redistributed back to the last actual reading.
- (3) A back-bill shall be accompanied by an offer of a deferred payment agreement in accordance with Rule 8.2.C., if applicable.

##### (b) Limitations on Back-bill Rendering:

- (1) The Company shall not render a back-bill more than six months after the Company actually became aware of the circumstance, error or condition that caused the under-billing, unless a court extends the time to render a back-bill.
- (2) The Company shall not upwardly revise a back-bill unless the first back-bill explicitly stated that the Company reserved the right to do so, the revised back-bill is rendered within 12 months after the Company actually became aware of the circumstance, error, or condition that caused the under-billing, and

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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