

Valley Energy, Inc.
New York Division

P.S.C. No. 1 Gas
Leaf No. 87.12
Revision No. 1
Superseding Revision No.

GENERAL INFORMATION

23A. CUSTOMER INFORMATION (Cont'd.):

A. Historical (Cont'd.)

- (3) A Marketer obtaining historical and other Customer information must maintain the confidentiality of the information and may not disclose the information to others, unless explicitly authorized by the Customer
- (4) The Company will not disclose a Customer's credit information or billing and usage history to a Marketer if the Customer has notified the Company, in writing, that such information should not be disclosed. The information may then only be disclosed to a Marketer only with the Customer's written authorization.

- B. Current. The Company will make available to Marketers/Direct Customers all data recorded and currently retrieved from their Customer meters and all other information necessary to compute the customers most recent bill.

24. MARKETER BILLING AND COLLECTION SERVICES AND CHARGES:

A. Invoices

- (1) Invoices will be issued to Marketers//Direct Customers monthly for Imbalances, extraordinary customer data provided on request, Special Meter Reading charges, adjustments to prior invoices, and other services provided at the request of the Marketer/Direct Customer.
- (2) Services that are directly requested by a Customer that may also be charged to the Customer will be billed directly to the Customer unless the Customer's Marketer requests that it be billed instead. The provisions described below in Sections B. through G. relate only to billing and collection services and charges to be paid by Marketers//Direct Customers.

B. Terms of Payment

- (1) Invoices are payable upon presentation and are subject to late payment charges.
- (2) Marketers/Direct Customers shall pay the full amount stated in the invoice, without deduction, set-off or counterclaim, no more than twenty (20) calendar days from the date of the invoice transmittal.
- (3) On the first day following the grace period, late payment charges at the rate of one and one-half percent (1.5%) per month will be applicable to all overdue billed amounts, including arrears and unpaid late payment charges.
- (4) Invoices will not be suspended as a consequence of a complaint filed.
- (5) The Company and a Marketer/Direct Customer may, by mutual agreement, develop customized billing and collection arrangements.
- (6) All claims that invoices are not correct must be made in writing and postmarked no later than three (3) months after the date the disputed invoice was rendered.

Date of Issue: January 31, 2005 Date Effective: February 1, 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