



Customer Information

This pamphlet explains your rights and responsibilities as a residential customer of Ohio Valley Gas (OVG) and explains our obligations to you, our customer. It is provided to you in accordance with the rules and regulations of the Public Utilities Commission of Ohio (PUCO).

If you have any questions or need additional information regarding your gas service or gas bill, please contact the applicable local OVG office at your convenience at locations on back cover or visit our website.

OFFICE HOURS
Monday through Friday
7:00 A.M. – 4:00 P.M. prevailing local time

Visit our website at
www.ovgc.com

Updated September 17, 2015



Thank you for becoming a customer of Ohio Valley Gas! We are dedicated to bringing all the comforts and convenience of natural gas to your home or business in the safest and most convenient way possible. We believe building strong communities is an essential part of our lives today, so we are here to serve and support our local communities every day! We have many programs to help our customers have the best natural gas experience possible!

A handwritten signature in black ink that reads "Peter A. Williams". The signature is fluid and cursive.

Executive Vice President & General Manager

NATURAL GAS APPLIANCE INCENTIVE PROGRAM

Ohio Valley Gas generally offers an incentive program for residential and small commercial customers who:

- Convert from another fuel source to natural gas, or install an eligible natural gas appliance(s) in new home construction, or
- Replace an existing natural gas furnace, natural gas water heater or other natural gas appliance with one having a higher efficiency or energy factor.

Incentive applications are available through any OVG district office or through our website at www.ovgc.com by clicking Natural Gas Appliance Residential and Small Commercial Incentive Program.

Paperless Billing!



Ohio Valley Gas now offers paperless billing to our customers! You can go to our website or any of our district offices to sign up. All we need is your email address and you will begin receiving your monthly bills delivered to you via email. You can then open and view your account documents privately. This environmentally friendly option lets you save your documents in your inbox or on your computer, only needing to print the document if you need a paper copy. We are committed to customer satisfaction. If you have any questions please contact someone in your district office or go to our website for more information!

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Ohio Valley Gas Corporation

As a new or returning customer, we want to provide you with some general information regarding your natural gas service. If you have any questions or need additional information regarding your service from Ohio Valley Gas Corporation or your gas bill, please contact your District Office at 215 West Franklin Street, POB 545, Winchester, Indiana 47394-0545, Telephone Numbers 765.584.5501, 765.584.5503, 877.853.5501. We hope that you will not only find this information helpful, but suggest that you keep it for your future reference.

AVAILABILITY OF SERVICE

We will provide natural gas service to new and existing customers on a non-discriminatory manner and in full compliance with Ohio Revised Code and Administrative Code. Please contact your District Office as listed above for your additional service needs.

DEPOSITS

A deposit or guarantor of credit may be needed to establish natural gas service if a residential applicant has not had service with any utility during the past two (2) years, has not established a credit history, has been disconnected for non-payment of a Ohio Valley Gas Corporation bill during the past twelve consecutive months of service, or has received two consecutive bills with past due balances during that twelve month period. Should a deposit be determined to be required, the maximum amount of deposit shall be no more than One Hundred Thirty Percent (130%). If a deposit is necessary due to a disconnection of your service for non-payment, you must pay the full past due utility balance, required deposit(s) and a reconnection charge. The reconnection charge shall be payable prior to your service being reconnected.

Deposits may be required of commercial customers that are unable to establish creditworthiness. Upon application for service, your Customer Service Team member will discuss the options to establish creditworthiness or document the need for a deposit.

CUSTOMER BILLING

You will receive a bill for your natural gas service each month. It will be based on the number of cubic feet of gas which has been registered to have flowed through your gas meter during the billing month, which is approximately thirty (30) days. The bill will show a calculation which adjusts the cubic feet of gas into a value for heat known as a therm. Gas billings are based on the actual heat value (Therms) used in your home or business. Generally, your gas bill will be mailed about the same day each month. Commercial bills are due fourteen (14) days from the postmark on the bill and residential bills will be due seventeen (17) days from the billing date.

Ohio Valley Gas Corporation

PAYMENT OPTIONS

Budget Plan

Under this Plan, each month you pay a fixed/set amount (rather than the amount based on your metered usage). The Budget Plan amount is based on either your actual average monthly gas usage normalized for weather variations for the previous twelve (12) months, or for new customers, your estimated average monthly gas usage. Your account will be periodically reviewed (generally, each January and July and as necessary) when the amount of your monthly payment is adjusted, either up or down, to accurately reflect your average actual usage of gas.

Direct Debit Payment Plan

Direct Debit Payment Plan is available as an easy way to handle the payment of your monthly gas bill. It eliminates the need to write a monthly check, mailing or deliver of the check, and any possibility of incurring a late payment fee. We will continue to mail you a monthly gas bill shortly after reading your meter so you will know the amount which will be deducted from your checking or savings account. All account deductions will only occur on the printed due date on the gas bill or the next banking day. The Direct Debit Payment Plan enrollment form is available on the back of your monthly gas bill.

Pay By Phone

Pay By Phone 24 hours a day with your credit or debit card. We offer payment with the assurance that your transaction is secure and confidential. To Pay By Phone, call 1.877.690.3729. Use the Jurisdiction Code for the Winchester/Union City District Office at the time of your payment from your touchtone phone. The Jurisdiction Code is located in the Account Activity section of your gas bill. The voice system of Pay By Phone will guide you through a step by step process, in English or Spanish, to complete your payment. Your payment and a convenience fee (\$1.95 minimum or 2.5% of your total bill or a \$1.50 flat fee for an electronic check, is charge by Federal Payment Systems) will be billed to your bank or card account. No enrollment or application is needed for Pay By Phone.

Online Payment

Online Payment is an additional method to conveniently pay your gas bill. You can access this service 24 hours a day using either a credit or debit card at www.ovgc.com. At the top of our home page, click Pay My Bill, this will activate a drop box which will allow you to select the Winchester/Union City District Office. The website will guide you by menu prompts through the payment process. Your bill payment and a convenience fee (Credit Card a minimum of \$1.95 or 2.5% of your total bill or a \$1.50 flat fee for an electronic check will be charged by Federal Payments Systems) will be billed to your credit card or deducted from your bank account.

Ohio Valley Gas Corporation

FINANCIAL ASSISTANCE

The Ohio Department Service Agency (ODSA) offers several programs to assist low-income customers with their gas bills and in securing energy efficiency for their homes. Ohio Valley Gas Corporation customers may apply for the following programs:

Home Energy Assistance Program (HEAP) This is a federally funded program which provides assistance to eligible low income utility customers to pay their winter heating bills.

Home Weatherization Assistance Program (HWAP) This to is a federally funded program designed to provide financial assistance to reduce energy consumption in eligible homes at no cost to the residents. For qualification guidelines are at <http://energyhelp.ohio.gov> or <http://odod.state.oh.us>

To apply for assistance from either of the above programs, contact ODSA at <http://energyhelp.ohio.gov> or 1.800.282.0880. The hearing impaired may contact assistance via 7-1-1. Further assistance can be reached at the Ohio Department of Jobs and Family Services.

PIPP Plus & Other Extended Payment Plans

You may be eligible to avoid disconnection of your gas service by being eligible for and entering into a payment plan which allows for reduced structures payments. The Percent of Income Payment Plan Plus (PIPP PLUS) is income based and your continued eligibility in the program is dependent on maintaining the scheduled structured payments. The One-Sixth Payment Plan allows you to pay one-sixth of your past due balance plus your current bill each month. The One-Ninth Payment Plan allows you to pay nine equal monthly payments on the past due balance and a pay on a budget payment plan for the projected bills which will end nine months from your initial payment. For more information, contact your Ohio Valley Gas Corporation Winchester/Union City Customer Service Team Member or the local Community Action Agency.

Generally, PIPP Plus is available if your total income is at or below One Hundred Fifty Percent (150%) of the Federal poverty level. This program requires you to pay a percentage of your total monthly household income to your regulated utility companies. The program does not reduce or waive any energy costs. The plan only establishes a payment system to allow for the maintenance of your utility service. Under PIPP Plus, you may earn an incentive. Each time you pay your PIPP Plus payment, in full and on time, you are entitled to a reduction in a portion in your old debt and the rest of your month's bill will go away via credits to your account.

Ohio Valley Gas Corporation

Special Winter Plans

During the period of October 19th through and including April 15th, Ohio Valley Gas Corporation participates in a plan which provides residential customers the opportunity to pay One-Third of their total balance due each month (this includes any past due amount plus the current bill). Further, once during this period of time, you may pay One Hundred Seventy-Five Dollars and Zero Cents (\$175.00) and make an application for energy assistance and/or make payment arrangements with Ohio Valley Gas Corporation for the remaining balances to maintain or reconnect your gas service. As applicable, a reconnection fee will be charged. Customers that pay the One Hundred Seventy-Five Dollar and Zero Cents (\$175.00) fee must timely and in full pay the appropriate amounts owed to maintain gas service. Customers interested in this program should contact an OVGC Winchester Customer Service Team Member for further details and to sign-up.

Emergency Home Energy Assistance Program

You may be eligible to receive assistance via the Emergency Home Energy Assistance Program (EHEAP) or other energy assistance programs. EHEAP provides financial assistance once per heating season to eligible households that become disconnected, are seeking to avoid disconnection or are seeking to connect their gas service. Contact the Community Action Agency for assistance.

Special Payment Arrangements – Medical Certification

Special payment arrangements are honored by Ohio Valley Gas Corporation if you or other member of your household has a health condition which could be adversely affected by the termination of gas service. Special payment arrangements of this kind require proper certification by a licensed physician or board of health physician. You need to contact a Winchester Customer Service Team Member to assist you if you or a member of your household suffers a qualifying health issue.

INSTALLATION OF SERVICE

Customers, please contact a Winchester Customer Service Team Member at least five (5) business days in advance to request a service installation when no installation of piping is required, or at least 20 business days in advance if service requires piping or meter set installation.

Ohio Valley Gas Corporation

DISCONNECTION OF SERVICE

If you want your gas service disconnected, you should contact a Winchester Customer Service Team Member at least Three (3) working days prior to your desired disconnection date. Ohio Valley Gas Corporation may disconnect your gas service without your request and without advanced notice upon the following conditions:

- A condition or conditions are found to exist that are dangerous or hazardous to life, physical safety, or personal property
- By order of the Commission, Court of Law, or other duly authorized public authority
- Upon reasonable determination of the detection of fraudulent or unauthorized use of gas, and reasoned factual grounds exist to believe that the customer or person acting on the customer's behalf is responsible for such occurrence
- Upon reasonable determination of the detection of tampering with OVGC regulating and/or measuring equipment, and we have reasoned factual grounds to believe that the customer or persons acting on the customer's behalf is responsible for such occurrence.

RESPONSIBILITY FOR GAS PIPING

Ohio Valley Gas Corporation is responsible for the maintenance of service lines from its gas mains to the customer side of the gas meter. You the customer are responsible for the maintenance of all gas piping from the customer side of the meter and throughout your home or business. Further, you are responsible for all gas appliances and associated piping inside your home or business. It is the customer's responsibility to repair any gas leaks on your side of the meter. If you believe you have a gas leak or smell a gas odor, we will check your gas piping, appliances and other gas equipment for leaks at no charge. It is your financial responsibility to repair any gas leaks found on your piping and equipment. If the gas leak detected is serious, we will shut off the gas and or disconnect the faulty equipment until the required repairs are performed.

Please be aware, buried gas piping which is not maintained is subject to potential corrosion and leak hazards. For your safety, all buried pipes should be periodically inspected. Buried metallic pipe should be inspected for damage due to corrosion. Should unsafe piping be found, the gas pipe will note to be promptly replaced. Remember, when digging near gas pipe, you are required to call Ohio 811 for a proper location for the buried pipe in advance of your digging, and digging should be done by hand. Contact a plumbing and heating contractor to assist you with locating, inspecting and as needed repairing damaged customer gas pipe.

Ohio Valley Gas Corporation

OHIO UTILITIES PROTECTION SERVICE OHIO ONE CALL—CALL BEFORE YOU DIG

The Ohio Revised Code requires that before you dig that you must contact the Ohio Utilities Protection Service (OUPS) at 811. This service is available 24 hours a day, seven days per week to take your call about underground utilities. The law requires that you call no less than two (2) nor more than ten (10) days before you start to dig on your property. So to avoid loss of your utility service, in the event of a cut service line, and the possibility of a more serious accident, Call OUPS at 811 or 1.800.362.2764.

CUSTOMER RIGHTS AND RESPONSIBILITIES

To arrange for service disconnection, please contact a Winchester Customer Service Team Member at least three (3) business days in advance if you plan to disconnect your service for any reason. As noted in this material, Ohio Valley Gas Corporation may disconnect your service, without advance notice, if danger to life or property exists, tampering of the service occurs, emergency repairs are required or a violation of any rule or regulation is discovered. Further, Ohio Valley Gas Corporation may disconnect your residential service for non-payment after providing fourteen (14) days advance notice, and during the winter period, October 19th - April 15th, by an additional ten (10) days advanced notice.

During a bill investigation, you are required to pay the undisputed amount of your bill. If your gas service has been disconnected for non-payment, you must pay the total past due amount owed, late payment charges, any required deposits and any reconnection charges before service can be restored. Should service have been disconnected 10 days or less, payment being received and Ohio Valley Gas Corporation has been notified before 12:30 pm EST, the service shall be restored the same day. Should service have been disconnected 10 days or less, payment being received and Ohio Valley Gas has been notified after 12:30p.m. EST, service shall be restored the following business day. If service has been disconnected more than 10 days and payment being received, service shall be restored within five (5) business days.

REQUIREMENTS OF OHIO VALLEY GAS CORP TEAM MEMBERS ON CUSTOMER PREMISES

Any Ohio Valley Gas Corporation Team Member seeking access to the dwelling or structure of a customer shall identify themselves, provide company identification and state the reason for the visit to the premises. The team member shall introduce themselves to the individual adult representing him/her to be the responsible party at the premises. At no time, shall a Team Member seek entrance by use of subterfuge or force.

Ohio Valley Gas Corporation

AVAILABILITY OF RATE INFORMATION

Ohio Valley Gas Corporation's Rates and Tariff can be obtained by contacting a Customer Service Team Member at the Winchester District Office 215 West Franklin St., Winchester, IN 47394 Telephone 765.584.5501, 877.853.5501

PRIVACY RIGHTS

Ohio Valley Gas Corporation will not disclose a customer's account number without the affirmative consent of the customer, except for commercial collection and credit reporting, percentage of income payment plan aggregation and governmental aggregation. Further, a customer's social security number shall not be used for any other purpose other than to perform credit checks, if any, and as required under the Internal Revenue Code.

MINIMUM GAS SERVICE STANDARDS

Minimum Gas Service Standards may be reviewed on the Public Utilities Commission of Ohio website <http://www.puco.ohio.gov> or by contacting PUCO at 1.800.686.7826 (toll free) from eight am to five pm weekdays. Hearing or speech impaired may contact the PUCO via 7-1-1 (Ohio Relay Service).

ACTUAL METER READINGS

An actual meter reading will be conducted when you set up a new service or a service is terminated. An actual meter reading will also be conducted at least once each calendar year. Should your monthly bill have been estimated for two (2) consecutive months or you believe the meter is malfunctioning, it is your right to request up to two (2) additional meter reading per calendar year. Should your meter be found to be malfunctioning, Ohio Valley Gas Corporation will conduct testing and provide a new meter at no charge.

USAGE AND HISTORY

At your request, Ohio Valley Gas Corporation will provide a twelve (12) month history of your usage and a twenty-four (24) month payment history. To obtain this information, contact a Winchester Customer Service Team Member.

Ohio Valley Gas Corporation

QUESTIONS AND COMPLAINTS

Should you have questions or concerns about your service or bill, please contact a Winchester Customer Service Team Member during regular business hours 7:00am – 4:00pm EST at Telephone 765.584.5501, 877.853.5501 or at 215 West Franklin St., Winchester, IN 47394

If your complaint is not resolved after you have called Ohio Valley Gas Corporation, or for general utility information, residential and business customers may contact the public utilities commission of Ohio (PUCO) for assistance at 1.800.686.7826 (toll free) from eight am to five pm weekdays, or at <http://puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

The Ohio consumer's counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1.877.742.5622 (toll free) from eight am to five pm weekdays, or at <http://pickocc.org>.

HOW TO RECOGNIZE A GAS LEAK

Although gas leaks are rare, you need to be able to recognize them. Here are the signs to look for when you suspect a leak:

- Gas odor (smells like rotten eggs or sulfur)
- A blowing or hissing sound
- Water bubbling or being blown into the air at a pond, creek, or river
- Fire coming from the ground or burning above the ground
- Brown patches in vegetation on or near a gas line
- Dry spot in moist earth

WHAT TO DO WITH A GAS LEAK

- Leave area at once!! Warn others to stay away
- Avoid using potential ignition sources, such as motor vehicles, telephones (regular and cell), doorbells or electric switches
- Never try to extinguish a gas fire or operate any pipeline valves
- Call your local OVG number from a remote location (see back page)
- Call the local fire department or 911

Ohio Valley Gas Corporation

OVG EMERGENCY RESPONSE

OVG has trained Gas Emergency Response Personnel available 24/7. Each is equipped with a Combustible Gas Indicator which indicates the natural gas/air concentration in any given atmosphere. It is critical that this quantity be known before anyone enters a leak area because a dangerous concentration may exist.

A Gas Emergency is an event(s) resulting in one or more of the following:

- Hazardous gas leak(s)
- Pipeline break
- Abnormally high or low pressure in the distribution system
- Concentration of gas within a building
- Natural disaster
- Terrorist attack

... and additionally results in or threatens the following:

- Damage to persons or property
- Loss of pressure in an OVG distribution system
- Exceeding the Maximum Allowable Operating Pressure of an OVG system

The primary objectives during a Gas Emergency are as follows:

- Protect people, property, and pipeline system and facilities
- Shut down pipeline facilities as needed
- Minimize the loss of gas
- Repair of damaged or malfunctioning equipment
- Safe restoration of essential service
- Complete restoration of all service

At any time during a Gas Emergency, when conditions warrant it, Emergency Response Personnel (Fire, Police, etc.) may be called to assist with crowd/traffic control, evacuations, medical services, etc.

Upon receiving an emergency call, Emergency Response Personnel should call OVG when our facilities are involved. No valves, other than the meter stop valve, should be turned off by anyone other than OVG personnel.

Ohio Valley Gas Corporation

SEWER LINES

Are you experiencing problems with a sewer line? Has there been any recent (within the last year or so) utility work completed in your yard or adjacent area? If you answered “yes” to both of the above questions, OVG would like to remind you that most sewer problems are caused by tree roots or broken down sewer tiles. However, it is possible that a natural gas line (or other utility service line) could be the cause of your sewer problem.

While we take extreme care when installing underground gas lines, it is possible to bore through or otherwise cut a sewer line while making such an installation. If this happens, a sewer problem can develop over time without any apparent cause. If you suspect the sewer problem may be due to a recent natural gas line installation, please contact OVG before digging up or attempting to clean out your sewer line. OVG will investigate, at no charge to you, to determine if the gas line installation damaged your sewer line. If so, we will repair the damage (or arrange to have it repaired). If the recent gas line installation is not the cause, then you will have the peace of mind to proceed with further measures to correct your problem.

If you do not contact OVG prior to digging up or attempting to clean out a sewer line, you could damage a natural gas line. A damaged natural gas line could allow natural gas to enter the sewer system and subsequently enter your home or other nearby homes. Please check with us first. We are available 24 hours a day, 7 days a week, by calling the number listed in the white pages of your local telephone directory or the numbers listed on the back of this booklet.

Ohio Valley Gas Corporation

EXCESS FLOW VALVE NOTIFICATION

An excess flow valve (EFV) is a safety device that is designed to automatically stop the flow of natural gas when (if) the flow of gas through the device exceeds a pre-determined rate. The device is normally installed at (near) the service line's connection to the gas distribution main, and protects against the uncontrolled escape of natural gas should the downstream line be broken/severed. It should be noted that these devices generally do not protect against slow leaks such as those caused by corrosion, loose fittings, or leaks beyond the gas meter .

OVG hereby provides notice that an EFV which meets the minimum U.S. Department of Transportation (DOT) performance standards is available for installation on your natural gas service line. Please note that such a device is not required for the normal, safe operation of your service line, but could help to mitigate the consequences of a service line failure (i.e. break, rupture, etc.). OVG installs EFVs on all new and or replaced residential service lines operating at or above 10psig. Not all existing residential service lines have EFVs, but you can request that OVG install one on your service line.

The use of EFVs have increased due to service line incidents caused by accidental digging by excavators, which account for about 1/3 of the natural gas pipe-line incidents in the United States. While the use of an EFV may help to limit the effects/damages of such an incident, the best prevention against such incidents is to ensure that those who may have reason to be excavating on your property call "811" **BEFORE THEY DIG.**

If you would like to have an EFV installed in an existing natural gas service line, we will complete this for \$350.00 (if installed in a plastic service line) or \$450.00 (if installed in a steel service line), these costs are subject to change. These costs are for labor and material only, and do not include cost(s) associated with paving or landscaping work that may be required following the installation. Such costs, if any, will be the responsibility of the property owner.

As with any mechanical device, an EFV may malfunction, thereby causing a temporary loss of natural gas service. Should a malfunction occur within 1 year of the date of installation, repair or replacement costs will be the responsibility of OVG. Any need for repair or replacement of an EFV which may occur beyond this 1 year period could result in time and material charges to the customer.

Ohio Valley Gas Corporation

DANGER

Certain Older Gas Connectors May Be Dangerous!

Gas connectors are corrugated metal tubes used to connect gas appliances in your home to fuel gas supply pipes. Some older brass connectors have come apart, causing fires and explosions resulting in deaths and injuries. These older brass connectors have a serious flaw in how their tubing was joined to their end pieces. Over time, the end pieces can separate from the tubing and cause a serious gas leak, explosion, or fire. To our knowledge, these dangerous uncoated brass connectors have not been made for more than 20 years, but many of them are still in use. The older these connectors become, the greater the possibility of failure. Although not all uncoated connectors have this flaw, it is very difficult to tell which ones do. Therefore, any uncoated brass connector should be replaced immediately with either a new plastic coated brass or a new stainless steel connector. Connectors can wear out from too much moving, bending or corrosion. Connectors should always be replaced whenever the appliance is replaced or moved from its location. Moving the appliance, even slightly, whether to clean behind it or to inspect its gas connector, can cause the complete failure of one of these older weakened connectors, possibly resulting in a deadly fire or explosion.

**Do not move your appliance unless you
replace its old connector!**

Ohio Valley Gas Corporation

CUSTOMER SERVICE OFFICE

Winchester/Union City Service Area

Ohio Valley Gas Corporation

215 West Franklin Street, P.O. 545

Winchester, IN 47394-0545

Telephone: Randolph, Wayne and Darke Counties

Business Hours 765-584-5501

After Hours..... 765-584-5503

Business & After Hours Toll Free..... 877-853-5501