



Customer Rights & Responsibilities



Application for service

If you are moving into a new home and would like natural gas service in your name, call us toll-free at **(800) 832-6164**, preferably at 48 hours before you would like your service to begin.

If the name of the person applying for service is different from the name to be billed for the service, we may require the applicant to submit proof of identification. If you were formerly our customer and you owe an outstanding amount from your previous account, you must pay the outstanding amount or make payment arrangements before new service can be established.

If you are building a new structure or moving to a property that currently does not have gas service, a tap fee of \$950 may apply.

Installation of New Service Lines

Service line installation is the responsibility of the customer. The customer can elect to have Orwell Natural Gas install the service or a qualified natural gas installer that is approved by Orwell Natural Gas can perform the service line installation. Please contact us directly for information regarding pricing of a new service line installation or to receive approval for your chosen qualified installer.

Maintenance of customer-owned buried gas line

Orwell Natural Gas customers are responsible for maintenance and repair of the customer owned service line. For your safety, we inspect pipelines for leakage and corrosion on a regular basis. Our routine inspection covers all gas piping between the company mainline and the point of entry into the home. If our inspection detects a problem in any portion of the piping that is maintained by the customer, we may interrupt your service until repairs have been made. Please contact us for further guidance, should a leak be detected on your property.

Employee identification

There are times when our employees will need to be on your property or gain access into your home. All of our company personnel carry photo identification and will be happy to show it to you upon request. If you are not sure about an employee's identification, or to verify work being done in or around your home, call us at **(800) 832-6164**. Most of our employees also drive vehicle's with a company log and are easily identified.

Call before You Dig



Before you start any home improvement projects or landscaping projects that require digging, be sure to call the Ohio Utilities Protection Service (O.U.P.S.) at "811" or **(800) 362-2764** at least 48 hours before the work being performed is scheduled to begin so that any utility companies with underground facilities can mark the approximate location of buried lines that could be in the construction area. Calling O.U.P.S. is for your safety. Calling "811" is the law, and it is a free service.

Security deposit

New customers and customers that have been turned off for non-payment may be required to pay a security deposit to Orwell Natural Gas. The security deposit will be 130% of the average monthly usage of the property. The deposit is security that the final bill will be paid and cannot be used to pay current or delinquent bills. The deposit will be applied to your account after you establish a good payment history for 12 months or when your service is turned off and a final bill sent to you. Interest will be applied to your security deposit. The interest rate is set by the Ohio Administrative Code, Chapter 4901:1-17.

New customers have the option of providing Orwell Natural Gas with a letter of credit from another utility company. The letter needs to indicate that you have not received two consecutive past due bills or have not been turned off for non-payment within the past 12 months.

Usage history

With the exception of new customers, and adjusted bills, you can find a graphic form of your usage history on your monthly billing statement. You can receive a more detailed account of your usage history by contacting Orwell Natural Gas toll-free at **(800) 832-6164**.

Meter testing

Natural gas meters are accurate devices that measure the volume of gas being used. If you feel your meter is not operating correctly, you can request that we perform a test on your meter to verify accuracy.

If the meter is found to be functioning properly (within a 3% accuracy tolerance) a \$35.00 charge will be assessed. If the meter is proved to be reading outside of accepted tolerances, a new gas meter will be installed and the meter test charge will be waived.

If the inaccuracy of the meter has resulted in the customer over paying for service, a credit will be given based on usage history.

This will not apply if there has been tampering or unauthorized reconnection of the meter, metering equipment, or any other equipment that has caused metering inaccuracies or no measurement of usage.

Monthly meter readings

Orwell Natural Gas is required to obtain 1 actual meter reading per year; however, we make every attempt to provide our customers with an actual meter reading every month. If we cannot obtain access to the meter, we will calculate your bill based on past usage and weather. The estimates are highly reliable; however, any difference between the estimated usage and your actual usage will be billed to you when an actual meter reading is obtained. If your bill was over calculated, you will receive a credit. If we are unable to gain access to your meter to obtain an actual reading at last 1 time per year, Orwell Natural Gas will contact you to make arrangements to read your meter. If an actual reading cannot be obtained, gas service may be interrupted until Orwell Natural Gas is able to obtain an actual reading.

Payment of bills

Bills are mailed monthly. The due date shown your bill applies to the current monthly charges only. Any past due account balances are due immediately to avoid possible disconnection of service. If you are unable to pay, please contact us immediately to make payment arrangements.

For your convenience Orwell Natural Gas offers our customers several methods to pay your bill. Checks can be sent to us by mail or payments can

be made by visiting www.orwellgas.com or by calling us toll-free at **(800) 832-6164**. All payments made by phone or on our website will be assessed a \$2.95 charge.

Customers who wish to have their payment automatically deducted from their bank account each month can call us toll-free at **(800) 832-6164** or visit www.orwellgas.com to receive information on our ACH payment program.

Payment plans

Orwell Natural Gas makes every attempt to assist customers who are having difficulty paying their gas bills. Call us toll-free at **(800) 832-6164** to make special arrangements.

Budget payment plan

Orwell Natural Gas offers our customers a budget payment plan. Please contact us toll-free at **(800) 832-6164** for more information about this payment plan.

One-ninth payment plan

Orwell Natural Gas offers our customers who have past-due balances a payment plan that divides the unpaid balance into equal payments over nine months plus your current month's budget. Please call us toll-free at **(800) 832-6164** for more information about this payment plan.

One-sixth payment plan

Orwell Natural Gas offers our customers who have past-due balances a payment plan that divides the unpaid balance into equal payments over six months plus your current month's bill. Please call us toll-free at **(800) 832-6164** for more information about this payment plan.

One-third payment plan

During the winter heating season Orwell Natural Gas allows our customers to pay one-third of their total bill plus any past-due amount. Please call us toll-free at **(800) 832-6164** for more information about this payment plan.

Percentage of Income Payment Plan

If your total household income is at or less than 150 percent of federal poverty guidelines, you might be eligible to pay six percent of your monthly income, or ten dollars, whichever is greater. If PIPP payments are made in full and on time each month, you will receive a credit. Participants are required to re-verify their income annually.

Assistance programs

Home Energy Assistance Program (HEAP)

If your total annual household income is at or below 175% of federal poverty guidelines and you are responsible for paying your household's heating costs, you may be eligible for financial assistance through HEAP. Applications are accepted between September 1st and March 31st. If you received assistance last year, you will automatically receive an application in the mail. Application forms are also available at local Community Action Agencies, Area Agencies on Aging, County Department of Job and Family Services, and local libraries. You will be required to submit proof of income for the past 12 months and a copy of a recent utility bill along with your signed application. For more information or to apply, contact your

local Community Action Agency or the Ohio Department of Development at **(800) 282-0880**.

Winter Crisis Program

In addition, the Winter Crisis program provides a one-time credit up to \$175 each heating season to qualified, low-income customers to maintain or restore gas service. In certain cases, the Winter Crisis Program can also be used for heating system repairs. The application period for Winter Crisis is November 1st through March 31st. Applications must be completed at a Community Action Agency. Recipients are also required to sign up for all public energy assistance and weatherization programs for which they're eligible.

Home Weatherization Assistance Program (HWAP)

Ohio's Home Weatherization Assistance Program (HWAP) is a federally funded low-income residential energy efficiency program. The program reduces low-income households' energy use, thus creating more affordable housing for those in most need. Services include attic, wall and basement insulation; blower-door-guided air leakage reduction; heating system repairs or replacements; and health and safety testing and inspections. All measures are provided based on an on-site energy audit and on cost-effective guidelines developed using the NEAT computerized energy audit. Individualized client education is an important component of the program.

Households at or below 200 percent of the federal poverty guidelines, PIPP participants, PIPP eligible households or households participating Supplemental Security Income qualify for this no-cost program. After weatherization, households that heat with natural gas reduce space heating consumption by an average of 24.7 percent, and electrically heated

homes reduce usage by 13 percent on average. HWAP participants increased the percentage of utility bills that they pay and the rate of disconnections of utility service for this group decreased by 50 percent.

Call **(800) 282-0880**, TDD **(800) 686-1557** or write to P.O. Box 1240, Columbus, Ohio 43266-0583. HWAP applications may also be downloaded from the Ohio Development Services Agency website or picked up at community action agencies, post offices and libraries. Note: Each household should mail only one application.

Energy Assistance for Military Personnel and their families The Patriot Plan, a program providing protections and benefits to military personnel and their families, can assist qualifying customers with maintaining utility service while serving on active duty. Under the plan, Ohio's natural gas and electric utilities cannot disconnect the residential utility service of any military reservist or National Guardsman deployed on active duty for nonpayment.

Upon return from active duty, utility companies must offer customers a period of time equal to the length of their deployment to pay any arrearages that may have accumulated. Additional time may be requested by a customer if the amount in arrearages presents a hardship. Utility companies are also prohibited from charging any late payment fees or interest to qualifying customers during the period of deployment or the repayment period.

The Patriot Plan does not apply to career active-duty military personnel serving their regular tour of duty. For additional information regarding this benefit, contact Orwell Natural Gas toll-free at **(800) 832-6164** or the PUCO at **(800) 686-PUCO (7826)**.

Medical Certifications

If a member of your household has a serious medical condition, a Medical Certificate can delay the disconnection of your gas service for 30 days. Orwell Natural Gas will fax a form to your licensed health care professional, who must complete, sign and return the certificate to us before the shut-off date. If your gas service has been disconnected a Medical Certificate may be used to have your service restored. Medical Certificate's may be used three times in a 12-month period.

Disconnection of Service

Orwell Natural Gas provides our customers with continuous service when bills are paid on time, payment arrangements are kept, and operating rules are observed. We can disconnect gas service in accordance with PUCO rules and regulations for any of the following reasons:

1. Refusing access to Orwell Natural Gas personnel
2. Non-payment of bills for gas or transportation, when due.
3. Failure to furnish or maintain required security deposit.
4. Non-use of gas or transportation service.
5. Substantiated cases of theft of service or fraudulent representation or practice.
6. Whenever deemed necessary by the Company for safety reasons.
7. Violation of any of these Rules and Regulations, and Application for Service, or the General Terms and Conditions applicable to any such Agreement.
8. Customer request.

Orwell Natural Gas may disconnect and remove from the premise, the meter and any other property belonging to us for any of the following reasons:

1. Non-Payment of bills for gas or transportation, when due.
2. Non-use of gas or transportation service.
3. Substantiated cases of theft of service or fraudulent representation or practice.
4. Whenever deemed necessary by the Company for safety reasons.
5. Customer request.

Disconnection of service for non-payment

Orwell Natural Gas may disconnect service after providing a written disconnection notice. If service is disconnected for non-payment, full payment of your past due amount, security deposit and a reconnection fee of \$35.00 will apply. For more information on how to avoid disconnection of service for non-payment, please contact us toll-free at **(800) 832-6164**.

Rates

Information on current or past rates is available upon request.

Orwell Natural Gas does not provide a Choice program at this time.

Right of Privacy

We understand how important your privacy is to you. We will not disclose your account number, account information or the account holder's Social Security number without written consent.

Inquiry Procedure

Contact Orwell Natural Gas first to inform us of your situation or complaint. To speak with a customer service representative, call us toll-

free at **(800) 832-6164** between 7:30 a.m. and 4:00 p.m., Monday through Friday.

To submit a concern in writing, be sure to include your account number and as much information about your situation as possible, and mail to Orwell Natural Gas, P.O. Box 94824, Cleveland, Ohio 44101-4824. We will respond as promptly as possible.

If your complaint is not resolved after you have called us, or for general utility company information, residential and business customers may contact the Public Utilities Commission of Ohio (PUCO) toll-free at **(800)-686-7826** from 8:00 a.m. to 5:00 p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service). Ohio Consumers' Counsel) (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at toll-free at **(877) 742-5622** from 8:00 a.m. – 5:00 p.m. weekdays, or at <https://www.pickocc.org>.

Minimum Gas Service Standards

You may review a copy of the minimum gas service standards on the PUCO's website at <http://www.puco.ohio.gov>, or obtain a copy from the Commission upon request.

Orwell Natural Gas would like to thank you for allowing us to be your Natural Gas service provider.