

WE CARE PROGRAM

Valley Energy offers a variety of programs designed to assist customers. Customers can contact the office with questions or to take advantage of any of the services provided in the WE CARE program. Customers with question about their account, gas bill or any literature provided by the company can call or visit the office. It is helpful if you have your account number available when contacting the company.

◆ PAYMENT ARRANGEMENTS

Payment arrangements can be made for customers having difficulty making payments. It is important that customers contact the office immediately to review their situation.

◆ ENERGY ASSISTANCE PROGRAMS

Programs are available to assist customers with difficulty paying their gas bill. A company representative will assist customers to determine if they are eligible for these funds and assist in applying for the funds through the proper agency.

◆ REVISED DUE DATE

The bill payment due date can be adjusted for customers on a fixed income with difficulty paying their bill on time because the due date is inconvenient.

◆ QUARTERLY BILLING

For customers who are 62 years of age or older, quarterly billing is offered as an alternative to monthly billing. This option is available only to New York customers with an average annual bill of \$150.00 or less.

◆ BUDGET BILLING

Bills can be averaged throughout the year to assist customers with budgeting. The bill will be the same for 11 months. The customer's account will be reviewed periodically to determine if the budget amount should be increased or decreased.

◆ DEPOSITS

Customers age 62 or older are not required to pay a deposit unless service was terminated for nonpayment of bills within the prior six months.

◆ **MEDICAL EMERGENCIES**

Gas service will not be terminated if a resident of a building is certified by a physician to be seriously ill or have a serious medical condition. There are some restrictions to this program.

◆ **THIRD PARTY NOTIFICATION**

Residential customers are permitted to designate a “third party” to receive all notices relating to service termination or other credit actions provided that the third party agrees in writing to accept such notices. The third party can contact the company to make payment arrangements on the customer’s behalf. This program provides protection for customers who may be either away for an extended period of time or those who may need assistance in general.

◆ **LANDLORD PROGRAM**

Landlords have the option to have service continued at their property in the event a tenant vacates the premises without providing notice. This service may prevent water pipes from freezing during the winter. Landlords can also advise the company if service work is to be done at the property only upon their request. This eliminates the possibility of a tenant requesting work without authorization. Forms are available at the company’s office to request this service.

◆ **SERVICE**

A trained service department is available for gas equipment installation and repair. Emergency response service is available 24 hours a day, 365 days a year. A free safety inspection of newly installed gas piping, gas appliances and equipment is offered. Investigation of odor complaints is also provided at no cost. **IF YOU SMELL GAS, DO NOT OPERATE ANY ELECTRICAL SWITCHES, LEAVE THE BUILDING, CALL US IMMEDIATELY FROM A NEIGHBORS TELEPHONE OR A CELL PHONE OUTSIDE OF THE BUILDING.**

◆ **CALL BEFORE YOU DIG**

Anyone planning a project that requires digging on their property must call 811 before they dig. A company representative will locate underground pipelines at no cost. This may eliminate repair bills for damaged pipelines and prevent an accident.

◆ **GIFT CERTIFICATES**

An energy gift certificate can be purchased for a person on your gift list. Contribution to a local charity can also be made to help a family in need.

◆ **METER READING**

- ◆ Upon request, customers can be provided with post cards to note their meter reading and return the card to the company. Customers may also provide readings by telephone if desired. Periodically, however, we are required to obtain an actual meter reading to verify the readings submitted by the customer.