

Waterville Gas Company

Residential Customer Rights and Responsibilities

New Construction Requirements

The customer is responsible for having the gas service line and riser installed by a contractor who is certified according to guidelines established by the U.S. Department of Transportation (DOT). Service line must be one continuous piece of 1" CTS yellow plastic pipe, installed 30" deep ran with a #10 or #12 solid tracer wire with both ends of pipe sealed off. Riser must be 1" with 1" male thread and be 1 foot above finished grade and 3 feet away from any opening or possible ignition source. The service must be run out to between the sidewalk and curb. Any service line found not meeting these conditions must be replaced. New Service Request and DOT Certification forms must be completed and submitted to Waterville Gas Company to schedule gas tap. Gas tap will be completed within 20 business days of receiving required forms or by the requested installation date if that date is later. If the tap cannot be completed within that time, you will be notified of the reason for the delay and the anticipated completion date.

If your request requires extending our main line, we will contact you within 30 days of your request with an estimate of the cost of the extension and the amount of the deposit, if any is required. We'll also provide an estimated date for completion of the main line extension.

Waterville Gas will install the prefab when we do the tap. Contractor then needs to plumb to prefab, properly connect and vent furnace or water heater and install a valve with a plug at the end of any line not connected to an appliance. Call us to schedule an air test and turn on – we need 2 business days notice. We must have a completed application on file prior to air test. We will set the meter at the time of the air test. There is no charge for the first trip out to air test. If an air test fails or plumbing is not completed, there will be a \$50.00 fee for every trip we have to make back to the job site. The second or any subsequent air test will be scheduled not less than 2 business days from the previous attempt. We suggest you have your plumber on site if a second attempt is necessary.

Transfer Existing Service

When moving into a dwelling with existing gas service, you will need to complete an application and establish credit to obtain natural gas service with us. The application can be completed in our office at 700 Farnsworth Road, Waterville, Ohio, 43566 or online at www.watervillegas.com. We will read the meter at your new residence on the business day you request and transfer service to your name. Service will not be turned on for any applicant who owes an unpaid bill for previous residential service until that bill is paid.

Establish Credit

You will need to meet one of the following criteria to have gas service in your name:

1. Own the premises to be served or other property within our service area with account in good standing.
2. Provide a letter of credit from your previous supplier if you have had natural gas service in your name for the past 24 consecutive months that indicates no disconnects for nonpayment or 2 bills with past due balances during the last 12 months.
3. Provide a creditworthy guarantor who is an existing customer of Waterville Gas Company who signs a written agreement to pay up to 60 days of gas service if you fail to pay your bill.
4. Pay a security deposit in the amount of 130% of your estimated average monthly bill.

Security deposits will accrue 3% interest if held for 180 days or longer. We will review your account every 12 months and if at the time of the review the account is not delinquent, has not been disconnected for nonpayment or had not more than 2 past due bills during the preceding year, the security deposit plus interest will be applied to the current bill. If you move or service is disconnected for nonpayment, the security deposit and interest if applicable will be applied to the final bill.

Natural Gas Meter

Our natural gas meter measures the amount of gas you use each month and is used to determine your monthly bill. We need access to our meter for the purposes of reading, replacing, repairing and testing the meter.

Meters are read every month by automated meter reading devices. If we are unable to obtain an electronic reading and cannot physically access our meter to obtain a reading (usually due to locked gate, dog or ice), an estimated reading based on historical usage and outside temperatures will appear on your bill.

Upon request, we will test our meter to verify accuracy. You or your representative may be present for the test. There is a \$35.00 fee for this service. If the meter is found to be outside accepted tolerances, we will waive the fee and your account will be adjusted for any overcharge/undercharge for the period of meter inaccuracy, not to exceed the most recent 12 months.

Billing

You will receive your bill by the first of the month and payment is due on the fifteenth of the month. If the fifteenth falls on a weekend or holiday, due date is the next business day.

Usage History

You can find a history of your gas usage and billing days for the past 13 months on your bill. You may also contact us for a report showing up to 3 years of gas usage at your home.

Rates

Our rates change monthly dependent on the price we pay for natural gas and are governed by the Public Utilities Commission of Ohio. Information on current and past rates are available upon request.

Paying your Bills

1. Payment is accepted in our office at 700 Farnsworth Road in Waterville by cash, check or money order from 8 a.m. to 4 p.m. Monday through Friday.
2. A drive-up payment drop box is located in our parking lot for use 24 hours per day.
3. Checks and money orders can be mailed in the return payment envelope provided or to Waterville Gas Company, P. O. Box 259, Waterville, Ohio, 43566.
4. You can have your bill deducted from your checking or savings account each month on due date. Sign up online at our website or contact us for form. There is no charge for this service.
5. Pay by credit card or electronic check online at Official Payments Corporation (\$2.95 fee). There is a link on our website, www.watervillegas.com or call 1-800-272-9829, option 3, jurisdiction code 8413 (\$4.45 fee for credit cards, \$2.95 fee for electronic check).

Budget Billing Plan

Spread the cost of winter heating bills over the entire year. Budget billing is offered once per year beginning in August. Your account must be current to enroll.

Payment Arrangements

If you are unable to pay your bill, contact us at 419-878-4972 to make payment arrangements before the payment is due. You will be required to sign an Extended Payment Agreement. Several options are available which include:

1. A plan appropriate for both the customer and the company.
2. Winter heating season plan - 1/3 Extended Payment Plan – pay one third of total balance due each month – available November 1 through April 15 only.
3. 1/6 Extended Payment Plan – pay 6 equal monthly payments on the arrearages in addition to full payment of current bill.
4. 1/9 Extended Payment Plan – pay 9 equal monthly payments on the arrearages in addition to a budget payment plan for the projected monthly bills which will end 9 months from the initial payment.

Home Energy Assistance Program (HEAP)

A federally funded program designed to assist low-income households with their winter heating bills. Eligible households will receive a one-time per heating season payment credited to their bill. Applications are available at our office and local community action agencies. For more information, you may also contact HEAP at 1-800-282-0880 or visit the Ohio Development Services Agency website at energyhelp.ohio.gov.

Emergency Home Energy Assistance Program (WCP)

The Winter Crisis Program is available only between November 1 and March 31 and is administered by local community action agencies. It provides eligible households whose natural gas has been disconnected or who have received a disconnect notice assistance up to \$175.00 once per heating season for their heating bill. For more information contact EOPA of Greater Toledo, Inc. at 1-866-504-7392 if you live in Lucas County or WSOS at 419-353-7407 if you live in Wood County.

Medical Certification

A medical certification program is available to our residential consumers whose health would be impaired by termination of gas service to their residence. Under this program, if a licensed health care professional certifies that termination of gas service to the permanent residence of the consumer would pose a special danger to the consumer's health, the gas service will not be disconnected the thirty days following certification. Certification can be renewed two additional times for thirty days each during a twelve month period. Application forms are available at our office.

Disconnection of Service for Nonpayment

If you do not pay your natural gas bill, we will send you a 14-day notice before disconnecting your service. From November 1 through April 15, we will send you an additional 10-day notice before disconnecting your service. To prevent disconnection, you must pay the amount due or make payment arrangements by the date listed on the notice.

If your service is disconnected, you must pay the total amount past due, \$50.00 reconnection fee and post a security deposit before service will be reconnected. After we receive payment, you will need to schedule an appointment with us to air test your gas lines and if the test holds, service reconnection. Any leaks found on your gas lines will be your responsibility to repair before your gas service can be turned back on. If you make the payment before 12:30 p.m., your appointment can be scheduled the same day. If payment is made after 12:30 p.m., we will schedule your appointment the next business day.

Scheduling Service Appointments

If service is needed requiring your presence, we will schedule an appointment with you. If an emergency prevents us from meeting you, we will call you to reschedule the appointment later in the day, the next business day or a day mutually agreeable.

Gas Company Personnel

When visiting your property, Waterville Gas Company employees will provide you with photo identification and the reason they are at your property.

Call Before You Dig

Before planting bushes and trees, digging for fences or other construction, remember many utilities that serve your home are buried in your yard and around your house. Digging into these lines can cause serious injury, interrupt service and be very costly to you. Call the National Utilities One Call Service Center at 8-1-1 two business days before you plan to dig. All member utility companies will be notified to mark their lines so you can safely dig.

Buried Gas Line Maintenance

The customer is responsible for the maintenance of all gas piping from the gas meter to all gas appliances. Buried gas piping which is not maintained may be subject to the potential hazards of corrosion and leakage. For your safety, all buried piping should be periodically inspected for leaks. If the buried piping is metallic, it should also be periodically inspected for corrosion. If an unsafe condition is found, the gas piping should be promptly repaired. When digging near buried gas piping, the piping should be located in advance and digging done by hand. Any inspection, installation, repair or replacement of natural gas lines should be done only by a licensed contractor or plumber who is certified according to guidelines established by the U.S. Department of Transportation (DOT). A list of current DOT certified contractors can be obtained at our office. Contractors should not shut off gas at our meter. Contact us at 419-878-4972 if turn off is necessary.

Minimum Gas Service Standards

You may review a copy of the minimum gas service standards at the Public Utilities Commission of Ohio (PUCO) website at <http://www.puco.ohio.gov>. To obtain a copy, call 1-800-686-7826 (toll free) from eight a.m. to five p.m. weekdays or hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

Complaint Procedure

If you have a complaint or question about your natural gas service, you should contact us at Waterville Gas Company, 700 Farnsworth Road, P. O. Box 259, Waterville, Ohio, 43566, 419-878-4972. We will investigate the complaint and respond within three business days. If your complaint is not resolved to your satisfaction, ask to speak to a supervisor. If your complaint is not resolved after you have called Waterville Gas Company, 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 a.m. to five 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).

The Ohio Consumers 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 a.m. to five p.m. weekdays, or at <http://www.pickocc.org>.

Privacy Notice

Your privacy is very important to us. The information you provide us will be used for the sole purpose of conducting business with us. We protect personal information by reasonable security safeguards against loss or theft, as well as unauthorized access or disclosure. Your account and personal information may be transferred to a third party collection agency and/or local municipal court for purposes of collecting a delinquent bill.

Gas Emergencies

Call 419-878-4972, 24 hours per day. Our emergency on-call service technicians will respond.

For More Information

Please contact Waterville Gas Company at 419-878-4972 between 8 a.m. and 4 p.m. weekdays, write to us at P. O. Box 259, Waterville, Ohio, 43566 or come to our office at 700 Farnsworth Road, Waterville, Ohio with any additional questions or for further information.