
5640 Lancaster – Newark Rd. Pleasantville, Ohio 43148 • Phone: (800) 237-2099

Customer Rights and Responsibilities

Introduction

As a Northeast Ohio Natural Gas customer, you have many important rights and obligations to ensure fair dealings between you and the Company. These rights and obligations are afforded to you by the Ohio Minimum Customer Service Levels contained within Chapter 4901:1-13 of the Ohio Administrative Code. You may obtain a copy of the standards by calling the Public Utilities Commission of Ohio (PUCO) toll-free at 1-800-686-7826 or for the hearing-impaired call 711, from 8 a.m. to 5 p.m. weekdays or visiting puco.ohio.gov website.

O.A.C. 4901:1.13-06(B)(4)

Rates

Rate information and rate schedules may be obtained online at [NORTHEAST NATURAL GAS COMPANYgas.com](http://NORTHEASTNATURALGASCOMPANYgas.com) or by calling 1-800-237-2099, Monday through Friday from 8 a.m. to 5 p.m.

O.A.C. 4901:1.13-06(B)(9)

Questions and Concerns

If you have questions or concerns relating to your natural gas service or bills, please call 1-800-237-2099. Northeast Ohio Natural Gas seeks to answer all your questions and will work with you to address your concerns. If you prefer to place them in a letter, please send them to:

Customer Service
P. O. Box 1316
Clarksburg, WV 26302-2868

O.A.C. 4901:1.13-06(B)(1)

If your complaint is not resolved after you have called Northeast Ohio Natural 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>.

O.A.C. 4901:1.13-06(B)(5)

For more information, you may request a copy of Northeast Ohio Natural Gas Company's tariffs or visit the public utilities commission of Ohio (PUCO) website at <http://www.puco.ohio.gov>.

O.A.C 4901:13-06(B)(3)

Employee Identification

All our company personnel and contractors carry photo identification and will be happy to it upon request. If you are not sure about an employee's identification, or to verify work to be done in or around your home, call us at 1-800-237-2099. Our employees understand if customers are uncertain and call to verify their identity. They will not make you feel pressured to let them into your home. Most Northeast Ohio Natural Gas Company employees drive clearly marked vehicles that are easy to identify. Do not allow anyone to enter your home who claims to offer a refund from Northeast Ohio Natural Gas Company. Our employees never deliver cash refunds or "rebates" to customers' homes. All account transactions are handled through the mail, online or over the phone. Report suspicious activity to the police. If a person claiming to be a Northeast Ohio Natural Gas Company employee does not have proper identification, call the police and then call us. Be prepared to give a detailed description of the individual and the vehicle, including the license number if available.

You, the customer, have the responsibility to know your rights and obligations as they relate to your gas service. These rights and obligations include:

- Your right to a clear and concise bill.
- Your right to check your Northeast Ohio Natural Gas Company bill for accuracy.
- Your right to fair credit and deposit practices.
- Your right to question or disagree with Northeast Ohio Natural Gas Company.
- Your right to receive Northeast Ohio Natural Gas Company service if you meet your obligations.
- Your right to be present at meter tests performed at your request.
- Your obligation to pay your bill by the due date.
- Your obligation to provide access to the gas piping leading up to, and including, the gas metering equipment.

NORTHEAST NATURAL GAS COMPANY's rights and obligations include:

- Our obligation to honor all rights of the customer.
- Our obligation to protect customer privacy rights, except as required by law.
- Our obligation to provide natural gas service in a safe and reliable manner.
- Our obligation to respond to emergency situations related to or involving natural gas.
- Our obligation to offer billing and customer service help.
- Our right to disconnect gas service that is used in an unsafe or fraudulent manner.
- Our right to seek payment for services rendered.

- Our right to access metering equipment for the purpose of reading, inspecting, replacing, repairing or testing the meter, or determining that the installation of the metering equipment is in compliance with the Company's requirements.

Reaching out to you

There are times when we may attempt to reach you by phone through a live agent, so we will ask for a current phone number. By providing us with your phone number, you are consenting that we may also notify you through our automated calling system before we arrive for a scheduled service appointment, when there's a gas outage or if there's important information to share with you about your gas account. You may revoke your consent at any time by contacting us through any reasonable means.

O.A.C 4901:13-06(B)(6)

Right of Privacy

We understand how important your privacy is to you. We will not disclose your account number without written consent.

The Company lets you Manage Your Account

Northeast Ohio Natural Gas Company offers its customers a wide variety of helpful options and useful information via Manage Your Account. Accessing your Northeast Ohio Natural Gas Company account through your computer or smart device has never been easier. Once registered, customers can enroll in paperless notification options, schedule payments for free, and manage their service among many other options. Visit NEOGas.com to register today and you'll have 24/7 account access to:

- View the current status of your account (balances, payments, billing dates, and more).
- Enroll in paperless billing (eBill) and electronic notifications (eCommunication).
- Enroll in automatic payments with AutoPay.
- Schedule payments with checking/money market accounts or debit/credit cards.
- Start or stop Budget Billing.
- View 3 years of account statements including billing, payment, and usage history.
- View or print 12 months of duplicate bill images.
- Analyze recent gas usage compared with prevailing and historical weather data.
- Schedule, update, or check the status of start, stop, transfer, or routine service orders.
- Enter meter readings.
- Update your mailing address

Application for service

If you are moving into a new home and you would like service in your name, call us toll-free at (800) 237-2099, preferably at least 48 hours before you would like your service to begin.

If you were formerly our customer and you owe an outstanding bill from your previous account, you must pay the balance or make payment arrangements before new service can be established.

Installation of New Service Lines

Northeast Ohio Natural Gas Company will install your service line. Please contact us directly at (833) 423-3346 to reach our New Business Group for information regarding the availability and pricing of a new service line installation.

O.A.C. 4901:1.13-06(B)(2)

Pipeline safety and responsibility

What pipelines do you own? The property owner is responsible for the curb-to-meter service line up to the gas metering equipment until such time Northeast Ohio Natural Gas Company is required to perform work on the line and test for leakage before restoring service. The customer or property owner owns and is responsible for piping after the gas meter, known as the house line, whether it is internal or external, buried or exposed. Piping may be subject to the potential hazards of corrosion and leakage. The cost of repair or replacement of the house line is the responsibility of the customer or the property owner.

What pipelines does the gas Company own?

Northeast Ohio Natural Gas Company owns the main line that runs down the street and the line that runs from the main line to the curb. The customer-owned curb-to-meter service line becomes the responsibility and property of Northeast Ohio Natural Gas Company if Northeast Ohio Natural Gas Company installs it or the Company performs work on your service line that requires testing for leakage prior to restoring service, or if new service lines are installed. Northeast Ohio Natural Gas Company will cover the cost for repairs or replacements to the service line when deemed necessary, unless the line must be repaired or replaced because of damage caused by the property owner, the customer or another party.

Who checks the gas piping?

For your safety, we conduct periodic leakage inspections of the mainline and the service line to the meter or to the wall of your house (whichever is further). We will also check the meter for proper operation. If the gas service has been turned off, Northeast Ohio Natural Gas Company must perform a house line test before service is restored.

If it's determined there's a leak on the houseline and service was turned off, please contact Northeast Ohio Natural Gas Company 1-800-237-2099 after repairs have been made so an inspection can be carried out and if it passes, service can be restored.

The system that delivers gas service

Note: Your piping system may be different from illustration.

OHIO811 member companies will attempt to mark gas lines prior to excavation with yellow flags or yellow spray paint up to the meter, not after.

This may be installed on eligible service lines.

Meter

Your home

The customer or property owner is responsible for all gas piping and appliances after the meter.

Ground level

Road

Mainline

Excess flow valve

Curb stop/valve

House lines

Gas appliances

Enbridge Gas Ohio will cover the cost of necessary repairs or replacements to the SERVICE LINE, which runs from the curb valve to the meter, unless such repair or replacement is needed due to damage caused by the property owner, the customer, or another party or the service line is relocated upon request.

In these instances, the customer or property owner may be responsible for these costs.

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 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.

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 Northeast Ohio Natural Gas Company toll-free at 1-800-237-2099.

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.

The test is free once every 36 months. 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 waved. If the meter is tested again within the 36-month period and the meter is found to be functioning properly a \$25.00 charge will be assessed.

If the inaccuracy of the meter has resulted in the customer over or underpaying for service, the bill will be adjusted based on historical usage.

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

Northeast Ohio Natural Gas Company is required to obtain one 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 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 is over calculated, you will receive a credit. If we are unable to gain access to your meter to obtain an actual reading at least once every 12 months, Northeast Ohio Natural Gas Company will contact you to make arrangements to read your meter.

Reading your own Meter

Reading your own meter is one of the easiest ways to ensure that you are paying only for the natural gas you use. It is simple to do, and Northeast Ohio Natural Gas Company will allow you to submit your meter reading over the phone.

Billing errors and adjusted bills

Sometimes billing errors do occur. These mistakes could be caused by a Northeast Ohio Natural Gas Company error, incorrect information from equipment failure (meter), and may result in estimated or adjusted bills. When this happens, Northeast Ohio Natural Gas Company must refund or credit your account with any over-collected amounts. Likewise, if you have used more gas than the amount you were billed, you must pay the additional charge to Northeast Ohio Natural Gas Company. The Company may only bill residential customers for unmetered gas use for a period of up to one year. The Company must also offer you a reasonable payment agreement for the additional amount owed. You do not have to pay this amount in a lump sum; rather, you can pay it back over 12 months. The Company may only bill small commercial

customers for unmetered gas use for a period of up to 36 months. The unmetered charges for the small commercial customer shall be divided by the number of months of the undercharged service and added to the monthly bill.

Payment of bills

Bills are mailed monthly. The due date shown on 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 Northeast Ohio Natural Gas Company offers our customers several methods to pay your bill. Checks can be sent to us by mail to P.O. Box 74008596, Chicago IL, 60674-8596 or payments can be made by visiting NEOgas.com or by calling 1-888-647-2521.

Customers who wish to have their payment automatically deducted from their bank account each month can call us toll-free at 1-800-237-2099 to receive information on our ACH payment program.

Payment plans

Northeast Ohio Natural Gas Company makes every attempt to assist customers who are having difficulty paying their gas bills. Call us toll-free at 1-800-237-2099 to make special arrangements.

Budget payment plan

Northeast Ohio Natural Gas Company offers our customers a budget payment plan. Please contact us toll-free at 1-800-237-2099 for more information about this payment plan.

One-ninth payment plan

Northeast Ohio Natural Gas Company 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 bill. Please call us toll-free at 1-800-237-2099 for more information about this payment plan.

One-sixth payment plan

Northeast Ohio Natural Gas Company 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 1-800-237-2099 for more information about this payment plan.

One-third payment plan

During the winter heating season Northeast Ohio Natural Gas Company allows our customers to pay one-third of their total bill plus any past-due amount. Please call us toll-free at 1-800-237-2099 for more information about this payment plan.

Percentage of Income Payment Plan Plus (PIPP Plus)

If your total household income is at or below 150 percent of federal income guidelines, you might be eligible to pay six percent of your monthly income, or ten dollars, whichever is greater. If PIPP Plus payments are made in full and on time each month for 24 consecutive months, you will receive a credit for your outstanding balance. This credit is calculated once a year, typically in October and applied in November. Customers participating in PIPP are required to re-verify their income annually and are required to apply for all public energy assistance and weatherization programs for which they are eligible. PIPP customers must also apply for the regular Home Energy Assistance Program (HEAP) and Home Weatherization Assistance Program (HWAP).

O.A.C 4901:18-15(E)&(F)

PIPP Plus

PIPP Plus allows income-eligible households to pay an amount based on 5 percent of their household income or \$10 whichever amount is greater, per billing cycle as their payment. Households with an annual household income at or below 150 percent of the federal poverty guidelines are eligible to participate in PIPP Plus.

Customers can apply for PIPP Plus by calling the Ohio Department of Development (ODOD) at 1-800-282-0880, by visiting a local Community Action Agency (CAA), or by using the Energy Assistance Program application. Visit the ODOD website at development.ohio.gov to download the application.

As part of the PIPP Plus program, the Company will provide the following incentive credits when payments are made in full before the next bill:

Once a year in October a customer who has made 24 in full and on time, during the prior 24 months and has been on PIPP for that period will receive a credit to their account balance. This is a once-a-year credit that will appear on November's bill. If the customer made 24 payments in full and on time the credit would be equal to the customer's account at the time the credit is calculated.

PIPP Plus customers are encouraged to consider the AutoPay option to have payments automatically deducted from their checking or savings account on a specific date.

PIPP Plus customers who develop a credit balance on their account should contact the Company to discuss other payment options, such as Budget Billing, that may be more beneficial. If the

credit balance is not the result of any incentive credits, any PIPP Plus payment credit balance may be refunded to the customer upon request.

Important PIPP Plus terms

- Anniversary date—Either 12 months after the date the customer signed up for PIPP Plus or 12 months after the previous anniversary date. By the anniversary date the customer must be current on any missed PIPP Plus installments (this date may be different from the re-verification date). The customer will have 30 days (or one billing cycle) to make up all missed payments before they are removed from PIPP Plus, at which time their entire account balance becomes due.
- Re-verification date—This date occurs 12 months from the actual date the customer completed documentation of household size and income or the previous re-verification date. The customer will have 60 days (two billing cycles) to reverify their household income or they will be removed from PIPP Plus. Customers should re-verify sooner if any change in household size or income occurs.
- A PIPP plus customer who voluntarily leaves PIPP plus and who was otherwise eligible for PIPP plus, and then within twelve months re-enrolls in PIPP plus must pay the PIPP plus payments due for the months the customer received service but was not on the program, less payment made by the customer during the same time period.
- A PIPP plus customer who voluntarily leaves PIPP plus with no outstanding arrearages and who was otherwise eligible for PIPP plus, and then re-joins PIPP plus after twelve months, the customer would be required to pay his or her first PIPP plus payment. If the customer re-joins PIPP plus after twelve months and has outstanding arrearages at the time customer left the PIPP plus program, the customer would be required to pay the missed PIPP plus payments for the number of months, up to a maximum of twenty-four months, that he or she was not enrolled in PIPP plus, less any payments made by the customer up to the amount of the customer's arrearages at the time customer left the PIPP plus program.

Assistance programs

Home Energy Assistance Program (HEAP)

If your total annual household income is at or below 175% of federal guidelines and you're responsible for paying your household's heating costs, you might be eligible for financial assistance through HEAP. The program runs from July 1 to March 31 (may be extended if needed). Applications are accepted usually between these dates. If you received assistance last year, you would 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.

Dollar Energy Funds Inc.

A program aimed at assisting customers with paying their bills. For more information, please call 1-800-237-2099 or website www.dollarenergy.org.

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. Northeast Ohio Natural Gas Company can email or fax a form to your licensed health care professional, who must complete, sign and return the certificate to us within 7 days of request. 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

Northeast Ohio Natural Gas Company. 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 Northeast Ohio Natural Gas Corp. personnel
2. Non-payment of bills for gas or transportation, when due.
3. Non-use of gas or transportation services.
4. Substantiated cases of theft of service or fraudulent representation or practice.
5. Whenever deemed necessary by the Company for safety reasons.
6. Violation of any of these Rules and Regulations, and Application for Service, or the General Terms and Conditions applicable to any such Agreement.
7. Customer request.

Northeast Ohio Natural Gas Corp. may disconnect and remove from the premise, the meter and any other property belonging to the Company 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.

The disconnection process

The disconnection of service is a very serious matter. Paying current bills or keeping up with payment agreements can help you to avoid a shut-off. It is important to contact the Company about an overdue bill as soon as you receive a notice. Notices may include bill reminders, shut-off notices, letters, phone calls and disconnection notices left at your door.

Before disconnection of service for nonpayment, Northeast Ohio Natural Gas Company will include a disconnection notice on your bill, which provides you 14 days to make the required payment. If you receive a disconnection notice but do not make the required payment by the due date, Northeast Ohio Natural Gas Company may turn off your gas service at any time thereafter for the disconnection amount stated in the notice, even if you have received a new bill. There are programs and plans Northeast Ohio Natural Gas Company has that can help customers maintain their service. The Company will try to make a payment agreement with you so that you can pay what you owe and avoid disconnection if you have not defaulted on a prior arrangement.

Service Reconnection

If your service is shut off due to nonpayment, the Company will bill a reconnection fee of \$35 to restore your service. For more information on how to avoid disconnection of service for non-payment contact us toll-free at 1-800-237-2099

Third-party notification

Third-party notification allows you to choose another person to receive copies of shut-off notices that are sent to you for nonpayment of overdue bills. Third-party notification provides additional protection against service termination. This option protects individuals who either may be away from home for an extended time period or may not understand the Company's practices. By filling out a form, you can instruct Northeast Ohio Natural Gas Company to send notices to a third party that you choose. This may help ensure that another individual (e.g., family member or close friend) is made aware of an important problem and perhaps providing you with advice or assistance. Both you and the third party must sign the form; however, this third party does not have the responsibility for paying your bills. You may obtain forms and further information concerning this option by visiting Northeast Ohio

Natural Gas Company's website at NEOgas@gas.com or by calling the Company at 1-800-237-2099

If you disagree

If you have a billing or service problem, please call Northeast Ohio Natural Gas Company first. You have the right to question any billing or service action that the Company takes. You should tell the Company of the problem as soon as it occurs. Northeast Ohio Natural Gas Company will attempt to address your concerns. You have the right to discuss your concern with a supervisor if you are not satisfied with your initial contact with us.

Northeast Ohio Natural Gas Company is required to investigate every customer's complaint received, and complaints should be resolved within 10 business days. If the company is unable to resolve your complaint within 10 business days, we must provide you with a status report every five business days following the initial period.

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) for assistance at 1-800-686-7826 (toll-free) from 8:00 a.m. to 5:00 p.m. weekdays, or at 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 1-877-742-5622 toll-free from 8:00 a.m. – 5:00 p.m. weekdays, or at pickocc.org
