

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) 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 Corp. (NEO) will install the service line. Please contact us directly for information regarding pricing of a new service line installation.

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 Corp. toll-free at (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 months 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 under paying 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

NEO 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 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 least once every 12 months, NEO will contact you to make arrangements to read your meter.

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 NEO offers our customers several methods to pay your bill. Checks can be sent to us by mail or payments can be made by visiting NEOgas.com or by calling us toll-free at (800) 237-2099.

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

Payment plans

NEO makes every attempt to assist customers who are having difficulty paying their gas bills. Call us toll-free at (800) 237-2099 to make special arrangements.

Budget payment plan

NEO offers our customers a budget payment plan. Please contact us toll-free at (800) 237-2099 for more information about this payment plan.

One-ninth payment plan

NEO 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 (800) 237-2099 for more information about this payment plan.

One-sixth payment plan

NEO 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) 237-2099 for more information about this payment plan.

One-third payment plan

During the winter heating season NEO allows our customers to pay one-third of their total bill plus any past-due amount. Please call us toll-free at (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 at least nine out of twelve months, you will receive a credit towards 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).

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 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.

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 Corp. can email or 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

Northeast Ohio Natural Gas Corp. 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 service.
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.

Disconnection of service for non-payment

Northeast Ohio Natural Gas Corp. may disconnect service after providing a 10-day disconnection notice. If service is disconnected for non-payment, full payment of your past-due amount, security deposit and a reconnection fee of \$25.00 will apply. For more information on how to avoid disconnection of service for non-payment contact us toll-free at (800) 237-2099
