

FINAL TERMINATION NOTICE, SERVICE TURN-OFF & TURN-ON PROCEDURES, SPECIAL PROTECTIONS

Reconnection of Service - if we turn off your service, we will reconnect it within 24 hours:

1. Once you have either paid the amount due, or signed a deferred payment agreement and made the downpayment or;
2. When the PSC directs us to reconnect service; or
3. When you face a serious threat to health or safety.

If we fail to reconnect your service within 24 hours - except for circumstances beyond our control - we must pay you \$25 to \$40 for each additional day you are without service.

If you receive public assistance, we will turn your service on within 24 hours after we receive a commitment of payment from the social service agency helping you.

We have the right to charge a fee of \$20.00 + sales tax to turn service back on during regular business hours, and \$25.00 + sales tax after regular business hours.

Deferred Payment Agreement - If you have a financial problem that prevents you from paying your bills, we will work with you to establish a deferred payment agreement. The agreement will be fair and take account of your financial circumstances. We may require you to make a downpayment but it will not be more than 50% of the account owed or three times your average monthly bill, whichever is less, and will be based on your ability to pay. After the downpayment, you may make payments on the balance owed together with your current bills, over a period that you and we agree on. The agreement can be changed if you can show us that there are significant changes in your financial condition beyond your control. The PSC will help you in reaching an agreement with us. You may reach one of its representatives at 1-800-342-3377.

HARDSHIP PROCEDURES

We will continue gas service if a person's health or safety is threatened by the lack of heat. We also will refer health or safety problems to the Department of Social Services. In the following hardship cases, we will NOT turn off service.

Medical Hardship - If you or a family member are seriously ill, have a medical condition or use a life support device, we can help you. If you file a medical certificate with us from your doctor or local board of health, we will continue your service for 30 days. We will tell you how the certificate can be renewed. Briefly, to renew the certificate your doctor or board of health must explain the medical emergency or why service is needed AND you must explain why you are unable to pay your utility bills. **We will not shut off your service during the emergency but you are still responsible for your bills.**

IMPORTANT: If you need utility service to operate a life-supporting device, the certificate will remain in effect as long as the device is needed but you must tell us every three months that you are unable to pay. We will also code your accounts to assure you added protection from turn-offs as long as the medical emergency and inability to pay continues.

Elderly (62 or older), Blind or Disabled- If you are 62 years of age or older, blind or disabled, and all those living with you are too, (or not over 18 years old), we will make special attempts to maintain your utility service. We will contact you by phone or in person at least 72 hours before turn-off is scheduled to try to work out a fair payment plan.

If arrangements cannot be made, we will notify the Department of Social Services of the possible turn-off and will continue service for 15 days. If we ultimately turn-off service, we will, within 10 days after that, attempt to reach you and devise a plan for restoring service. If you qualify for protection under this section you should immediately notify us at 607-937-3755 or 1-800-834-2134.

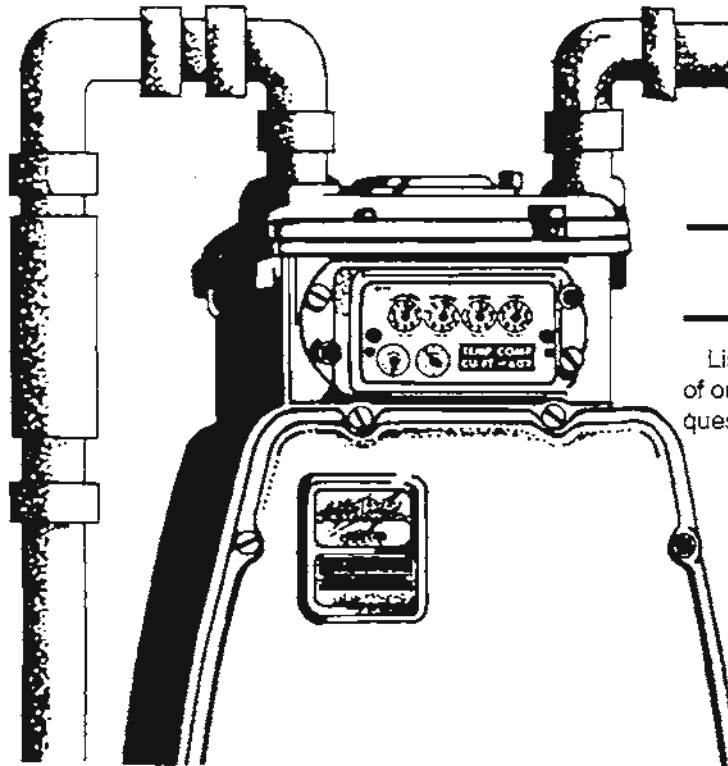
COLD WEATHER PROTECTIONS

November 1 to the Following April 15

A. IF YOU PAY THE UTILITY DIRECTLY FOR YOUR HEAT. If you are a direct heating customer we will not turn-off you service until we have tried to determine if a serious problem with health or safety would result because of the service turn-off. We will try to contact you by telephone or in person at least 72 hours before service turn-off is scheduled. We will try to contact you during business hours, during reasonable non-business hours, and again at the time of turn-off. If we find that service turn-off might cause serious harm to your health or safety, we will ask the Department of Social Service to investigate and we will continue service for at least 15 business days.

IMPORTANT: For the cold weather protections, we consider "heating" to include utility service needed to provide heat.

B. IF YOU PAY FOR YOUR HEAT IN YOUR RENT. If you pay for your utility services in your rent, we will not turn off heat related gas service to your dwelling without giving a written 15-day notice to each tenant to determine whether any tenant has a medical or other problem which would be worsened by a heat turn-off. If we find a tenant with such a problem, we will refer him or her to the Department of Social Services and continue to provide utility service until the hardship is removed.



THIRD PARTY NOTIFICATION

You may choose a relative, a friend, a member of the clergy, or an agency (such as the Department of Social Services) to be a "third party" for you. A third party, if they agree in writing, will receive copies of any Final Disconnect Notices we send to you because of overdue utility bills. The third party can contact us on your behalf and help you work out payment terms with us. The third party is NOT responsible for paying your bills.

All residential customers may choose a third party; just fill out, sign, and return the form at the end of this pamphlet. This program is particularly helpful to those who are ill or elderly and live alone, or who may be away from home for long periods.

SHARED METER

An act to amend the Public Service Law in relation to shared meters for gas service became law July 19, 1995.

Pursuant to Section 52 of the Public Service Law when a tenant's electricity, gas or steam meter registers utility service outside the tenant's dwelling, then the tenant is not required to pay the charges for the service and the tenant's landlord must become the utilities customer unless the landlord eliminates the shared meter condition. In the event that a legal impediment or extraordinary costs (in excess of the amount of rent for four months of such dwelling) prevents the elimination of a shared meter condition or in the event that the service measured through the shared meter is minimal, under Commission rules adopted, the owner as an alternative may enter into a mutually acceptable written agreement with the shared meter customer for apportioning the charges for service measured through the shared meter; provided, however, that the estimated amount of service provided to the shared meter customer's dwelling, or a written agreement exists between the parties for the apportionment of charges prior to October 24, 1991. The provisions of this section may not be waived by an owner, tenant, or utility; and shall not apply to utility service provided prior to the effective

CUSTOMER SERVICE DEPARTMENT

Listed below is the address and telephone number of our Customer Service Department. If you have a question, please contact us at:

330 W. William Street, Corning, N.Y.
Office Hours: 8:00 a.m. to 5:00 p.m.
Phone 607-936-3755 (Monday thru Friday)
800-834-2134 (Addison &
Hammondsport Only.)

date of this section and does not effect the validity of a lease or rental agreement in effect on or before July 19, 1995.

If you suspect that your utility meter is registering service not used in your home, call us at 607-936-3755 and we will investigate. When the investigation is complete, we will send you a written determination and make any billing changes that are necessary.

If you would like a complete summary of the law and its exceptions, please contact our office at 607-936-3755 and we will send it to you.

ACCESS TO YOUR METER

Access To Your Meter - We read your meter so that we can send you an accurate bill based on the amount of gas you use. If we have to estimate a meter for four months in a row, we will send you a meter reading card requesting a reading. You can phone your meter reading to us or you can mail it in on the meter reading cards that we will provide upon your request. If we have not been given access to the meter after six months, we will send you a notice asking you to make arrangements for your meter to be read. We can arrange to read a meter both during and after normal working hours. If you do not control access to your meter, please arrange with the building owner or manager to let our meter reader in.

If after eight straight months you have not made an appointment for the meter to be read, you or the individual who controls access to the meter are subject to a charge of \$25, which will be added to your next gas bill.

For your protection, our meter readers carry a photo identification card which you can inspect before they enter your home. If you have any doubts, please insist on seeing the identification card.

APPLICATION FOR SPECIAL PROGRAMS

Name _____

Address _____

City/Town _____ Zip _____

Telephone: Daytime _____

Evening _____

Account Number _____

(as shown on bill)

I am 62 years of age (or older) and all members of my household are 62 (or older), or 18 (and under).

I live in an apartment building or two-family home but I pay for gas in my rent payment.

I receive:

Public Assistance Supplemental Security Income (SSI)

Other _____

Kind of Assistance

I have/a resident of my home has/the following hardship condition(s).

Medical Hardship (Type) _____

Blind

Other Disability (Type) _____

Signature _____ Date _____

so we can send you an accurate bill.
 reading on the months we regularly estimate your use
 difference. We urge you to call us with your meter
 you, and you can make monthly payments on the
 than 50% or \$100, whichever is greater, we will notify
 shows we underestimated your actual use by more
 approved by the PSC. If your next meter reading
 procedure we use to calculate an estimated bill is
 ESTIMATE beside the most current reading. The
 based on estimated gas use, you will see the word
 calculating an estimate use bill. When we send a bill
 access. Past use is the primary factor used in
 we are scheduled to read your meter and cannot gain
 make your usage every other month and also when
 actual amount of gas you have used. We will esti-
 bill, we have to read your meter to determine the
Billing Accuracy - To provide you with an accurate
 we will start you on the budget billing plan.

Return the coupon that we distribute during May and
 plan, contact our Customer Service Department.
 manage your budget. For more information about the
 your overall energy expenses, but it may help you
 Plan may help. This payment plan does not reduce
 charges evenly over a 12-month period, our Budget
Budget Billing - If you want to spread your gas
 customer parking area.

the night depository box located off the left side of our
 William Street, Corning, during business hours or use
 You can also pay in person at our office at 330 West
 also helps us speed the processing of your payment.
 mail using the envelope we provide. Paying by mail
Where to pay - The most convenient way to pay is by

BILLING

complaint and determine whether the utility has
 acted properly. The PSC also has a special
 emergency HOTLINE for residential customers for
 matters concerning the turn-on or turn-off gas service.
 The toll free HOTLINE numbers is 1-800-342-3355.
 It is staffed every business day from 7:30 a.m. to 7:30
 p.m.

If you call the HELPLINE and HOTLINE after their
 regular hours of operation you will be answered by a
 recording machine. A staff representative will call
 you back the following business day. If your call is
 answered by a recorder, be sure to give your area
 code with your phone number and your account
 number. While your complaint is being considered
 by the Public Service Commission, we will not turn off
 your service for your failure to pay the amount in
 question. All other amount and bills are payable
 when due.

BILLING

We have a responsibility to supply gas service to
 our customers in a reliable manner, and you have a
 responsibility to pay utility bills promptly. Here are
 some points about bills:

When to pay - Corning Natural Gas Corporation bills
 you for gas after you use it. Your gas bill is due three
 (3) days after it is mailed. It is past due twenty (20)
 days later. If you pay after that date you will also have
 to pay a late payment charge of 1 1/2 percent per
 month on the unpaid balance. That amount is also
 shown on your bill. If you have any questions about
 your bill, contact our Customer Service Department.

Representative to make arrangement.
 installments, you must contact a Customer Service
 pay it in full within 20 days of our request or in
Deposit Request - If a deposit is required, you may
 you to pay a deposit.

Public Assistance - If you receive public assistance
 or Supplemental Security Income, we will not require
 within the last six months.

If you are over 62, we will not ask you for a deposit
 unless your service was turned off for nonpayment
 within the last six months.

2. We have turned off your service for non-payment

OR

amount due.
 1. You have accumulated two consecutive months
 of overdue payments and have not paid one-half the
 will not ask you to pay a deposit unless:

Year-round Customers - If you are a current
 former customer applying for a new account, we
 Coming Natural Gas Corporation customer, or a

service for less than one year.
New Customers - We may request a deposit from
 seasonal customers or someone who requests
 average bill from November 1 to April 30.

require a deposit, it is based on two times the
 deposit when beginning service with us. If we do

DEPOSITS - Most customers do not have to pay a
 DEPOSIT - Most customers do not have to pay a

DEPOSIT POLICY

As a Corning Natural Gas Corporation Residential
 customer, you have rights and responsibilities. This
 pamphlet summarizes them. After you read this
 pamphlet you should keep it for future reference.

**These rights and responsibilities result from
 New York State Public Service Commission
 (PSC) rules and The Home Energy Fair
 Practices Act (HEFPA)**

QUESTIONS, PROBLEMS, APPEALS

Contact us as soon as possible if you have any
 complaints, questions or problems about your gas
 service. Our Customer Service Representatives will
 give you a polite and prompt answer. The address
 and telephone number of the Customer Service
 Department serving you appears at the end of this
 pamphlet, in the telephone book and on your bill. Our
 Customer Service Department receives many calls
 every day. If the lines are busy, please call again. Our
 office hours are listed at the end of this pamphlet.

Whether you write, visit, or phone, our Customer
 Service Representatives will do their best to handle
 your inquiry promptly and considerately. If however,
 you are not satisfied by our representative's response,
 further help is available from a company supervisor
 who will review your case. If you are still not satisfied,
 you can write to the Consumer Services Division,
 Public Service Commission at Three Empire State
 Plaza, Albany, N.Y. 12223, or call the PSC toll free
 HELPLINE at 1-800-342-3377. The HELPLINE is
 staffed from 8:30 a.m. to 4:45 p.m. on business days.
 PSC consumer representatives will investigate your


effect and your finances have not significantly
 a deferred payment agreement if you have one in
 ment, we will not turn off service. We will not offer you
 If you sign and honor a deferred payment agree-
 determines that you do not have a financial problem.
 at least five days before turn-off unless the PSC
 We will offer you a deferred payment agreement,
 building and giving you a separate notice at least 15

provided you pay any undisputed charges.
 turning off your service while we look into the matter
 in your account, call us, we will check it and postpone
 be turned off. If you think we have made a mistake
 for payment, or contact us about it before service will
 have 15 more days in which to pay the bill, arrange
 Once you receive a Final Termination Notice you
 a bill more than 23 days after it was mailed to you.
 Final Termination Notice until you have failed to pay
 you a Final Termination Notice. We do not send a
 service for an overdue bill or deposit, we will send
Final Termination Notice - Before we can turn off
 and offered you a deferred payment arrangement for
 your overdue bills.


If you fail to pay overdue bills, we may turn off your
 service only after we have given the required notice
 and offered you a deferred payment arrangement for

**FINAL TERMINATION NOTICE, SERVICE,
 TURN-OFF & TURN-ON PROCEDURES,
 SPECIAL PROTECTIONS**

Refund - We will hold a security deposit for one year.
 If you maintain a good payment record (as stated
 above under Year-round Customers) during that
 year, we will refund the deposit plus interest (at a rate
 set by the PSC). Otherwise we will hold the deposit
 and we will credit interest to your account on a yearly
 basis.



330 W. William Street Corning, N.Y. 14830



**Your Rights and
 Responsibilities
 as a Corning
 Natural Gas
 Corporation
 Residential
 Customer**

Landlord Problems - If you live in an apartment
 building or a two-family house and your landlord fails
 to pay the gas bills for the building, you may be able
 to have the service kept on by joining with other
 tenants to pay the bill. You only have to pay current
 charges and can deduct the utility payment from your
 We will notify you, by posting notices on the
 building and giving you a separate notice at least 15
 days before termination, if the landlord has failed to
 pay. We also will tell you whom to call to work out the
 problem.

as soon as the problem is corrected.
 serious safety problems and we will restore service
 season. We can turn off service any time there are
 two-week period during the Christmas-New Year
 the day before our business office is closed, or for a
 turn off service on a holiday, the day before a holiday,
 and 4 p.m., Mondays through Thursdays. We will not
 utility services for nonpayment only between 8 a.m.
Time of Termination - We are allowed to turn off

section on "Hardship Procedures" in this pamphlet.
 agreement and honor that agreement unless you
 qualify for the special protections described in the

2. You do not work out a deferred payment
 agreement and honor that agreement unless you
 qualify for the special protections described in the

OR

1. You fail to pay the amount due as shown on the
 Final Termination Notice.

Your service will be turned off if:
 PSC staff will help you in making such an agreement.
 changed due to conditions beyond your control. The

**REQUEST FOR DISCONNECTION NOTICE
 TO THIRD PARTY**

By completing this form and returning it to the
 company, I request that any notice of disconnection
 of my Corning Natural Gas Corporation gas service
 for non-payment of bills also be mailed to the person
 or agency named below. I agree that Corning Natural
 Gas Corporation incurs no liability for failure to provide
 the requested notice for any reason.

Customer Number _____
 Customer Name _____
 Address _____
 City _____
 State _____ Zip _____
 Signature of _____
 Customer _____

Receipt of a copy of a disconnection notice by a third
 party does not place any obligation on that party to
 pay utility bills for that customer, nor will it necessarily
 prevent a disconnection if payment is not made.
 Corning Natural Gas Corporation will provide a copy
 of the notice to a third party until such request is
 withdrawn or service is terminated.

Third Party Name _____
 Address _____
 City _____
 State _____ Zip _____
 Signature of _____
 Third Party _____
 Date _____