

CALL BEFORE YOU DIG

If you are planning a project that requires digging on your property, call 8-1-1.

ASSISTANCE IN APPLIANCE PURCHASING DECISION

Customers are encouraged to ask our experts for assistance in selecting the proper style and size appliance, installing the appliance and its proper care and maintenance to help ensure long life.

WE WILL CONTINUE TO RESPOND IMMEDIATELY AT ALL HOURS TO EMERGENCY CALLS ON A NO CHARGE BASIS. CUSTOMERS SHOULD PROMPTLY NOTIFY VALLEY ENERGY AT THE NUMBERS LISTED BELOW OF ANY GAS LEAKS, IRREGULARITIES IN SUPPLY OR HAZARDOUS CONDITIONS.

If you have any questions, require additional information, or would like to take advantage of any of these programs, please call or visit our office.

OUR TELEPHONE NUMBERS ARE

570-888-9664

or

1-800-998-4427.



VALLEY ENERGY

523 S. Keystone Avenue, P.O. Box 340
Sayre, PA 18840

800/998-4427 • 570/888-9664 • FAX 570/888-6199

“WE CARE” PROGRAM



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We offer our customers a variety of programs designed to provide them with quality service. Please contact us anytime during the year should you need any of these services or require assistance.

AUTOMATIC PAYMENT PLAN

For your convenience, we offer auto deduction from a checking or savings account.

CREDIT CARD PAYMENTS

We accept Visa and MasterCard with a processing fee.

CODES AND REGULATIONS

A document is available to review the various regulations and codes that must be followed when installing gas piping, venting and appliances in your home or business.

ENERGY CONSERVATION ADVICE

By calling or visiting our office, we can provide information or advice to help you conserve energy and reduce your energy bills.

SERVICE

We are committed to providing dependable service to our customers. Our customer service information pamphlet details many of the free services we offer to you, including investigation of odor reports and safety inspections.

Many of our vehicles are radio equipped and can be helpful in contacting the proper authorities if a crime is observed or if help is needed by a customer or the general public.

~~An appliance repair service is offered, including after hours emergency repairs.~~

GIFT CERTIFICATES

This program gives you the opportunity to purchase an energy gift certificate for a person on your gift list. You can also contribute through a local charitable organization that will help a needy family pay their energy bills.

CUSTOMER ACCOUNT INFORMATION

If you have any questions about your gas bill or other company literature, please telephone or visit our office. It will be helpful if you have your account number available when you do.

PAYMENT ARRANGEMENTS

If you have difficulty with your payments, it is important that you contact our office immediately to explain your situation, so that we can assist you by making an appropriate payment arrangement.

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 us to work out payment terms on your behalf. This program protects individuals who may either be away for an extended time period or those who may not understand our practices.

BUDGET BILLING

We offer the option of having your bills averaged throughout the year. You will be billed the same amount each month for 12 months. This program makes it easier for you to plan your utility expenses. A review is conducted periodically to determine if your payment should be increased or decreased.

ENERGY ASSISTANCE PROGRAM

The federal government established this program to help people on low or fixed incomes pay their fuel bills. We will help you determine if you are eligible for these funds and will assist you in applying for the funds through the proper agency.

MEDICAL EMERGENCIES

We will not terminate natural gas if a resident of the building is certified by a physician to be seriously ill or affected with a medical condition. There are some restrictions under which this program is operated.

LANDLORD PROGRAM

If you are a landlord, you have the option to have service continued at your property in the event a tenant vacates without advising you. This could help you avoid having water pipes freezing during cold weather. You can also advise us if you would like all service work at the premises completed at your request only. This eliminates the possibility of a tenant requesting work done without your approval.

QUARTERLY BILLING

For customers 62 years of age or older, we offer quarterly billing as an alternative to monthly billing. This option is available only to those customers having average annual bills which do not exceed \$150.00 (NY cust. only).

DEPOSITS

Customers 62 years of age or older, are not required to pay a deposit unless your service was turned off for nonpayment of bills within the last six months.

METER READING

Upon request, we will provide you with postcards for you to note your meter reading and return to us by the date printed on the card. However, you may also provide the reading to us by telephone. We are required to obtain an actual reading periodically to verify the reading submitted by the customer.

