



Updated  
9/20/2021



Thank you for becoming a customer of Ohio Valley Gas! We are dedicated to bringing all the comforts and convenience of natural gas to your home or business in the safest and most convenient way possible. We believe building strong communities is an essential part of our lives today, so we are here to serve and support our local communities every day! We have many programs to help you have the best natural gas experience possible!

Scott Williams, Executive Vice President & CEO

This pamphlet explains your rights and responsibilities as an Ohio residential customer of Ohio Valley Gas (OVG) and explains our obligations to you, our customer. It is provided to you in accordance with the rules and regulations of the Public Utilities Commission of Ohio (PUCO).

If you have any questions or need additional information regarding your gas service or gas bill, please contact the applicable local OVG office at your convenience at these locations visit our website [www.ovgc.com](http://www.ovgc.com).

**OVG WINCHESTER CUSTOMER SERVICE OFFICE**

**Office Hours: Monday – Friday, 7 AM – 4 PM, Local Time**

**Winchester / Union City Service Area**                      765-584-5501  
215 West Franklin Street, P.O. 545                      877-853-5501 (Toll Free)  
Winchester, IN 47394-0545                                      765-584-5503 (After Hours)  
**Counties Served:** Randolph and Wayne, IN; Darke, OH

As a new or returning customer, we want to provide you with some general information regarding your natural gas service. If you have any questions or need additional information regarding your service from OVG or your gas bill, please contact your District Office at 215 West Franklin Street, PO Box 545, Winchester, Indiana 47394-0545, Telephone Numbers 765.584.5501, 765.584.5503, 877.853.5501. We hope that you will not only find this information helpful but suggest that you keep it for your future reference.

**NATURAL GAS APPLIANCE INCENTIVE PROGRAM**

OVG generally offers an incentive program for residential and small commercial customers who:

- Convert from another fuel source to natural gas, or install an eligible natural gas appliance(s) in new home construction, or
- Replace an existing natural gas furnace, natural gas water heater or other natural gas appliance with one having a higher efficiency or energy factor.

Incentive applications are available through any OVG district office or through our website at [www.ovgc.com](http://www.ovgc.com) by clicking Information – Incentive/Rebate Information.

**NO FEE CREDIT CARD, DEBIT CARD, AND E-CHECK PAYMENTS!**

OVG no longer charges convenience fees for payments made with Credit/Debit Card or E-Check on our Web Portal, Automated Phone System, or your local office.

**PAPERLESS BILLING**

OVG now offers paperless billing to our customers! You can sign up on our website, on the back of your monthly statement, or by calling your local office. All we need is your email address and you will begin receiving your monthly bills delivered to your E-Mail Inbox as a PDF attachment which is identical to the paper statement. You can open and view your statements privately 24/7 from your PC, tablet or smartphone. This environmentally-friendly option lets you save your documents in your inbox or on your computer, only needing to print the document if you need a paper copy. We are committed to customer service. If you have any questions, please call your local office.

**AVAILABILITY OF SERVICE**

We will provide natural gas service to new and existing customers on a non-discriminatory manner and in full compliance with Ohio Revised Code and Administrative Code. Please contact your District Office as listed above for your additional service needs.

## **DEPOSITS**

A deposit or guarantor of credit may be needed to establish natural gas service if a residential applicant has not had service with any utility during the past 2 years, has not established a credit history, has been disconnected for non-payment of an OVG bill during the past twelve consecutive months of service, or has received two consecutive bills with past due balances during that twelve-month period. Should a deposit be determined to be required, the maximum amount of deposit shall be no more than 130%. If a deposit is necessary due to a disconnection of your service for non-payment, you must pay the full past due utility balance, required deposit(s) and a reconnection charge. The reconnection charge shall be payable prior to your service being reconnected.

Deposits may be required of commercial customers that are unable to establish creditworthiness. Upon application for service, your Customer Service Team member will discuss the options to establish creditworthiness or document the need for a deposit.

## **CUSTOMER BILLING**

You will receive a bill for your natural gas service each month. It will be based on the number of cubic feet of gas which has been registered to have flowed through your gas meter during the billing month, which is approximately 30 days. The bill will show a calculation which adjusts the cubic feet of gas into a value for heat known as a therm. Gas billings are based on the actual heat value (Therms) used in your home or business. Generally, your gas bill will be mailed about the same day each month. Commercial bills are due 14 days from the postmark on the bill and residential bills will be due 17 days from the billing date.

## **PAYMENT OPTIONS AVAILABLE**

**BUDGET PLAN** – Under this Plan, each month you pay a uniform amount (rather than the amount for your metered usage) based upon either your actual average monthly gas usage normalized for weather variation over the previous 12-month period, or for new customers, your estimated average monthly gas usage. Your account is periodically reviewed (normally each January and July) and if required, the amount of your monthly payment is adjusted up or down to more accurately reflect your average actual usage.

**DIRECT DEBIT PAYMENT PLAN** – Direct Debit is available to all customers of OVG. This is an easy way to handle the payment of your monthly natural gas bill. It eliminates the need to write a monthly check, the mailing or delivery of the payment to us, and the possibility of incurring a late fee due to our receipt of the payment after it is due. We will still mail your monthly natural gas billing shortly after the reading date so you will know the amount that will be deducted from your checking or savings account several days in advance. All deductions are made on the printed due date or the first banking day thereafter, if the due date falls on a non-banking day. The enrollment form is available on back of your monthly bill.

**PAY BY PHONE** – You can now Pay By Phone anytime for free with your credit card, debit card, or bank account with the assurance that your transaction is secure and confidential. To pay by phone call **(833) 874-7385**. The voice response system will guide you through the step-by-step process any time of the day, seven days a week, in English or Spanish. Your payment will be billed to your credit or debit card or deducted from your checking account. No enrollment is needed to pay by phone. All Pay By Phone payment options are no fee payments.

**OVG WEB PORTAL** – You can pay online 24/7 using your credit card, debit card, or bank account by visiting our website ([www.ovgc.com](http://www.ovgc.com)). Click ***Pay My Bill*** at the top of the OVG home page, which takes you to a “Welcome to OVG’s Pay My Bill Functionality!” screen. This will take you to a description page of the ways you can pay your bill, and then you can also access the OVG Web Portal from here, where you will need to set up a login account with your email address and link your OVG Billing Accounts to pay your bill. The website will guide you through setting up your Portal account. Once set up, you can access your OVG account history, view gas usage, and pay your bill in different ways. All Online Payment options are no fee payments.

## **FINANCIAL ASSISTANCE**

The Ohio Department Service Agency (ODSA) offers several programs to assist low-income customers with their gas bills and in securing energy efficiency for their homes. OVG customers may apply for the following programs:

**Home Energy Assistance Program (HEAP)** This is a federally funded program which aids eligible low-income utility customers to pay their winter heating bills.

**Home Weatherization Assistance Program (HWAP)** This to is a federally funded program designed to provide financial assistance to reduce energy consumption in eligible homes at no cost to the residents. For qualification guidelines are at <http://energyhelp.ohio.gov> or <http://odod.state.oh.us>

To apply for assistance from either of the above programs, contact ODSA at <http://energyhelp.ohio.gov> or 1.800.282.0880. The hearing impaired may contact assistance via 7-1-1. Further assistance can be reached at the Ohio Department of Jobs and Family Services.

## **PIPP Plus & Other Extended Payment Plans**

You may be eligible to avoid disconnection of your gas service by being eligible for and entering a payment plan which allows for reduced structures payments. The Percent of Income Payment Plan Plus (PIPP PLUS) is income based and your continued eligibility in the program is dependent on maintaining the scheduled structured payments. The One-Sixth Payment Plan allows you to pay one-sixth of your past due balance plus your current bill each month. The One-Ninth Payment Plan allows you to pay nine equal monthly payments on the past due balance and a pay on a budget payment plan for the projected bills which will end nine months from your initial payment. For more information, contact your OVG Winchester/Union City Customer Service Team Member or the local Community Action Agency.

Generally, PIPP Plus is available if your total income is at or below One Hundred Fifty Percent (150%) of the Federal poverty level. This program requires you to pay a percentage of your total monthly household income to your regulated utility companies. The program does not reduce or waive any energy costs. The plan only establishes a payment system to allow for the maintenance of your utility service. Under PIPP Plus, you may earn an incentive. Each time you pay your PIPP Plus payment, in full and on time, you are entitled to a reduction in a portion in your old debt and the rest of your month's bill will go away via credits to your account.

## **SPECIAL WINTER PLANS**

During the period of October 19th through and including April 15th, OVG participates in a plan which provides residential customers the opportunity to pay One-Third of their total balance due each month (this includes any past due amount plus the current bill). Further, once during this period, you may pay \$175 and make an application for energy assistance and/or make payment arrangements with OVG for the remaining balances to maintain or reconnect your gas service. As applicable, a reconnection fee will be charged. Customers that pay the \$175 fee must timely and in full pay the appropriate amounts owed to maintain gas service. Customers interested in this program should contact an OVG Winchester Customer Service Team Member for further details and to sign-up.

## **EMERGENCY HOME ENERGY ASSISTANCE PROGRAM**

You may be eligible to receive assistance via the Emergency Home Energy Assistance Program (EHEAP) or other energy assistance programs. EHEAP provides financial assistance once per heating season to eligible households that become disconnected, are seeking to avoid disconnection or are seeking to connect their gas service. Contact the Community Action Agency for assistance.

## **SPECIAL PAYMENT ARRANGEMENTS— MEDICAL CERTIFICATION**

Special payment arrangements are honored by OVG if you or other member of your household has a health condition which could be adversely affected by the termination of gas service. Special payment arrangements of this kind require proper certification by a licensed physician or board of health physician. You need to contact a Winchester Customer Service Team Member to assist you if you or a member of your household suffers a qualifying health issue.

## **INSTALLATION OF SERVICE**

Customers, please contact a Winchester Customer Service Team Member at least 5 business days in advance to request a service installation when no installation of piping is required, or at least 20 business days in advance if service requires piping or meter set installation.

## **DISCONNECTION OF SERVICE**

If you want your gas service disconnected, you should contact a Winchester Customer Service Team Member at least Three (3) working days prior to your desired disconnection date. OVG may disconnect your gas service without your request and without advanced notice upon the following conditions:

- A condition or conditions are found to exist that are dangerous or hazardous to life, physical safety, or personal property
- By order of the Commission, Court of Law, or other duly authorized public authority
- Upon reasonable determination of the detection of fraudulent or unauthorized use of gas, and reasoned factual grounds exist to believe that the customer or person acting on the customer's behalf is responsible for such occurrence
- Upon reasonable determination of the detection of tampering with OVG regulating and/or measuring equipment, and we have reasoned factual grounds to believe that the customer or persons acting on the customer's behalf is responsible for such occurrence.

## **RESPONSIBILITY FOR GAS PIPING**

OVG is responsible for the maintenance of service lines from its gas mains to the customer side of the gas meter. You the customer are responsible for the maintenance of all gas piping from the customer side of the meter and throughout your home or business. Further, you are responsible for all gas appliances and associated piping inside your home or business. It is the customer's responsibility to repair any gas leaks on your side of the meter. If you believe you have a gas leak or smell a gas odor, we will check your gas piping, appliances and other gas equipment for leaks at no charge. It is your financial responsibility to repair any gas leaks found on your piping and equipment. If the gas leak detected is serious, we will shut off the gas and or disconnect the faulty equipment until the required repairs are performed.

Please be aware, buried gas piping which is not maintained is subject to potential corrosion and leak hazards. For your safety, all buried pipes should be periodically inspected. Buried metallic pipe should be inspected for damage due to corrosion. Should unsafe piping be found, the gas pipe will note to be promptly replaced. Remember, when digging near gas pipe, you are required to call Ohio 811 for a proper location for the buried pipe in advance of your digging and digging should be done by hand. Contact a plumbing and heating contractor to assist you with locating, inspecting and as needed repairing damaged customer gas pipe.

## **OHIO UTILITIES PROTECTION SERVICE OHIO ONE CALL – CALL BEFORE YOU DIG**

The Ohio Revised Code requires that before you dig that you must contact the Ohio Utilities Protection Service (OUPS) at 811. This service is available 24 hours a day, 7 days per week to take your call about underground utilities. The law requires that you call no less than 2 nor more than 10 days before you start to dig on your property. To avoid loss of your utility service in the event of a cut service line, and the possibility of a more serious accident, Call OUPS at 811 or 1.800.362.2764.

## **CUSTOMER RIGHTS AND RESPONSIBILITIES**

To arrange for service disconnection, please contact a Winchester Customer Service Team Member at least 3 business days in advance if you plan to disconnect your service for any reason. As noted in this material, OVG may disconnect your service, without advance notice, if danger to life or property exists, tampering of the service occurs, emergency repairs are required or a violation of any rule or regulation is discovered. Further, OVG may disconnect your residential service for non-payment after providing 14 days advance notice, and during the winter period, October 19th - April 15th, by an additional 10 days advanced notice.

During a bill investigation, you are required to pay the undisputed amount of your bill. If your gas service has been disconnected for non-payment, you must pay the total past due amount owed, late payment charges, any required deposits and any reconnection charges before service can be restored. Should service have been disconnected 10 days or less, payment being received, and OVG has been notified before 12:30 pm EST, the service shall be restored the same day. Should service have been disconnected 10 days or less, payment being received, and OVG has been notified after 12:30p.m. EST, service shall be restored the following business day. If service has been disconnected more than 10 days and payment being received, service shall be restored within 5 business days.

## **REQUIREMENTS OF OVG TEAM MEMBERS ON CUSTOMER PREMISES**

Any OVG Team Member seeking access to the dwelling or structure of a customer shall identify themselves, provide company identification and state the reason for the visit to the premises. The team member shall introduce themselves to the individual adult representing him/her to be the responsible party at the premises. At no time, shall a Team Member seek entrance by use of subterfuge or force.

## **AVAILABILITY OF RATE INFORMATION**

Ohio Valley Gas Corporation's Rates and Tariff can be obtained by contacting a Customer Service Team Member at the Winchester District Office 215 West Franklin St., Winchester, IN 47394 Telephone 765.584.5501, 877.853.5501

## **PRIVACY RIGHTS**

OVG will not disclose a customer's account number without the affirmative consent of the customer, except for commercial collection and credit reporting, percentage of income payment plan aggregation and governmental aggregation. Further, a customer's social security number shall not be used for any other purpose other than to perform credit checks, if any, and as required under the Internal Revenue Code.

## **MINIMUM GAS SERVICE STANDARDS**

Minimum Gas Service Standards may be reviewed on the Public Utilities Commission of Ohio website <http://www.puco.ohio.gov> or by contacting PUCO at 1.800.686.7826 (toll free) from eight am to five pm weekdays. Hearing or speech impaired may contact the PUCO via 7-1-1 (Ohio Relay Service).

## **ACTUAL METER READINGS**

An actual meter reading will be conducted when you set up a new service or a service is terminated. An actual meter reading will also be conducted at least once each calendar year. Should your monthly bill have been estimated for 2 consecutive months or you believe the meter is malfunctioning, it is your right to request up to 2 additional meter reading per calendar year. Should your meter be found to be malfunctioning, OVG will conduct testing and provide a new meter at no charge.

## **USAGE AND HISTORY**

At your request, OVG will provide a 12-month history of your usage and a 24-month payment history. To obtain this information, contact a Winchester Customer Service Team Member.

## **QUESTIONS AND COMPLAINT**

Should you have questions or concerns about your service or bill, please contact a Winchester Customer Service Team Member during regular business hours 7:00am – 4:00pm EST at Telephone 765.584.5501, 877.853.5501 or at 215 West Franklin St., Winchester, IN 47394

If your complaint is not resolved after you have called Ohio Valley Gas Corporation, 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 am to five pm weekdays, or at <http://puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

The Ohio consumer's counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1.888.742.5622 (toll free) from eight am to five pm weekdays, or at <http://pickocc.org>.

## **HOW TO RECOGNIZE A GAS LEAK**

Although gas leaks are rare, you need to be able to recognize them. Here are the signs to look for when you suspect a leak:

- Gas odor (smells like rotten eggs or sulfur)
- A blowing or hissing sound
- Water bubbling or being blown into the air at a pond, creek, or river
- Fire coming from the ground or burning above the ground
- Brown patches in vegetation on or near a gas line
- Dry spot in moist earth

## **WHAT TO DO WITH A GAS LEAK**

- Leave area at once!! Warn others to stay away
- Avoid using potential ignition sources, such as motor vehicles, telephones (regular and cell), doorbells or electric switches
- Never try to extinguish a gas fire or operate any pipeline valves
- Call your local OVG number from a remote location (see front page)
- Call the local fire department or 911

## **OVG EMERGENCY RESPONSE**

OVG has trained Gas Emergency Response Personnel available 24/7. Each is equipped with a Combustible Gas Indicator which indicates the natural gas/air concentration in any given atmosphere. It is critical that this quantity be known before anyone enters a leak area because a dangerous concentration may exist.

A Gas Emergency is an event(s) resulting in one or more of the following:

- Hazardous gas leak(s) or Pipeline break
- Abnormally high or low pressure in the distribution system
- Concentration of gas within a building
- Natural disaster or terrorist attack

... and additionally, results in or threatens the following:

- Damage to persons or property
- Loss of pressure in an OVG distribution system
- Exceeding the Maximum Allowable Operating Pressure of an OVG system

The primary objectives during a Gas Emergency are as follows:

- Protect people, property, and pipeline system and facilities
- Shut down pipeline facilities as needed
- Minimize the loss of gas
- Repair of damaged or malfunctioning equipment
- Safe restoration of essential service
- Complete restoration of all service

At any time during a Gas Emergency, when conditions warrant it, Emergency Response Personnel (Fire, Police, etc.) may be called to assist with crowd/traffic control, evacuations, medical services, etc.

Upon receiving an emergency call, Emergency Response Personnel should call OVG when our facilities are involved. No valves, other than the meter stop valve, should be turned off by anyone other than OVG personnel.

## **SEWER LINES**

Are you experiencing problems with a sewer line? Has there been any recent (within the last year or so) utility work completed in your yard or adjacent area? If you answered “yes” to both above questions, OVG would like to remind you that most sewer problems are caused by tree roots or broken-down sewer tiles. However, it is possible that a natural gas line (or other utility service line) **could** be the cause of your sewer problem.

While we take extreme care when installing underground gas lines, it is possible to bore through or otherwise cut a sewer line while making such an installation. If this happens, a sewer problem can develop over time without any apparent cause. If you suspect the sewer problem may be due to a recent natural gas line installation, please contact OVG before digging up or attempting to clean out your sewer line. OVG will investigate, at no charge to you, to determine if the gas line installation damaged your sewer line. If so, we will repair the damage (or arrange to have it repaired). If the recent gas line installation is not the cause, then you will have the peace of mind to proceed with further measures to correct your problem.

If you do not contact OVG prior to digging up or attempting to clean out a sewer line, you could damage a natural gas line. A damaged natural gas line could allow natural gas to enter the sewer system and subsequently enter your home or other nearby homes. Please check with us first. We are available 24 hours a day, 7 days a week, by calling the number listed in the white pages of your local telephone directory or the numbers listed on the front of this brochure.

## **EXCESS FLOW VALVE NOTIFICATION**

As required by the U.S. Department of Transportation (DOT), you are hereby notified that an excess flow valve (“EFV”) which meets the minimum DOT performance standards is available for installation on your natural gas service line. Please note that such a device is not required for the normal, safe operation of your service line, but could help to mitigate the consequences of a service line failure (i.e., break, rupture, etc.)

An excess flow valve (EFV) is a safety device that is designed to automatically stop the flow of natural gas when (if) the flow of gas through the device exceeds a pre-determined rate. The device is normally installed at (near) the service line’s connection to the gas distribution main and protects against the uncontrolled escape of natural gas should the downstream line be broken/severed. It should be noted that these devices generally do not protect against slow leaks such as those caused by corrosion, loose fittings, or leaks beyond the gas meter (house piping.)

The use of EFVs has been primarily precipitated by service line incidents caused by accidental digging by excavators. Such incidents account for about 1/3 of the natural gas pipeline incidents in the United States. While the use of an EFV may help to limit the effects/damages of such an incident, the best prevention against such incidents is to ensure that those who may have reason to be excavating on your property, if in Indiana, dial 811 or call Indiana 811 at 1-800-382-5544 or, if in Ohio, dial 811 or call Ohio Utilities Protection Service (OUPS) at 1-800-362-2764 **BEFORE THEY DIG.**

If you would like to have an EFV installed in an existing residential natural gas service line, we will complete such an installation for \$350 (if installed in a plastic service line) or \$450 (if installed in a steel service line). These costs are for labor and material only, and do not include cost(s) associated with paving or landscaping work that may be required following the installation. Such costs, if any, will be the responsibility of the property owner. If the property owner requests and is paying for the installation of an EFV, the company shall install that EFV by a mutually agreeable date.

As with any mechanical device, an EFV may malfunction, thereby causing a temporary loss of natural gas service. Should a malfunction occur within 1 year of the date of installation, repair or replacement costs will be the responsibility of OVG. Any need for repair or replacement of an EFV which may occur beyond this 1-year period could result in time and material charges to the customer.

Questions may be addressed to your local OVG District Manager or visiting our website at [www.ovg.com](http://www.ovg.com) (Information—Safety Information—Excess Flow Valve Notification for Residential Customers)

**Call 8-1-1 before you dig  
Its free, fast .... and it’s the law!**

## **CALL BEFORE YOU DIG!**

By law, you **MUST** contact Indiana811 by calling 811 or 1-800-382-5544 at least 2 working days before beginning any landscape or construction digging project.

This regulation applies to small landscape and construction projects too, including digging fence post holes, anchoring supports for decks and swing sets, planting trees, removing tree roots, and driving landscaping stakes into the ground.

Have the following checklist ready before you call:

- County, City or Township
- Location of Work/Street Address
- Extent of Work, Front/Rear/Sides
- Date of Excavation
- Start Time of Excavation
- Type of Work
- Caller’s Name & Contact Person



## **DANGER**

### **CERTAIN OLDER GAS CONNECTORS MAY BE DANGEROUS!**

Gas connectors are corrugated metal tubes used to connect gas appliances in your home to fuel gas supply pipes. Some older brass connectors have a serious flaw in how their tubing was joined to their end pieces. Over time, the end pieces can separate from the tubing and cause a serious gas leak, explosion, or fire. To our knowledge, these dangerous uncoated brass connectors have not been made for more than 20 years but may still be in use. The older these connectors become, the greater the possibility of failure. Although not all uncoated connectors have this flaw, it is very difficult to tell which ones do. Therefore, any uncoated brass connector should be replaced immediately with either a new plastic-coated brass or a new stainless-steel connector. Connectors can wear out from too much moving, bending or corrosion. Connectors should always be replaced whenever an appliance is replaced or moved from its location. Moving appliances, even slightly, whether to clean behind or to inspect its connector, can cause the failure of one of these older weakened connectors, possibly resulting in a fire or explosion.

**Do not move your appliance unless you replace its old connector!**