



EXTENDED PAYMENT PLANS  
AVAILABLE TO DARKE COUNTY OHIO RESIDENTIAL CUSTOMERS  
SERVED BY  
OHIO VALLEY GAS CORPORATION

Customers who anticipate difficulty paying their gas bill are encouraged to contact OVG's Winchester office prior to the due date. Contact can be done by:

1. In person at our Winchester district office located at 215 W Franklin St open Monday – Friday 7AM to 4PM.
2. Calling the Winchester district office at (765) 584-5501 or toll free at (877) 853-5501. Calls are answered by customer service representatives during office hours Monday – Friday 7AM to 4PM. After hours messages are done via voicemail by following the prompts. Please be sure to leave contact information so our staff can reach you during regular office hours.
3. Via email at [winchester@ovgas.com](mailto:winchester@ovgas.com)

Please offer reasonable payment arrangements that fit your needs. We will review your situation and exercise discretion in acceptance of the payment terms based on the account balance, the length of time that the balance has been outstanding, your recent payment history, the reason why payment needs delayed, and any other relevant factors including health, age, and family circumstances.

If your payment arrangements are not acceptable and we cannot reach a mutually agreeable solution, the below payment guidelines are offered to Ohio residents:

- The one-third plan, or Winter Heating Season Plan, is only offered for usages from November 1 to April 15 and requires you to pay 1/3 of your total account balance each month (past due balances plus the current bill).
- The one-sixth plan requires you to pay six equal monthly payments on your past due amount in addition to your current monthly bill.
- The one-ninth plan requires you to pay nine equal monthly payments on your past due amount in addition to a budget payment plan.

These plans are available to all residential customers regardless of income.

Income eligible customers can enroll in PIPP Plus. Application can be made to Community Action Partnership at 1469 Sweitzer St, Greenville, OH, (937) 548 8143.

Rules [4901:1-18-12](#) to [4901:1-18-17](#) of the Ohio Administrative Code, apply to PIPP plus for residential service from a natural gas utility company.