
**RULES AND REGULATIONS GOVERNING THE
DISTRIBUTION AND SALE OF GAS (Continued)**

17. Payment Terms

17.1 Billing Period

Bills for service to all customers will be rendered monthly at the rates set forth from time to time in the Company's then effective Tariff on file with the Pennsylvania Public Utility Commission.

The Company will offer each customer participating in the Choice program, the option of a consolidated bill by the Company which contains the NGS charges in a format that complies with the Commission's Customer Information and Disclosure Guidelines. If the NGS provides billing services for its charges, the customer can choose to receive one bill containing only the Company's charges and a second bill from the NGS containing only the NGS's charges. The conditions under which the Company will exchange data with the NGS to effectuate either of these billing options is set forth in more detail in the Rules Applicable to Distribution Service.

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17.2 Payment Period

Bills are due upon presentation and payment may be made by the customer by mailing a check to the address for payment designated on the bills, or at a Columbia authorized collection agency, or any other method designated by the Company. The final date for payment will not fall on a Saturday, Sunday or holiday, and will be at least twenty (20) days after presentation (date of postmark) for residential customers and at least fifteen (15) days after presentation (date of postmark) for other than residential customers. Failure to receive the bill will not excuse customers from payment obligations and payments must be made without regard to any counter claims whatsoever.

17.3 Payments by Mail

Any remittance received by mail at the address for payment designated by the Company on the customer's bill, bearing U.S. Post Office stamp date corresponding with or previous to the last date of payment, will be accepted by the Company as compliance with the terms of payment.

17.4 Payment of Cash Deposits

Upon reconnection of service at a premise previously terminated for non-payment, the Applicant may be required to pay a deposit and shall have up to 90 days to pay the deposit in accordance with the provisions of Chapter 56. Applicants requesting service at a premise not previously terminated for non-payment may be required to pay the full amount of the deposit prior to connection.

**RULES AND REGULATIONS GOVERNING THE
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17. Payment Terms – Continued

17.5 Disputed Bills

In the event of a dispute between the customer and the Company respecting any bill, the Company will forthwith make such investigation as may be required by the particular case and report the result thereof to the customer.

The first disputed bill investigation in a twelve consecutive month period will be provided at no charge, any subsequent request by the customer in the same twelve consecutive month period will be assessed the cost of the service call unless the investigation detects metering or some other Company error. The charge to the customer shall be limited to the Company's costs based upon the actual time spent on the service call, with a maximum charge equal to a 45 minute service call; or the maximum charge for a meter test pursuant to Commission regulations if applicable.

When the Company has made such a report to the customer, either (1) sustaining the bill as rendered or (2) submitting a corrected bill, the date of the bill for purposes of payment shall be considered to be as of the date of said report, and the customer shall pay the amount due within the time provided in these Rules and Regulations, and failure to so pay shall render the customer and his service liable to the penalties herein provided. Any amounts received by the Company in excess of the amount disclosed to be due by the Company's investigation of the dispute shall be forthwith returned to the customer if the error arose from any cause other than the incorrect estimating of a customer's consumption for the period in dispute. Errors arising through the incorrect estimating of a customer's consumption shall be adjusted in accordance with the provisions of Rule 15.5 of these Rules and Regulations.

17.6 Interest on Overpayments

The Company will pay interest on refunds of customer overpayments at the rate of six percent (6%) per annum without deduction for any taxes thereon, except where customer overpayments are refunded within ninety (90) days of overpayment. The term "customer overpayment" shall not include any balance that may arise under the Company's budget billing program.

**RULES AND REGULATIONS GOVERNING THE
DISTRIBUTION AND SALE OF GAS (Continued)**

17. Payment Terms - Continued

17.7 Dishonored Tender of Payment

If the Company receives a negotiable instrument from a residential applicant or a residential customer as payment of any bill, charge, or deposit due, and if such instrument is subsequently dishonored or is unable to be collected for any reason, the Company may charge the residential applicant or customer a service charge in the amount of twenty dollars. The service charge may be billed separately by the Company.

After the Company has provided a written termination notice and attempted telephone contact to a residential customer as provided in the notice of Termination of Service section of this tariff, termination of service may proceed without additional notice if:

- a. A customer tenders payment which is subsequently dishonored under 13 PA.C.S. § 3502 (relating to dishonor); or
- b. A customer tenders payment with an access device, as defined in 18 PA.C.S. § 4106 (D) (relating to access device fraud), which is unauthorized, revoked or cancelled.

If the Company receives a negotiable instrument from a non-residential applicant or customer as payment of any bill, charge, or deposit due, and if such instrument is subsequently dishonored or is unable to be collected for any reason, the Company shall charge the applicant or customer a service charge in the full amount permitted by law for each dishonored negotiable instrument. The service charge may be added to the monthly bill of the non-residential customer, or it may be separately billed to the applicant or customer.