



## Customer Options Relating to Delinquent Bill Payment

1. Mountaineer Gas Company (Mountaineer Gas) is required to give you notice before terminating your service due to delinquent payment. The notice requirements are found in the Rules and Regulation of the Public Service Commission.
2. You should contact Mountaineer Gas immediately upon receiving notice that your account is delinquent to discuss your options and rights. Additional fees and payment requirements will apply if your service is turned off.
3. When you receive a termination notice, you may avoid termination and the expenses of reconnection by paying the delinquent amount in full before the termination date. If you are unable to pay your delinquency, you may ask state agencies or local charitable organizations for help. To learn of agencies and organizations, dial 211 or contact Mountaineer Gas.
4. If you cannot pay the delinquency in full and do not want your service terminated, you should contact Mountaineer Gas before the termination date. Mountaineer Gas will offer you a standard deferred payment agreement allowing you to pay the total of your delinquency over twelve (12) months in equal monthly payments. A shorter payment term may be negotiated. You must pay your current bill during the time you are negotiating a deferred payment agreement.
5. If you dispute a portion of your bill, believe you are being charged for service not being received, or would like a deferred payment agreement longer than twelve (12) months, you should request a meeting (phone or in-person) with Mountaineer Gas before the termination date. You must justify any request for a longer payment term. You must pay your current bill during the time you are negotiating a deferred payment agreement.
6. If you and Mountaineer Gas have a meeting but do not agree on how to address a delinquency, you have seven (7) days after the decision of Mountaineer Gas to avoid termination by electing a standard deferred payment agreement, or by requesting assistance from the Public Service Commission or filing a formal complaint with the Public Service Commission. To do so, visit the website [www.psc.state.wv.us](http://www.psc.state.wv.us), call 1-800-642-8544 or write to this address: Public Service Commission of West Virginia, c/o Customer Assistance, 201 Brooks Street, P. O. Box 812, Charleston, West Virginia 25323. You must pay your current bills during the time you are seeking assistance from the Public Service Commission.
7. If you enter into a deferred payment agreement with Mountaineer Gas and then fail to make any required payment, Mountaineer Gas may terminate your service after giving you notice. To avoid termination, make your payment immediately when you receive notice.
8. Mountaineer Gas is not required to renegotiate your deferred payment agreement unless you can show that your financial circumstances have significantly changed for the worse. Mountaineer Gas is not required to renegotiate an agreement due to a significant change in your financial circumstances more than once. You must pay your current bill plus some payment on your delinquency during the time you are renegotiating a deferred payment agreement.
9. You have certain additional notice of termination rights if you have provided Mountaineer Gas with certification from a currently licensed physician, nurse practitioner or physician assistant that termination of service would be dangerous to you or a member of your household.

## If Your Service is Terminated

If your service is terminated because you ignore a termination notice, contact Mountaineer Gas weekdays between 7:00 am – 6:00 pm by using the toll free telephone number or mailing address provided below. Mountaineer Gas is not required to reestablish service unless you pay up-front a minimum of half of your delinquency plus a deposit and you enter into a six (6) month deferred payment agreement to pay the remainder of your delinquency plus a reconnection fee.

**Send mail to:**  
Mountaineer Gas Company  
P.O. Box 1003  
Charleston, WV 25324-1003

**Call toll free at:**  
1-800-834-2070

**Customer Service Center Hours**  
Available weekdays 7:00 am to 6:00 pm

For additional information, please visit us online at **[mountaineergasonline.com](http://mountaineergasonline.com)**.

