



# GLENWOOD ENERGY

5181 College Corner Pike Oxford, OH 45056  
Phone (513)523-2555 Emergency (513)523-5050  
[www.glenwoodenergy.org](http://www.glenwoodenergy.org)

## Glenwood Energy of Oxford, Inc. Customer Bill of Rights

As a Glenwood Energy customer, you should know what is expected of you, and what to expect of Glenwood Energy. This information outlines your basic rights and obligations, and directs you to additional resources. Additional information is available on our website at [glenwoodenergy.org](http://glenwoodenergy.org). The minimum gas service standards can be reviewed on the commission's website [www.puco.ohio.gov](http://www.puco.ohio.gov) or a copy can be obtained from the commission upon request (1-800-686-7826).

Glenwood Energy endeavors to provide the highest levels of safety and dependability, while fostering a culture of open and direct communication and teamwork. We have a common purpose in a work environment which promotes ethical and social awareness through the policies and actions of the management and associates of Glenwood Energy of Oxford. Please contact our office for the availability of rate information and alternatives.

### Applying for Service:

Applicants can apply for service in our office or over the phone. If applying over the phone, you will need to pay the deposit (if applicable) with a credit/debit card. Applicants are required to establish creditworthiness. You may do so by providing a minimum credit score of 698, a personal creditworthy guarantor or a credit reference from a previous energy provider with 12 consecutive months and no more than two late payments. If the applicant fails to establish creditworthiness a deposit is required. The deposit is 30% higher than the average bill for the address. The deposit will pay your bill after 12 months of service, or your final bill if you cancel service sooner. The remaining credit balance will be refunded by check and mailed to the forwarding address.

If your service is currently off, there is also a \$50.00 connection fee. If the service has been off for more than 30 days, you must have a pressure test done on the inside lines before we can turn the gas on. The cost of the pressure test by Glenwood is \$80.00.

The customer, after making the proper application for service, shall notify Glenwood Energy when they desire service to be established. Glenwood Energy will make every effort to ensure service on the date specified; however, OAC 4901:1-13-05 allows up to 3 days. In no case shall the customer, the customer's agent, or customer's employee turn on the gas at a locked meter. Gas shall be turned on, upon the date specified, by an authorized agent of Glenwood Energy.

### Service not Transferable:

No person shall commence the use of gas until after making the application therefore and requesting Glenwood Energy to turn on the service. In the event of violation of this provision, in addition to other rights of Glenwood Energy, such person shall be liable for all gas consumed in the premises from the date such person occupied the premises.

### Installation of New Service Lines:

If you wish to have natural gas lines installed or upgraded at your home or business, we will complete the installation within three business days if no new construction is required, or within 20 business days if the request requires installation of the service line and meter. If your request requires extending the main line, we will contact you within 30 days to schedule an appointment to discuss the feasibility of the extension, gather information to give an estimate of the cost of the extension and amount of deposit if applicable.



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## To cancel Service:

If you would like to cancel your gas service, please contact the office by phone or in person. Please have your account number, date you would like to end service and a forwarding address ready. Same day service may be scheduled if a technician is available; however, 48 hours' notice is preferred.

Per OAC 4901: 1-1808 (K) If a landlord/ property owner or agent requests a disconnection of service and a residential tenant resides at the premises, we will hang a 10 – day notice prior to disconnection informing the tenant that they need to establish service and the date that service will be terminated. The landlord/ property owner/ agent will be advised of their liability of service rendered during the 10-day period.

## Meter Readings

Under normal circumstances Glenwood Energy will read each meter monthly. In the event that a meter cannot be read, GEO will estimate the usage based on previous usage for that location for the same month. If a meter is not accessible for a period of two months, the customer will be contacted to send in a reading or to allow access for an actual reading to be taken. If a meter is inaccessible more than 3 times, GEO will install an ert to the meter so the reading can be downloaded electronically. To aid in controlling atmospheric corrosion, the environment as well as the condition of the piping, is inspected each month during meter reading. An actual reading will be obtained at least once every twelve months.

## Dead Meter

If it is discovered that your meter has stopped registering the passage of gas, your meter will be replaced. In accordance with the provisions of our Ordinance with The City of Oxford, we will calculate the amount of unmetered gas used. The estimate is based on your heating and non-heating load, degree day information and the number of days in each billing period. GEO will allow 12 months to pay for estimated gas usage for a residential customer. Small commercial/ business account has up to 36 months to pay for unmetered gas usage.

## Usage History

If you would like usage history for your account, please contact our office and we would be happy to print, email or fax your usage history. You may also view your account history online using our website. You will need to register your account first. Please feel free to contact our office if you need assistance.

## Meter Testing

Although natural gas meters are accurate devices that measure the volume of gas being used, you may request that a performance test be conducted. We will schedule the test within 30 days receipt of your request and notify you of any applicable charges prior to the testing. A written explanation of the test results shall be provided to the customer within ten business days of the completed test. If we find that the meter's accuracy is outside accepted tolerances, we will waive any charges for performing the test and install a new meter at no cost to you. If the inaccuracy has resulted in overcharges on your account, we will determine how long the meter has been malfunctioning and reasonably compute the amount of credit or refund based on your usage history, using the rates that were in effect during that period. This will not apply if there has been tampering or unauthorized reconnection of the meter, metering equipment or any other equipment that may cause metering inaccuracies.



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## Payment Plans

GEO has payment plans/ options available to assist with a delinquent account, if applicable. DAPS – Delinquent Accounts Payment Schedule - A] One-sixth plan – A plan that requires six equal payments on the past due balances in addition to full payment of the current bill B] The One-ninth Plan – A plan that requires nine equal monthly payments on the past due balances in addition to a budget payment plan for the projected monthly bills, which will end nine months from the initial payment. The budget portion of the payments may be adjusted periodically during the nine month period as needed. C] Winter Heating Season Plan is offered to any customer not already on a payment plan, the one-third payment plan for any bills that include usage occurring from November first to April fifteenth of each year. The one-third plan requires payment of one-third of the balance due each month (past due balances plus current bill). For any outstanding balance remaining after the last one-third bill has been rendered, the customer has the option to pay the balance or enter into one of the other plans available, if he/she meets the qualifications for that plan.

We also offer PIPP – Percentage of Income Payment Plan. Please contact our office for more information about our payment plans.

## HEAP – Home Energy Assistance Program/ Low -Income Assistance/ Home weatherization

For State and Local Assistance and home weatherization, you can go to [energyhelp.ohio.gov](http://energyhelp.ohio.gov) or contact the providers listed:  
Family Resource Center – 5445 College Corner Pike, Oxford, Ohio 45056 – Phone (513) 523-5859 or  
Home Energy Assistance Program – P.O Box 1240, Columbus, Ohio 43216 – Phone (800)282-0880.

## Complaints

If your complaint is not resolved after you have called Glenwood Energy, or for general utility company 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 a.m. to five p.m. weekdays, or at <http://www.puco.ohio.gov>. Hearing or speech impaired customers may contact the PUCO via 7-1-1 (Ohio relay service).

The Ohio consumer counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted at 1-877-742-5622 (toll free) from eight a.m. to five p.m. weekdays, or at <http://www.pickocc.org>."

Complaint procedures available at our office and the commission.

## Disconnection and Reconnection of Service

If you do not pay your natural gas bill by the due date, we will send a 14-day notice before disconnecting your service. This 14-day notice will be in addition to your regular monthly billing statement. To prevent disconnection, you must pay the minimum amount due by the disconnection date on the notice. If your service has already been disconnected, you must pay the amount owed. If payment is made before 12:30 pm, service will be restored on the same day. If payment is made after 12:30pm, service will be reconnected on the next business day. Keep in mind that if service is disconnected, you may also have to pay a security deposit and reconnection fee before your service is restored. If you or a family member has a medical condition where the disconnection of natural gas service would be detrimental to your health, you may be eligible for a medical certification that would retain or restore service for a period of 30 days. Medical certifications may be used 3 times per household in a 12-month period and must be completed by a certified health professional. If you feel that there is an error on your bill, please contact Glenwood Energy and speak with the Customer Service Manager. If your complaint is not resolved after you have called Glenwood, you may contact the PUCO at (800) 686-7826. However, you should still pay any amount that is not in dispute.



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During the winter heating season (Nov 1 – Apr 15), Glenwood gives you an additional 10-day notice before disconnecting your service. Several energy assistance programs are available to help customers stay connected during the winter heating season. Contact us or PUCO for more information.

Glenwood may require a customer to make a deposit or an additional deposit on an account, set forth in the rule of the Administrative Code 4901:1-17-03 and 4901:1-17-05, to reestablish creditworthiness. The utility may require a customer whose service has been disconnected to pay a deposit, in addition to any charges under the applicable reconnection rules in Chapter 4901:1-18 of the Administrative Code.

The utility will consider the totality of the customer's circumstances when determining if a deposit will be required if the customer has not made full payment or payment arrangements for any given bill containing a past due balance for regulated services. The utility may require a deposit if the applicant had service disconnected for nonpayment, a fraudulent act, tampering, or unauthorized reconnection.

If service is disconnected for fraudulent practices, the utility is not required to reconnect service until the customer pays or makes satisfactory arrangements to pay the company the bill for service that was fraudulently obtained or maintained, and security deposit.

If the utility receives payment on a disconnected account before twelve-thirty, service can be reestablished the same business day.

## **Call Before You Dig**

Before you start any landscape or home improvement project that requires digging, be sure to call the Ohio Utilities Protection Service (O.U.P.S.) at "811" or 1-800-362-2764 at least 2 full business days in advance to mark the approximate location of buried utility lines that might be in the construction area. It's the law, and it's for your safety!

## **Access to Premises**

The Company and its authorized employees shall have access at all reasonable times to its facilities and at all of the premises in which gas supplied by the Company is used or is to be used. The Company employees and agents seeking access to the customer's or landlord's premises shall, upon request, identify himself/herself and state the reason for the visit.

## **Employee Identification**

All of our company personnel carry photo identification and will be happy to show it upon request. They will also wear clothing displaying our name and or company logo. If you are not sure about an employee's identification, or to verify work to be done in or around your home, call us at 513-523-2555. Our employees understand if customers are uncertain and call to verify. Our employees also drive clearly marked vehicles that are easy to identify.

## **Customer's Responsibility**

The customer assumes all responsibility for property owned by the customer on the customer's side of the point of delivery, which will be the outlet side of the meter, for the service supplied or taken, as well as for the installation and appliances used in connection therewith, and will save Company harmless from and against all claims for injury or damage to persons or property occasioned by or in any way resulting from such service or the use thereof on the customer's side of the point of delivery.



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## Right of Way and Line

The customer, without reimbursement, will make or procure conveyances to the Company or right-of-way to install lines at the location where service is to be furnished, including property owned or controlled by the Company's distribution mains, extensions thereof, or appurtenances necessary for or incidental to the supplying of service to the customer.

## Right of Privacy

We understand how important your privacy is to you. We will not disclose your account information without consent. If you have a spouse or roommates and wish us to release your account balance, we will need that consent in writing to attach to the account. We do ask that you understand, that we will not disclose account history prior to receiving written consent. We do not provide customer lists to any third parties.

## Scheduling Appointments

If you need to schedule a service appointment, you will be provided with an expected arrival time window of four hours or less for all appointments requiring your presence. If for any reason we cannot meet a scheduled appointment, we will attempt to notify you and arrange a new appointment date and time.

## What to do if you smell natural gas

If you smell natural gas and suspect a small natural gas leak in your home, take the following steps:

1. Open all doors and windows.
2. Shut off your natural gas supply, if possible.
3. Call Glenwood Energy at (513)523-5050.

*If the odor is strong and you think you may have a large natural gas leak, follow these instructions:*

1. Have everyone leave your home immediately.
2. Do not operate light switches, your telephone, or any electric appliances.
3. Do not connect or disconnect any power plugs from electric outlets.
4. Do not light a match or lighter.
5. From a neighbor's phone, call Glenwood Energy at (513)523-5050.

Glenwood Energy technicians are on duty 24 hours a day, seven days a week, including holidays.

## Carbon Monoxide

Carbon monoxide is an odorless, colorless and toxic gas. Because it is impossible to see, taste or smell the toxic fumes, CO can kill you before you are aware it is in your home. At lower levels of exposure, CO causes mild effects that are often mistaken for the flu. These symptoms include headaches, dizziness, disorientation, nausea and fatigue. The effects of CO exposure can vary greatly from person to person depending on age, overall health and the concentration and length of exposure.

### Sources of Carbon Monoxide

Unvented kerosene and gas space heaters; leaking chimneys and furnaces; back-drafting from furnaces, gas water heaters, wood stoves, fireplaces; gas stoves; generators and other gasoline powered equipment; automobile exhaust from attached garages; tobacco smoke. Incomplete oxidation during combustion in gas ranges and unvented gas or kerosene heaters may cause high concentrations of CO in indoor air. Worn or poorly adjusted and maintained combustion devices (e.g., boilers, furnaces) can be





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significant sources, or if the flue is improperly sized, blocked, disconnected, or is leaking. Auto, truck, or bus exhaust from attached garages, nearby roads, or parking areas can also be a source.

## Steps to Reduce Exposure to Carbon Monoxide

It is most important to be sure combustion equipment is maintained and properly adjusted. Vehicular use should be carefully managed adjacent to buildings and in vocational programs. Additional ventilation can be used as a temporary measure when high levels of CO are expected for short periods of time.

Keep gas appliances properly adjusted.

Consider purchasing a vented space heater when replacing an unvented one.

- Use proper fuel in kerosene space heaters.

- Install and use an exhaust fan vented to outdoors over gas stoves.

- Open flues when fireplaces are in use.

- Choose properly sized wood stoves that are certified to meet EPA emission standards. Make certain that doors on all wood stoves fit tightly.

- Have a trained professional inspect, clean, and tune-up central heating system (furnaces, flues, and chimneys) annually.

- Repair any leaks promptly.

- Do not idle the car inside garage.

If you think you may have a carbon monoxide leak, leave your house immediately and call us at (513)523-5050 or call 911.

More information on Carbon Monoxide may be found at: <http://www.epa.gov/iaq/co.html>

The Glenwood Energy office is located at 5181 College Corner Pike in Oxford, Ohio. Our office hours are Monday through Friday 9:00am-5:00pm. Our phone number is (513)523-2555. Fax: 513-524-3409. We also have a toll-free number (800) 352-2844. In case of an emergency, please call (513)523-5050. We have an answering service that will answer calls after office hours. A technician is always on call and can be dispatched for emergencies. Email: [postmaster@glenwoodenergy.com](mailto:postmaster@glenwoodenergy.com) Website: [glenwoodenergy.org](http://glenwoodenergy.org)

**Payment of Bills** – Our bills are mailed out the first business day of each month and are due on or before the 26th each month. If the 26th falls on a weekend, please pay your bill in advance to avoid a late charge. Penalty amount is 1.5% of total bill.

We accept check, cash, money order or credit/debit cards. (VISA, Mastercard, Discover and American Express). You may pay your bill online via our website using a debit or credit card. You may pay your bill in our office located at: 5181 College Corner Pike in Oxford. You can sign up for the ACH bank drafts to have your bill automatically debited from your checking account each month. Forms are available in the office and on our website.

There is a payment box located outside our gate for after hour payments. (Please do not pay in cash)

We accept payments over the phone made by credit or debit cards for no additional fee.

Or you can mail your payment to:

Glenwood Energy of Oxford, Inc.

PO Box 44750

Middletown, OH 45044-0750