

Arlington Natural Gas Company

108 S. Main St. - P.O. Box 277

Van Buren, OH. 45889-0277

419-299-3330 Fax: 419-299-3737

Exhibit B: Notice to existing PIPP customers regarding grandfathering of the current PIPP program.

(Date)

NOTICE TO PERCENTAGE OF INCOME PAYMENT PLAN CUSTOMERS

(Name)

(Address)

(City, State, Zip)

Dear Customer,

This letter is to inform you that the Arlington Natural Gas Co. will no longer offer the Percentage of Income Payment Plan (PIPP). However, as a current PIPP customer, you will be placed on a new grandfathered PIPP program, effective (30 days from date of the notice). The new grandfathered PIPP will be the same as the current program and you will be required to continue all of the following:

1. You must re-verify your eligibility annually or sooner when there is a change in household size or income.
2. You must make the required monthly PIPP payment of 10 percent of your household income.
3. You must apply for all public assistance for which you are eligible. You may contact the Ohio Department of Development at 1-800-282-0880 or at <http://energyhelp.ohio.gov> to get the HEAP application.
4. You must apply for all weatherization programs for which you are eligible.

Unlike your current PIPP program, you will be REMOVED from the grandfathered PIPP program and will NOT be eligible to re-enroll if you:

1. Are disconnected for non-payment;
2. Do not re-verify your eligibility as required, or
3. Are determined by the Ohio Department of Development to no longer be eligible for the program.

If you are removed from the new grandfathered PIPP program you will be responsible for the total account balance. Arlington Natural Gas Co. will continue to offer extended payment plans even if you no longer qualify for the grandfathered Percentage of Income Payment Plan (PIPP).

Please contact the Arlington Natural Gas Co. at 419-299-3330 if you have any questions.

Arlington Natural Gas Company

108 S. Main St. - P.O. Box 277

Van Buren, OH. 45889-0277

419-299-3330 Fax: 419-299-3737

Exhibit D: Credit and collection policies and procedures.

The Arlington Natural Gas Company, being a small natural gas public utility (less than 15,000 customers) provides service to its customers, residential and commercial, according to the rules and regulations of the Public Utilities Commission of Ohio, unless a waiver has been received. The Arlington Natural Gas Company works with its customers on an individual basis without discrimination to assist the customers whenever possible to continue their natural gas service.

Financial Assistance.

The following local and state programs are available to eligible Arlington Natural Gas Co. customers:

1. Budget program
2. Home Energy Assistance Program (HEAP)
3. Emergency HEAP
4. Winter and Summer Crisis Programs
5. Home Weatherization Program (HWAP)
6. Winter Reconnect Order
7. Medical Certification
8. Payment plans approved by the Commission
9. Special individualized payment plans mutually agreed upon by the customer and Arlington Natural Gas Co.
10. Payment assistance from non-profit organizations

Arlington Natural Gas Co. will assist the customer to continue gas service providing the customer completes the required payment schedule.

Grandfathered PIPP Program

A waiver regarding PIPP customers was filed by Arlington Natural Gas Co. and granted by the Commission dated (insert date). As of that date, Arlington Natural Gas Co. will not accept any new PIPP customers. Procedures for this new grandfathered program state that those customers who were PIPP customers prior to this date will continue service through the new grandfathered program providing they complete the following requirements:

1. Re-verify eligibility once every 12 months, or sooner when there is a change in household size or income, and are eligible for PIPP as determined by the Home Energy Assistance Program.
2. Make the required monthly PIPP payment of ten percent (10%) of their household income.
3. Apply for all public energy assistance for which they are eligible. Customers may contact the Ohio Department of Development at 1-800-282-0880 or <http://energyhelp.ohio.gov> to get the HEAP application.
4. Apply for all weatherization programs for which they are eligible.

Arlington Natural Gas Company

108 S. Main St. - P.O. Box 277

Van Buren, OH. 45889-0277

419-299-3330 Fax: 419-299-3737

The grandfathered PIPP customer will be removed from the program and not be eligible to re-enroll or be re-instated if they:

1. Are disconnected for non-payment.
2. Do not re-verify for eligibility as required, or
3. Are determined by the Ohio Department of Development to no longer be eligible for the program

If the grandfathered PIPP customer is removed from the program, they will be responsible for the total account balance. At this time, Arlington Natural Gas Co. will work with the individual customers to set up a payment plan in order to maintain or restore gas service. Re-instatement into the PIPP program will not be an option.

Collection policy

In the event that a customer, or former customer, has a past due balance, the Arlington Natural Gas Co. reserves the right to collect the amount by either filing a claim in Municipal Court/Small Claims, submitting the account balance to a collection agency of our choice, or by other legal methods in collecting said account balance.