

## **Roanoke Gas Company Disconnection Policy for Non-payment**

Payment for natural gas service is due within twenty (20) days of the issuance of a bill. Ten (10) days after the due date, the Company shall provide a notice of nonpayment to customers stating that they are subject to disconnection if payment is not timely received. Disconnection shall not take place until a customer is at least 60 days in arrears.

Disconnection of residential service for nonpayment shall not take place on:

1. Any day the National Weather Service 48-hour weather forecast calls for temperatures to be below 32 degrees for the Roanoke area; and
2. Fridays, weekends, or on the day of or the day before State Holidays.

For information on assistance that may be available to help pay your outstanding bill please visit our website at: <https://www.roanokegas.com/customer-service/payment-assistance/>

Roanoke Gas reserves the right to discontinue gas service to any customer at any time, without notice, consistent with Section 5.1 of the Company's General Terms and Conditions: <https://www.roanokegas.com/wp-content/uploads/2017/07/Final-Tariff.pdf>