



105 Schneider Lane, Milford, PA 18337

September 15, 2017

Dear Customer:

As you may be aware, Pike County Light & Power (PCLP or Pike) was purchased by Corning Natural Gas last year from Orange and Rockland Utilities, Inc.(ORU). As part of this transition, ORU has continued to provide you with customer service. Beginning on September 25, 2017, Pike will be taking over all aspects of the customer service process.

This means as a customer, you will no longer make payments to, or contact ORU for billing and account questions, power outages, or gas odor and emergency calls. All request for connects or disconnects must be directed to PCLP. If you want to make in-person payments, you may do so at the Schneider Lane address only. If you desire to mail in a payment please mail your payment to the following address:

Pike County Light & Power Company
P.O. Box 1109
Milford, PA 18337

No other payment locations will accept Pike customer payments. ORU will no longer handle customer calls for Pike customers. In order to reach a PCLP representative, you may contact us in one of the following ways:

- Electric outage or related emergency **855-855-2433** (24 hours/day)
- Gas odor or related emergency **855-855-2268** (24 hours/day)
- Customer Service **855-855-2050**, Monday – Friday 8-4:30 p.m.
- Customer Service **570-832-2988**, Monday – Friday 8-4:30 p.m.
- Email -- custserv@pclpeg.com
- Fax **570-832-2989**
- Pennsylvania Public Utility Commission (PUC) Utility Customer Hotline at **1-800-692-7380** regarding complaints, terminations or payment arrangements. The PUC asks that you first call your utility to try to resolve the problem.

Additionally, your monthly bill will look the same, but your account number will change. If you have electronic payments authorized through your own online banking bill-pay system, you will need to update your new Pike account number with your bank in order for your payments to continue to be processed correctly. These transactions are initiated by you, and then sent to us by your bank.

If you currently have automatic payments setup with our utility (previously with ORU), your payments will continue to be withdrawn and processed just as they have been in the past, with no additional updates needed from you. These transactions are initiated by us, and received from your bank. Our online/phone payment system will be available in the near future. Please check our website periodically for updates. Currently, we are accepting payments either by mail or in our office located at 105 Schneider Lane (next to Tractor Supply).

You can only make your payment by check, money order or cash at this time. Our office hours are 8am-4:30pm, if you cannot make it into the office during those times, we have a drop box located in our parking lot.

Over the next several months, Pike will take over more functions from ORU like meter reading, field surveys, and inspections and maintenance. During this time, you may still see ORU or other utility contractors working on Pike facilities. If you have any questions or concerns about personnel working near your home or business, please don't hesitate to contact us for verification.

Pike County Light & Power will continue to update the company website with any new information at www.pclpeg.com. We look forward to providing you with excellent customer service for many years to come, as well as growing the services we provide to you in the community we share.

Sincerely,

Steve Grandinali

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General Manager - Pike County Light & Power