

Rule No. 5

SERVICE CONDITIONS

5-1 Supply of Service

- A. To the extent permitted by law or agreement, service shall be supplied only under and pursuant to these rules and any modifications or additions thereto lawfully made and under such applicable rates, schedules, and contracts as may from time to time be lawfully established. Service shall be supplied under the applicable rates, schedules, and contracts only at such points of delivery as are within the free extension limits, or such extended limits as are provided for in Rule No. 6, from the Utility's facilities which are adequate and suitable as to pipe size, gas supply, and pressure for the service desired.
- B. When, to make service available to a prospective Customer, the Utility must extend its lines beyond the free extension limit or install additional compression, regulation, or other facilities, a special service agreement may be required.
- C. If an extension is of such length and the prospective business, which may be developed, by it is so meager as to make it doubtful whether the business from the extension would yield a reasonable return, the facts may be reported to the Commission for investigation and determination as to the reasonableness of such extension.
- D. Where separate points of delivery exist for supplying service to a single Customer, or separate meters are maintained for measurement of service to a single Customer, each point of delivery or metering shall be separately billed under the applicable rates, schedules, or contracts, unless such contracts specify otherwise.

5-2 Permits - A Customer or prospective Customer must furnish all easements, cleared rights-of-way, and permits necessary to enable the Utility to supply the service required. The Utility may elect to obtain rights-of-way, easements, and permits across and along public property, but the Customer or prospective Customer is not thereby relieved of the obligation to clear it initially.

5-3 Utility's Responsibility - The Utility is responsible only to the Customer for supplying natural gas service in accordance with conditions set forth in the service agreement with the Customer, irrespective of ownership of the premises served. The Utility shall not be responsible for inconvenience, damage, or injury to persons or property resulting from the Utility's termination or discontinuance of service to any premises in accordance with Rule No. 5-9 or Rule No. 13.

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July 1, 2002

PUBLIC SERVICE COMMISSION

Rhonda Simmons

Secretary

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- 5-4 Kind of Service Available - The heating value, pressure, and capacity of the Utility's gas supply and gas facilities may vary in different areas. As protection against the installation of unsuitable appliances and other equipment, Customers are advised to ascertain from the Utility the type of service available at their point of delivery. The type of service available under different rates and schedules varies, so the Customer should consult the Utility prior to purchasing and installing equipment to ascertain the type of service available under rates or schedules which will result in the lowest probable operating cost to the Customer. The Utility shall, upon request, give its Customers such information and assistance as is reasonable, in order that Customers may secure safe and efficient service; and upon request, it shall render every reasonable assistance in adjusting gas-utilization equipment to meet available service conditions.
- 5-5 Use of Service
- A. Service shall be used by the Customer only for the purposes specified in the service agreement, contract, applicable rates, or schedules; and the Customer shall not remeter, sell, or permit others to use such service, except when expressly authorized to do so by the rates, schedules, or contract under which the service is supplied.
 - B. In no case may a Customer extend its natural gas facilities across or under a street, alley, lane, court, avenue, or other public or private space under different ownership in order to obtain a rate advantage by taking service for two or more premises through one meter.
 - C. In case any substantial change is made by the Utility in the gas pressure or other service conditions, which would affect efficiency of operation or adjustment of appliances, the appliances of all Customers in the district affected shall be readjusted, without charge, by the Utility for the new conditions.
- 5-6 Seasonal, Construction, Short-Term, or Temporary Service
- A. The Utility may require the Customer to pay in advance the estimated cost of connecting and disconnecting and installing and removing the facilities required for rendering such service.
 - B. Contractors, builders, or owners are required to execute a contract for the use of natural gas for building and other purposes in construction work at a location not served by the Utility with natural gas. Another Customer shall not allow a contractor, builder, or owner to use that Customer's service unless the contractor, builder, or owner obtains the Utility's permission specifying the other premises where the natural gas service is to be used. Permanent service will not be turned on at any new premises until payment has been made for all construction service.

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- 5-7 Service to Individual Mobile Homes and Trailers and Other Loads of Uncertain Duration
- A. The Utility may require a Customer to advance the entire cost of installing facilities used in rendering such service and shall credit the account of the Customer, the Customer's successor, or assignee with an amount equal to 20 percent of the Customer's annual gas utility bill until the cost of the free line extension allowance provided under the terms of Rule No. 6 has been refunded; provided, however, that the refund period for the Customer, the Customer's successor, or assignee at this location shall not extend more than five (5) years from date of initial service regardless of the amount of the unrecovered advance. The customer credits will be calculated on an annual basis, and such credits will be applied to the Customer's, the Customer's successor's, or assignee's account on an annual basis only, or after discontinuance of service. (For service to trailer courts, see Rule No. 7-6.)
 - B. Any amount collected from a Customer which is in excess of the actual cost of installing and removing the facilities required for rendering such service will be refunded to the Customer within 30 days after service is disconnected.
- 5-8 Reconnection Charge - Service shall be supplied only if Customer agrees to pay for service 12 months of the year. If Customer disconnects service and then request reconnection within 12 months at the same location, and no other Customer has taken service in the interim at that address, service will be reconnected as prescribed under Rate Schedule No. SGS-1.
- 5-9 Refusal and Termination of Service by Utility
- A. The Utility may refuse service to any delinquent Customer owing the Utility for service at a present or previous location in the Utility's service area until such past balance has been paid or a satisfactory arrangement has been made for paying it.
 - B. The Utility may refuse service to an applicant for service on the basis of the delinquency of another Customer only under the following circumstances:
 - 1. In the case of a residential Customer:
 - a. If the applicant was a spouse of the delinquent Customer at the time the delinquency occurred; or
 - b. If the applicant was a parent of the delinquent Customer and the delinquent Customer was a minor at the same time the delinquency occurred.

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2. In the case of nonresidential Customer, the Utility may refuse service to an applicant on the basis of such past delinquency only if the applicant has a legal obligation to pay the delinquency.
- C. The Utility may refuse service if the party refuses to establish credit as required under Rule No. 4.
- 5-10 Renting of Rooms - Where four or less rooms, not intended to constitute a separate family suite, within a residence are rented to the public for domestic purposes only by one owning or occupying the residence and where a single meter is installed, a single application of the rate shall apply to the entire service.
- 5-11 Surcharge on Advances or Contributions: Whenever, under the provisions of this Rule an advance or contribution is required, the current surcharge as required by Utility operations shall be applied to such advance or contribution. This is to offset the effect caused by the Utility's delayed tax depreciation reimbursement of the current year tax on this advance or contribution. This surcharge is not applicable where such advances or contributions are the result of highway relocations or any government directed relocations that benefit the public and the government is not receiving utility service.

