

**RATE SCHEDULE 1051**  
**MISCELLANEOUS TERMS AND CONDITIONS**

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**DEFINITIONS**

The following words and terms, when used in these Rules, have the following meaning, unless the context clearly indicates otherwise:

**Ancillary Line**

The term “ancillary line” is used to designate exterior piping installed and owned by the Property Owner and connected to the yard line or house piping to supply fuel to any exterior appliance, apparatus, or additional buildings.

**Btu**

1 Btu = 1055.05585262 joules.

**Customer-Owned  
Distribution Network**

The term “customer-owned distribution network” is used to designate the Property Owner’s lines located downstream from a Company-owned master meter. Such networks include, but are not limited to, institutional, educational and health care campuses, mobile home parks, military complexes, industrial facilities, commercial complexes, irrigation systems and oil and natural gas leases.

**Dekatherm**

“Dekatherm” or “Dth” shall mean 1,000,000 Btus (1 MMBtu). This will be on a dry basis.

**Gross Heating Value**

The amount of energy transferred as Btus per standard cubic foot from the complete, ideal combustion of the gas with oxygen (from air) to 14.73 psig and 60° Fahrenheit in which all water formed by the reaction condenses to liquid. The gas prior to combustion is to be considered dry with no water vapor present before the reaction. An exception to this is allowed if tariffs prior to this ruling allow a saturated gross heating value. Reports to the Commission will be converted to 14.73 psia and dry dekatherms.

**Master Meter**

The term “master meter” is used to designate a Company-owned meter providing service to a customer-owned distribution network.

**Meter Assembly**

The term “meter assembly” includes the meter, meter loops, valves, regulators, short sections of pipe, or any other fittings installed by the Company above ground at or near the meter location which are necessary to connect to the Property Owner’s piping. For meters installed at the building, the meter assembly includes piping to the first reasonably available threaded connection point outside the building wall. For meters installed at other than at the building providing service to a yard line owned by the Property Owner, the meter assembly includes piping to the inlet of the

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Owner's meter riser.

**Point of Delivery**

The point in the gas delivery system where the gas enters the purchaser-owned pipe, regardless of where the gas is measured.

**Property Owner or Owner**

“Property Owner” or “Owner” shall mean the owner of the property being served.

**Standard Cubic Foot of Gas**

A cubic foot of gas means that amount of gas occupying 1 cubic foot of space when subjected to a temperature of sixty degrees Fahrenheit (60° F) and an absolute pressure of 14.73 psia.

**Yard Line**

The term “yard line” is used in conjunction with outside meter settings, excluding master meters, to designate the underground piping installed from the outlet of the Company’s meter assembly to the building wall.

Waiver to OAC 165:45-1-2; Cause No. PUD 201000048; Order No. 578795

**OTHER**

**Pressure Base**

Gas deliveries to the Company’s utility customers will not be made at a pressure less than 14.73 pounds per square inch absolute. If deliveries are made at pressures greater than 14.73 pounds per square inch absolute, the volume of gas delivered by Company shall be calculated on a pressure base of 14.73 pounds per square inch absolute and a standard temperature base of sixty (60) degrees Fahrenheit. The atmospheric pressure is assumed to be 14.40 pounds per square inch absolute. The temperature of the gas shall be assumed to be sixty (60) degrees Fahrenheit for calculation purposes, unless a recording thermometer of standard make is installed. If such a recording thermometer is installed, the recorded flowing temperature shall be used for calculating purposes. In those instances in which the specific gravity of the gas is used to make volumetric calculations, the specific gravity of the gas shall be determined by a method that is acceptable and common in the gas industry. Calculation of volume shall be made in accordance with the Ideal Gas Law, corrected for deviation from Boyle’s Law, all in accordance with methods and tables generally recognized by, and commonly used in, the natural gas industry.

**Adjustment for Heat Content**

The volume of gas delivered hereunder shall, for billing purposes, be adjusted as herein provided on the basis of the total heating value, expressed in Dekatherms “Dth” at standard conditions; i.e., at a temperature of sixty (60) degrees Fahrenheit and under a pressure of 14.73 pounds per square inch absolute. The heat content volume actually billed to customers by the Company each month

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will be tabulated. The heating value will be added to the total purchased measured volume for billing purposes.

**Availability for Resale –  
Compressed Natural Gas**

The prohibition of availability for resale to others under any of the rate schedules of the Company specifically does not apply where the resale is for the limited purpose of providing compressed natural gas service for sale for use in appropriately equipped natural gas powered vehicles.

**Applicability**

The Special Terms and Conditions are supplementary to the rules, regulations, and minimum standards governing and regulating the operations of gas service public utilities as established by the Oklahoma Corporation Commission and supersede any conflicting provisions contained in any rules or regulations previously established by the Company. In any case of conflict, such rules or regulations so established by the Oklahoma Corporation Commission will govern, unless specific waivers of such rules have been authorized.

**Reservations**

The Company hereby reserves the unilateral right from time to time to propose to the Commission changes in the tariffs, the applicability thereof, the rates, charges and other terms and conditions of service and any other provisions of the Company's rules or the Commission's regulations.

**Limitation of Liability**

The Company shall not be liable for, and the customer shall indemnify, hold harmless and defend the Company from and against any and all liability, proceedings, suits, cost or expense for, damage or injury to persons or property, in any manner directly or indirectly connected with or growing out of the furnishing of natural gas on the customer side of the point of delivery, or with the interruption or termination of natural gas service, except to the extent that the damages are occasioned by the gross negligence or willful misconduct of the Company.

**EXTENT OF SYSTEM IN WHICH COMPANY MAINTAINS SERVICE**

**A. HOUSE PIPING**

House piping shall conform to requirements of the applicable city or town ordinances. In towns, villages, and suburban territory where there are no applicable regulations as to gas service, house piping and venting shall comply with the International Fuel Gas Code, dated 2006, and future amendments or supplements thereto.

Waiver to OAC 165:45-3-2 (b); Cause No. PUD 201000048; Order No. 578795

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**B. PROPERTY OWNER'S  
LINES AND EQUIPMENT**

1. No gas service shall be furnished to a new residential installation made after the effective date of these Rules unless the Property Owner's piping system conforms to all requirements of the applicable state, city, or town ordinances. Installations being served on the effective date of these Rules not conforming to the above requirements shall continue to be served, unless it is determined that such installations are unsafe.
2. If the Property Owner chooses to retain ownership of the service/yard line on the Owner's premises and declines to have the Company replace the line, the Property Owner may have the meter installed at a mutually agreed upon location and shall install all downstream facilities, taking total responsibility for all installation, maintenance, repair, and replacement and liability arising there from.

Waiver to OAC 165:45-3-2(b) and (d); Cause No. PUD 201000048; Order No. 578795

**C. MONITORING AND  
LOCATING OF SERVICE  
LINES AND YARD LINES**

1. Effective January 1, 2001, the Company or Company-authorized personnel will begin to perform periodic surveys of service lines and yard lines for leaks. Such leak surveys shall be performed in accordance with the leak survey cycle applicable to the distribution mains and/or service lines to which the yard lines are connected, in accordance with applicable laws and regulations. The Company may perform leak surveys more frequently if it is deemed to be necessary. The Company shall not assume any ownership responsibility or liability for lines owned by the Property Owner based only upon leak survey or maintenance activities being performed.
2. Effective January 1, 2001, the Company will begin to provide line locating services for service lines and yard lines owned by the Property Owner as generally required by the "Oklahoma Underground Facilities Damage Prevention Act." If, after reasonable attempts, such facilities cannot be located, the persons who requested such services will be promptly notified and will thereafter be responsible for such location.
3. The Company shall have no obligation to perform leak surveys or to provide line locating services on ancillary lines or a customer-owned distribution network for which the Company has no responsibility under Commission or Department of Transportation rules and regulations.

Waiver to OAC 165:45-3-3; Cause No. PUD 9900000166; Order No. 441549

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**SERVICE LINES**

**A. GENERAL POLICY**

1. The Company will assume full responsibility for service lines only when such lines are installed as new by the Company or are replaced by the Company. Until that time, the Property Owner will continue to own such lines from the property line or utility facilities to the building, regardless of where the meter is located, except for those lines previously installed by the Company pursuant to Commission Order No. 334855 issued January 27, 1989, in Cause No. PUD 000628. A meter assembly will be located at the structure or at another mutually agreed upon site.
2. If the Property Owner chooses not to have the Company install the service line facilities, the Owner may have the meter installed at a mutually agreed upon location and install all downstream facilities, taking total responsibility for all installation, maintenance, repair, replacement and liability arising there from.

Waiver to OAC 165:45-3-3; Cause No. PUD 9900000166; Order No. 441549

**B. COMPANY-OWNED  
SERVICE LINES**

**1. New Installations**

With respect to installation of initial service lines, the Company shall furnish, at its own expense, pursuant to the Financial Limitations on Installation or Replacement of Service Lines of this section, that portion of the line which lies in the public street, right of way or utility easement and which extends from the gas main to the Property Owner's property line. The Company shall also furnish and install a service line of suitable capacity, including meter assembly, to the agreed upon meter location, as set forth below. The service line shall be owned, operated and maintained by the Company.

**2. Replacement of Service Lines/Yard Lines Owned by the Property Owner**

The Company may replace service/yard lines owned by the Property Owner when such replacement becomes necessary due to deterioration of the lines, damage to the lines, except for damage that is the result of gross negligence or willful misconduct by the Property Owner or Owner's agent, or reconstruction of Company distribution mains. Lines replaced by the Company or Company-authorized personnel shall thereafter be owned, operated and maintained by the Company. Replacement of the Property Owner's service/yard lines, if done in connection with reconstruction of Company's distribution mains, relocation of the service tap and service line will occur in

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accordance with the Company's schedule and the requirements of regulatory authorities having jurisdiction herein. Costs associated with relocating the meter to the building wall and installing the piping in connection with reconstruction of mains, deterioration, or damage of the line will be subject to Tariff 1081, but subject to the limitations set forth below. In situations where a Property Owner requests the replacement of a yard line due to damage resulting from the gross negligence or willful misconduct of the Property Owner or Owner's agent, the Company may replace the facilities, but the Property Owner will be responsible for all costs. Replacement of service/yard lines shall not include replacement of any ancillary lines.

If the Property Owner refuses to give Company personnel or Company-authorized personnel appropriate access to the Owner's property for purposes of installation, the Owner will retain responsibility for his/her facilities and shall bear the expense of any replacements and repairs. If the Property Owner or consumer refuses to give Company personnel or Company-authorized personnel appropriate access to the Owner's property for purposes of maintenance, repair, rebuilding, leak surveys, equipment removal, line locating, meter reading and other functions, the Company shall have the right to terminate service to such Property Owner or consumer after notification to the Owner or consumer of such possible action.

**3. Financial Limitations on Installation or Replacement of Service Lines**

The Property Owner receiving service shall be billed for Company's excess costs including labor, overheads and material used in installing the service line above the level of investment justified as a result of the analysis described in Tariff 1081. Where such piping is to be installed in frozen ground, in rock, under paved areas, or where installation is hampered by other obstructions, or where extra costs are incurred for relocation of kick-out (Owner's piping where it exits the structure) or for unusual piping to connect the meter at the new location to the current kick-out location, and the Company or Company-authorized personnel performs such work, the Property Owner shall also be billed for Company's excess costs including labor, overheads and material used in such unusual construction conditions. A copy of the Company's estimate showing the excess costs of labor, overheads and material required to perform the work hereunder shall be furnished to the Property Owner upon request prior to construction.

In situations where the excess costs in excess of the waiver as outlined in Tariff 1081 are estimated to be \$300 or less, the Company will waive such excess costs. In situations where the excess costs exceed \$300, the Company may, after giving due consideration to the total excess costs and Customer's ability to make the required payment, enter into a special payment agreement with Customer to permit the Customer to make an initial payment of \$100 and to pay the remaining balance, if any,

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in monthly installments over a period not to exceed 12 months. Monthly payments during this period shall be the minimum of 1/12 of the remaining balance owed or \$50, whichever is greater. The Customer shall be required to sign a Service Line and Cost Agreement in those situations in which the Customer is required to pay excess costs.

The Property Owner's failure to pay the excess costs in accordance with the pay agreement shall be sufficient cause to discontinue service to the Owner upon due notice and in accordance with the appropriate Company rules. If the Owner is not the customer at the premises served but is a customer of the Company, the Company may discontinue service at Owner's account address.

**4. Relocation of Company's Facilities at the Property Owner's Request or Caused by the Owner's Actions**

The Property Owner shall consult the Company before causing or permitting any construction over any Company-owned facility. The Owner shall not enclose any exposed portion of Company-owned facilities. The Company shall require the Property Owner to reimburse the Company for any costs due to a change in the location of meters or other facilities made at the request of the Owner or caused by the Owner's actions. The Company's facilities will be removed or relocated only by Company-authorized personnel.

**5. Company Responsibility**

In accordance with its normal work procedures, the Company shall exercise reasonable care when installing, maintaining or replacing Company facilities located on the Property Owner's premise. However, beyond such normal procedures, Company assumes no responsibility for trespass, injury to person, or damage to lawns, trees, shrubs, building or other property that may be caused by reason or related to installation, monitoring or replacement of Company's facilities to serve the Property Owner, unless it shall be shown affirmatively that the injury to persons or damage to property complained of, has been caused by willful default or negligence on the part of the Company.

The Company may refuse or discontinue service if an inspection or test reveals leakage, escape or loss of gas or other unsafe conditions on the Property Owner's premises. Company will not be liable for any loss, damage or injury whatsoever caused by such leakage, escape or loss of gas from the Owner's service line, yard line, ancillary lines, house piping, appliances or other equipment. Nor will the Company be liable for any loss, damage or injury whatsoever caused by the necessary discontinuance of service caused by such leakage, escape or loss of gas from the Owner's service line, yard line, ancillary lines, house piping, appliances or other equipment.

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The Company further assumes no responsibility for any loss, damage or injury whatsoever caused by leakage, escape or loss of gas after same has passed through the Company's point of delivery and will not be responsible for the inspection or repair of defects in the Property Owner's piping, fixtures, or appliances in or on Customer's premises, and will not be responsible for any injury, loss or damage resulting from such defects or improper installation.

Waiver to OAC 165:45-3-3; Cause No. PUD 9900000166; Order No. 441549

**C. SERVICE LINES AND  
YARD LINES OWNED  
BY THE PROPERTY  
OWNER**

If the Property Owner chooses to retain ownership of the service/yard line on the Owner's premises and declines to have the Company install or replace and own the service line, the Property Owner may have the meter installed at a mutually agreed upon location and shall install all downstream facilities, taking total responsibility for all installation, maintenance, repair, and replacement and liability arising there from.

Waiver to OAC 165:45-3-3; Cause No. PUD 9900000166; Order No. 441549

**SERVICE EQUIPMENT AND LOCATION**

**A. MEASUREMENT  
EQUIPMENT**

The Company will furnish all necessary shut off valves, regulators, relief valves, meters, and meter settings to serve consumers. All facilities furnished and installed by Company on the Property Owner's premises for the supplying of service to the consumer on such premises shall be and remain the exclusive property of the Company. The Owner or consumer shall take care not to damage any Company-owned facilities located on the premises and shall not enclose any exposed portion of Company-owned facilities. All Company-owned facilities on the premises of the Property Owner shall be operated by and maintained at the expense of the Company. Such facilities may be replaced by the Company at any time and may be removed by the Company upon termination of the Owner's service agreement or upon discontinuance of service as provided in the Company's utility service tariffs.

Waiver to OAC 165:45-5-1(a); Cause No. PUD 9900000166; Order No. 441549

**B. METER LOCATION**

**1. New Installations**

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For every new residential or small commercial service line and yard line installed after September 30, 2000, the Company will install the meter whenever feasible at the building wall at a location which is mutually agreeable to the Property Owner and the Company, after giving consideration to safety, aesthetics, and the related economics of the proposed meter location.

All new meter set locations for large commercial and industrial consumers will be determined by mutual agreement between the Property Owner and the Company. Any such location must provide for all practicable safety from public road and in-plant traffic.

Waiver to OAC 165:45-5-1 (d); Cause No. PUD 201000048; Order No. 578795

**2. Replacements**

For every residential or small commercial service line and yard line replaced by Company, the Company will install the meter whenever feasible at the building wall, at a location which is mutually agreeable to the Property Owner and the Company, after giving consideration to safety, aesthetics, and the related economics of the proposed meter location.

**3. Mobile Home Parks**

Meters in mobile home parks will be located at the individual lot line rather than at the mobile home site. The park owner shall be responsible for installing and maintaining all piping downstream of the meter to the mobile home site.

**4. High Pressure Line Tap Services**

Meters and related equipment for consumers served from high pressure line taps shall be located at the site of the pipeline tap. The Property Owner shall be responsible for installing and maintaining a yard line from the meter to the structure.

**5. Duty to Notify**

The Property Owner shall have the duty to notify the Company in writing of any changes in traffic patterns or other conditions which subsequently render any agreed-upon meter location unsafe. The Company shall not be liable to the Property Owner for any damages caused by impact to a meter when the Company has not been notified pursuant to this section.

**6. Meter Location**

When the meter is located at a point other than the building wall, the yard line shall be installed and maintained at the Property Owner's expense.

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The Company will endeavor to reach agreement with the Property Owner regarding the location, dimensions, and type of equipment to be installed. However, where the Company and Owner cannot agree, either party may submit the issue to the Commission's Consumer Services Division for mediation, as an alternative to filing an application under OAC 165:45-3-3.

The Property Owner shall consult the Company before causing or permitting any construction over any Company-owned facility. The Owner shall not enclose any exposed portion of Company-owned facilities. The Company shall require the Property Owner to reimburse the Company for any costs due to a change in the location of meters or other facilities made at the request of the Owner or caused by the Owner's actions. The Company's facilities will be removed or relocated only by Company-authorized personnel.

Waiver to OAC 165:45-3-3; Cause No. PUD 9900000166; Order No. 441549

**C. UNDERGROUND METERS**

No new residential underground meter setting shall be installed.

**D. METER RELOCATION**

After installation, the location of the meter on the Property Owner's premises shall not be changed except by the Company with its consent and at the sole expense of the Owner, unless such change is for the convenience of the Company or as may be provided in this Tariff, in which event the Company shall bear the expense.

**SERVICE TO APARTMENT COMPLEXES**

**A. METER LOCATION**

When service is furnished to individual living units in an apartment complex by the Company, the meter shall be installed as close to each such living unit as is feasible under the circumstances within the locations provided for such facilities.

**B. MAINTENANCE  
BEYOND POINT  
OF DELIVERY**

When service is furnished to an individual living unit in an apartment complex by the Company, all yard lines, house piping, and equipment installed beyond the point of delivery at the Company's meter shall be maintained in a safe, efficient, and proper condition by and at the expense of the owner or consumer, as appropriate.

**C. TERMS OF SERVICE**

Individual units in apartment complexes served by an individual meter shall be served under the

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same terms as a single residence, unless otherwise specifically herein provided.

**D. REQUIREMENTS FOR SERVICES TO INDIVIDUAL LIVING UNITS**

Company shall not be required to furnish service to individual living units within an apartment complex until after the Company has been furnished suitable locations for Company facilities within the apartment complex, acceptable to and at no cost to the Company. When requested, Company shall be furnished easements for such locations in recordable form and acceptable to the Company.

**E. REQUIREMENT TO CONVERT APARTMENT COMPLEXES TO INDIVIDUAL LIVING UNITS**

Apartment complexes being furnished gas service as of the effective date of these rules may be converted for service to individual living units under the following circumstances:

1. The piping system within the apartment complex is acceptable to the Company and the owner of the apartment complex transfers ownership of such system to the Company free and clear of any liens and encumbrances and such owner furnishes suitable locations pursuant to subsection (D) above; or
2. The piping system within the apartment complex is not acceptable to the Company, but the owner of the apartment complex enters into a Private Line Use Agreement with the Company (as provided in the Distribution Main Extension Policy of the Company's Commission-approved tariff) and furnishes suitable locations pursuant to subsection (D) above for the meter setting to serve the individual living units within the apartment complex; or
3. Company and the owner of an apartment complex agree on an alternate means of conversion of the apartment complex for service to the individual living units therein. Whenever the owner of an apartment and the Company are unable to agree to the terms and conditions under which service is to be furnished to the individual living units within such apartment complex, either party may file an application with the Commission for a proper order, after notice and hearing.

**F. PRIVATE LINE SERVICE**

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Whenever service is furnished to a consumer in an apartment complex through means of the use of a private line, the Company's obligation to furnish service to such consumer is subject to the continued availability to Company of the use of such private line and Company shall not be responsible for any termination of service to a consumer because the private line used to serve such consumer is for any reason unavailable to the Company for use in providing such service.

**SERVICE TO TENANTS IN SHOPPING CENTERS, OFFICE BUILDINGS,  
WAREHOUSES AND OTHER COMMERCIAL BUILDINGS**

**A. METER LOCATION**

Gas service may be furnished directly to a tenant in a shopping center, office building, warehouse, or other commercial building pursuant to this Tariff. When service is furnished to an individual tenant hereunder, the meter shall be installed on or as close to the premises of the tenant as is feasible under the circumstances; provided no meter or other Company facilities shall be installed within any building housing the premises of the tenant.

**B. MAINTENANCE  
BEYOND POINT  
OF DELIVERY**

All yard lines, piping, and equipment installed beyond the point of delivery at the Company's meter will be installed and maintained in a safe, efficient, and proper condition by and at the expense of the owner of the complex or the tenant as appropriate.

**C. TERMS OF  
SERVICE**

Tenants receiving individually metered service under this Tariff shall be subject to and shall be provided service under the general terms of the Company's tariffs, unless specifically provided otherwise herein.

**D. LOCATION FOR  
COMPANY  
FACILITIES**

The Company shall not be required to furnish service to individual tenants within a complex until the Company has been furnished suitable locations for Company facilities within the complex at no cost to the Company. When requested, Company shall be furnished easements in recordable form and acceptable to the Company.

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**E. EXTENSIONS TO TENANTS**

Extensions to tenants pursuant to this Tariff shall be made pursuant to the Tariff 1081.

**GAS SERVICE THROUGH PRIVATE LINES**

**A. PRIVATE LINE SERVICE**

Gas service may be furnished to one or more consumers through a private line pursuant to this Tariff. Prior to commencement of gas service to applicants served under this Tariff, the Company and the applicants to be served from the private line, shall be furnished with the written consent and agreement of the owner thereof for the use of such private line by the applicants. The document must allow for the use of the private line to transport gas for furnishing and measuring gas service to the applicants to be connected to the referenced private line, the agreement of the owner thereof to hold the Company harmless from any loss, claim, or damage by virtue of use of such private line and such other terms as the Company may reasonably require. In addition, the document may list the points of delivery where owner has agreed to allow the applicants to receive service from the private line. Provided, however, that after the effective date of this Tariff, residential consumers shall no longer be allowed to install a private line to connect to the Company's system, and no new residential consumers will be served off an existing private line. Commercial and industrial consumers may continue to install new private lines and shall be responsible as operators of the lines pursuant to rules of the Commission's Pipeline Safety Department of the Transportation Division.

**B. CURTAILMENT OR TERMINATION**

Whenever service being furnished to a consumer is dependent on the availability to consumer of the use of a private line, the Company's obligation to furnish gas service is subject to the continued availability to such consumer of the use of such private line and the Company shall not be responsible or liable for any curtailment or termination of gas service to a consumer because a private line used by the consumer is for any reason unavailable to the consumer for use in receiving such gas service.

**C. TERMS OF SERVICE**

Gas service to a consumer on a private line shall be provided under the same terms as gas service is provided to the class of consumers that includes such consumer, unless otherwise specifically herein provided.

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**D. MEASUREMENT  
AND BILLING**

Gas service shall be deemed delivered to a consumer on a private line at the point of connection of the private line and the Company's system. The consumer's regular monthly billing for gas consumption is the:

1. Amount of gas measured by the meter installed on the private line for such consumer, plus;
2. Consumer's proportionate share of the difference between the amount of gas measured by the primary meter and the aggregate total amount of gas measured to all consumers on the private line.

**E. SERVICES PERFORMED  
BY COMPANY**

1. Commencing on the effective date of this Tariff, and pursuant to the schedule approved by the Commission, the Company or Company-authorized personnel will begin to perform the services of mapping, line locating, and cathodic protection of private lines and to perform periodic surveys of private lines for leaks and such other maintenance as necessary; provided, however, that this Section E shall not apply to those private lines identified in Subsection E (4), below.
2. Repairs/Rebuilds - Should the Company determine that a private line requires repairs or rebuilding/replacement due to the presence of leaks, line deterioration, or for other reasons, Company or Company-authorized personnel shall provide to the consumer[s] served from such line a written estimate of the costs of the services to be performed. Such repairs or rebuilds/replacement shall be performed by the Company or Company-authorized personnel or, at the option of the consumer[s] served from the private line, such other qualified persons as may be selected by the consumer[s]; provided, however, that Company shall have the right to discontinue service as necessary pending the completion of any repairs or rebuilds/replacement performed by persons other than the Company or Company-authorized personnel.
  - a. Repairs – The consumer[s] served from the private line shall be responsible for the cost of any and all repairs on the private line. If repairs are performed by Company or Company-authorized personnel, Company shall bill the consumer[s] their proportionate share of such costs.
  - b. Rebuilds – The cost of any replacements or rebuilds of the private line performed by the Company or Company-authorized personnel shall be pursuant to Company Tariff No. 1081, "Distribution Extension Policy," as such tariff may be amended

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from time to time. Private lines replaced by the Company or Company-authorized personnel shall thereafter be owned and operated by the Company as distribution mains.

3. Access – The Company shall require reasonable access to the property upon which the private line is located in order to perform the services of mapping, line locating, cathodic protection, leak survey, maintenance, repair, rebuilding, equipment removal, or other services related to the private line. If the Company or Company-authorized personnel is denied access to any of said property for purposes of performing such services, the Company shall have the right to terminate or curtail service from the private line after giving proper notification of such possible action to the consumer[s] affected.
4. Exclusions – This Section E shall apply only to private lines serving residential and predominately residential consumers, and shall not apply to private lines owned by commercial and industrial consumers, schools, colleges, and universities, apartment complexes, mobile home parks, and governmental agencies or installations, and such private lines shall continue to be operated and maintained by the owners thereof.

**F. SERVICE LINES**

The Company's policy pertaining to service lines shall apply to all existing and new consumers served by a service line connected to a private line (distribution main) installed and owned by Company.

**G. INACTIVE ACCOUNTS**

The Company shall have the right to remove the service tap and permanently discontinue service to any account (service location or address) that has been inactive for more than six months.

**H. NOTICE TO DISCONTINUE SERVICE**

In addition to the Company's other rights to discontinue service under the Company's tariffs, the Company may discontinue service to a consumer being served from a private line upon thirty (30) days written notice to such consumer. The Company may also discontinue service for non-payment of costs related to repairs or rebuilds of a private line.

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**METER ACCURACY REQUIREMENTS**

**A. INSTALLATION TEST**

1. Every domestic meter, whether new or repaired, shall be in good order when installed. When installed, it shall not be more than plus or minus one percent (1%) in error on check proof, and the open proof shall be within plus or minus one percent (1%) of the check proof. Each repaired meter shall be marked to indicate the year of the last test made on that meter.
2. Every orifice meter, linear, or positive meter with more than 800 cfh capacity, whether new or repaired, shall be in good order when installed and shall not be more than plus or minus one percent (1%) in error when operating at any rate of flow within the limits of its capacity as specified in this Tariff.

Waiver to OAC 165:45-5-12(a); Cause No. PUD 201000048; Order No. 578795 and Cause No. 201100034; Order No. 586900

**B. AVERAGE ERROR**

The average error of a meter is determined as follows:

1. Domestic meters. For domestic meters, one-half (1/2) of the algebraic sum of the error at check proof and the error at open proof.
2. Special meters. For orifice, linear, and positive meters with more than 800 cfh capacity, the algebraic average of the errors determined at the various rates of flow at which the meter was tested as specified in this Tariff; however, if the rates of flow at which the meter has been registering in service can be definitely established, the weighted average error is determined.

Waiver to OAC 165:45-5-12(c); Cause No. PUD 201000048; Order No. 578795

**METERS READ BY CONSUMERS**

**A. SCOPE**

At consumer request, the Company will allow any consumer to provide the monthly meter reading that is used for billing.

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**B. INFORMATION  
FURNISHED  
CONSUMER**

The Company mails the following information to consumers who regularly provide the monthly meter reading:

1. Instructions on how to read the gas meter.
2. A meter reading schedule for the calendar year.
3. The date the Company must receive the reading each month.
4. Instructions on how to report the reading.

**C. IDENTIFYING  
CONSUMER  
READ METERS**

The Company codes the consumer's account to indicate that the consumer reads the meter. Except for audit purposes, Company meter readers do not attempt to read these meters unless the meter is easily seen and does not require access to the customer's property.

**D. READ  
FREQUENCY**

Meters read by consumers shall be read each month on approximately the same day of each meter reading period.

**E. ESTIMATED  
READING**

When the consumer fails to furnish the Company a monthly meter reading, the Company may issue the consumer an estimated bill based on the consumer's previous usage adjusted for weather or other comparative data. The Company will adjust the consumer's account as necessary when the next actual reading is obtained.

**F. VERIFICATION  
BY COMPANY**

The Company shall verify the consumer's readings not less than once a year.

Waiver to OAC 165:45-5-3(d), Cause No. PUD 201000048; Order No. 578795

**PLACE AND METHODS FOR TESTING**

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**A. SMALL  
DIAPHRAGM  
METERS**

Under 801 cfh capacity

1. All tests on domestic meters in service, provided for in this Tariff, are made at an approved testing facility with a suitable meter prover as specified in this Tariff. The differential pressure carried on the prover shall not exceed two inches (2") of water column pressure.
2. Meters are tested at two or more rates of flow as needed to ascertain their accuracy. When two rates are used, the low flow rate is equivalent to 20% to 40% of the applicable badged capacity and the high flow rate shall be equivalent to 80% to 120% of the applicable badged capacity. Before being placed in service, meters are adjusted to an accuracy of 100% within the limits of plus or minus one percent at a low flow rate (20% to 40% of capacity) and a high flow rate (80% to 120% of capacity). The numerical difference between the test values for these two rates should not exceed one percentage point.

Waiver to OAC 165:45-5-11(a); Cause No. PUD 201000048; Order No. 578795

**B. LARGE  
DIAPHRAGM  
METERS**

801 cfh or more capacity

All tests on large positive meters in service provided for in this Tariff are made with approved testing apparatus as specified in this tariff. Such meters are tested on location on the consumer's premises, if feasible. Meters are tested with air at one or more rates of flow as needed to ascertain their accuracy. When two rates are used, the low flow rate is equivalent to 20% to 40% of the applicable meter capacity and the high flow rate is equivalent to 80% to 120% of the applicable meter capacity. These tests are conducted on the basis of either the 0.5 or 2 inch water column (125 or 500 Pa) capacity of the meter as appropriate for its use. Before being placed in service, meters are adjusted to an accuracy of 100% within limits of plus or minus one percent at low flow (20% to 40% of capacity) and a high flow rate (80% to 120% of capacity). The numerical difference between the test values for those two rates should not exceed one percentage point.

Waiver to OAC 165:45-5-11(b)(1); Cause No. PUD 201000048; Order No. 578795

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**C. ROTARY METERS**

Rotary meters are tested and calibrated at the factory and/or the Company’s meter shop in accordance with recognized and accepted practices, and shall be correct to within plus or minus one percent when operating at rated capacity. Meter accuracy is 100% plus or minus one percent from approximately 20% to 100% of the meters rated capacity. Rotary meters may be tested and calibrated on location or at the Company’s facilities with an approved apparatus as specified in this Tariff. Meters are tested at one or more rates of flow to ascertain their accuracy. When one rate of flow is used, it is 10% to 30% of the rated capacity. When two rates are used, one of the flow rates is the same as the single test. The high flow rate is 60% to 100% of the rated capacity. If this is not attainable, then it is the maximum capacity of the proving equipment. If an intermediate flow rate is used, it should be approximately midway between the low and high rates. After the initial accuracy tests are made by the manufacturer or user, differential tests may be used to confirm the continued accuracy of in-service rotary meters.

Waiver to OAC 165:45-5-11(c); Cause No. PUD 201000048; Order No. 578795

**PERIODIC TESTING OF METERS AND TEST EQUIPMENT**

**A. PERIODIC TESTING OF METERS AND TEST EQUIPMENT**

The Company shall make periodic tests of all meters, associated devices, and instruments to ensure their accuracy. Such tests shall be scheduled within the calendar year, or earlier, when the interval is stated in years; or within the calendar month, or earlier, when the interval is stated in months. The basic periodic test interval shall not be longer than provided in the following schedule (Note: Maintenance programs suggested by manufacturers of the following meters and devices should be carefully followed.):

1. Positive displacement meters:
  - a. 800 cfh or less - A total of 2.5% of meters in service shall be removed each year and tested. Utility shall use test information from removed meters to determine the worst performing meter models. Utility shall concentrate replacements toward the worst performing meters.
  - b. 801 cfh or more – A random sample taken from a group of meters will be tested based on guidelines set forth in Military Standard MIL-STD 105D Inspection by Attributes, General Inspection Level II, Singles Sampling Plan for Normal Inspection. Utility shall use tested meter information to determine subsequent testing frequency with more frequent tests for meters with poor performance.

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2. Orifice meters - 6 months
3. Turbine Meters – 1 year
4. All other meter types – 1 year
5. Secondary standards:
  - a. Dead weight tester - 10 years
  - b. Pneumatic dead weight tester - 2 years
6. Working standards:
  - a. Bell provers - 5 years
  - b. Rotary displacement test meters - 5 years
  - c. Flow provers - 5 years
  - d. Laboratory quality indicating pressure gauges - 1 year

Waiver to OAC 165:45-5-13(a); Cause No. PUD 201200029; Order No. 599934.

### GAS MEASUREMENT REQUIREMENTS

#### A. LOST AND UNACCOUNTED FOR GAS

All gas transmitted by the Company shall be measured accurately by proper apparatus prior to entering the pipe line, and all gas delivered from the pipeline shall be measured accurately in order that the "lost and unaccounted for" gas may be accurately determined.

Waiver to OAC 165:45-7-11(a) and (b); Cause No. PUD 201000048; Order No. 578795

#### B. UNMEASURED USAGE

All gas received or delivered by the Company shall be subject to meter measurement, except as otherwise authorized by the Company's Commission-approved tariff.

Waiver to OAC 165:45-7-11(f); Cause No. PUD 201000048; Order No. 578795

#### C. COMMISSION REPORTS

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The Company records all measurements required by this Tariff and reports the totals of the input and output measurements annually to the Commission on a Line Loss Report. The volume measurements are reported on the 14.73 psia pressure base and/or energy shall be reported in dekatherms.

Waiver to OAC 165:45-7-11(d); Cause No. PUD 201000048; Order No. 578795

#### MEASUREMENT OF GAS UNDER ELEVATED PRESSURE

##### A. ELEVATED PRESSURE

When gas is measured through positive or linear meters at a pressure greater than the pressure base used for measurement, such meters shall be equipped with reliable pressure-volume recording gauges or compensating devices, as necessary or as otherwise required by the Commission, for accurately determining, in accordance with contracts or other tariff provisions, the quantity of gas that has passed through the meter. An exception to this is allowed if the utility delivers consistent pressure through the metering device and has determined the applicable fixed correction factor for such pressure, then the utility may apply that factor to the uncorrected dial reading of the meter.

Waiver OAC 165:45-7-12(a); Cause No. PUD 201000048; Order No. 578795

#### HEATING VALUE EQUIPMENT AND HEATING VALUE REQUIREMENTS

##### A. DETERMINING HEAT CONTENT

The Company periodically tests representative samples of gas being distributed in its system.

1. All heating value determination equipment shall be verified against certified gas at least once a month.
2. All methods of testing are subject to inspection and approval by a representative of the Commission.

Waiver OAC 165:45-7-13(a) (1-3); Cause No. PUD 201000048; Order No. 578795

#### GAS PRESSURE AND RELATED REQUIREMENTS

##### A. MONITORING REQUIREMENTS

The monitoring of pressure shall comply with Department of Transportation Pipeline Safety Regulations Part §192.741. The recordings of pressures shall be kept for at least two (2) years.

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Waiver to OAC 165:45-7-3 and 4; Cause No. PUD 201000048; Order No. 578795

**B. REGULATION AND  
METER EQUIPMENT**

The design and operation of service regulators and meters shall comply with gas industry standards for such, and in particular Department of Transportation Pipeline Safety Regulations Parts §192.195 through 192.199 and 192.351 through 192.383. In addition the meters and regulators used in operation shall comply with ANSI B109 standards or equivalent industry standards regarding the manufacture of such devices.

Regulators used shall have the capability of reducing the distribution line pressure to service pressures at or below the design limits of the connected service. The design of the regulator and or service shall include overpressure protection where applicable such that the design limits of the connected service are not exceeded. Unless the design of the connected service is known to be greater, the design pressure for a connected service is to be 1 psig.

Waiver to OAC 165:45-7-1 through 4; Cause No. PUD 201000048; Order No. 578795

**C. EXCEPTIONS TO  
REGULATION AND  
METER EQUIPMENT**

Regulators and meters that are deemed “new” technology and yet still meet the safety requirements of the existing technology outlined in the DOT and ANSI standards may be installed for trial purposes. Utilities using such equipment must have documents from the manufacturer showing that said equipment has been tested and shows to meet the DOT and ANSI standards requirements.

**DEPOSITS AND INTEREST**

**A. SCOPE**

The following rule applies to all residential and nonresidential consumers of the Company except as noted.

Waiver to OAC 165-45-11-1 (a); Cause No. PUD 200400610; Order No. 512287

**B. DEPOSIT NOT  
REQUIRED**

**Residential**

A deposit is not required from a residential consumer requesting new service who:

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1. Has received the same or similar type and classification of service for at least twelve (12) consecutive months and has met the following criteria during the last twelve (12) months of service. The prior service shall have been within eighteen (18) months of when application for service is received.
  - a. Service was not terminated for nonpayment;
  - b. Payment was not late more than twice;
  - c. The consumer has not tampered with or by-passed the meter;
  - d. The consumer has not presented a check subsequently dishonored; and
  - e. The consumer does not owe an unpaid balance for service previously supplied to the consumer; or who,
2. Provides satisfactory information supporting the customer's credit worthiness.

**Nonresidential**

A deposit may not be required from a nonresidential consumer requesting new service who:

1. Provides, in a form approved by the Company, a notarized surety bond or an irrevocable letter of credit from a Company approved bank or underwriter, equal to the amount of the required deposit; or who,
2. Is a federal, state, or municipal government.

Waiver to OAC 165-45-11-1(b) and (e); Cause No. PUD 201000048; Order No. 578795

**C. DEPOSITS FROM  
CURRENT  
CONSUMERS**

**Residential**

Current residential consumers of the Company may be required to post a deposit as a condition of continued service if during the last twelve (12) months any of the following occur:

1. Undisputed charges have become delinquent in two (2) billing periods (delinquent shall mean that payment was not received on or before the due date of consumer's bill);
2. The consumer has had service disconnected for nonpayment;
3. The consumer has tampered with or by-passed the meter;

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4. The consumer has presented a check subsequently dishonored; or
5. There remains owing an unpaid account for service previously supplied to the consumer.

**Nonresidential**

Current nonresidential consumers of the Company may be required to post a deposit as a condition of continued service if during the past twenty-four (24) months any of the following occur:

1. Undisputed charges have become delinquent in two (2) billing periods (delinquent shall mean that payment was not received on or before the due date of consumer's bill);
2. The consumer has had service disconnected for nonpayment;
3. The consumer has tampered with or by-passed the meter;
4. The consumer has presented a check subsequently dishonored; or
5. There remains owing an unpaid account for service previously supplied to the consumer.

Waiver to OAC 165-45-11-1(d) and (e); Cause No. PUD 201000048; Order No. 578795

**D. CALCULATION  
OF DEPOSIT  
AMOUNTS**

1. Residential Customer Deposit
  - a. The Customer Deposit shall not exceed 1/6 of the customer's estimated annual bill, one month of the highest gas utility bill during the preceding 12 months or \$100, whichever is greater. Estimates will be used if the consumer's usage over the last twelve (12) month period is not known. Deposit may be rounded to the nearest \$5 increment either up or down. Should the deposit prior to rounding fall at an exact midpoint between \$5 increments, the deposit will be rounded down.
  - b. A Customer's existing deposit is subject to increase at the Company's discretion if the deposit on the account is no longer 1/6 of the customer's estimated annual bill, one month of the customer's highest gas utility bill during the preceding 12 months or \$100, whichever is greater. The Customer Deposit levels may be reviewed as needed by the Company.

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2. Non-Residential Customer Deposit

- a. The Customer Deposit shall not exceed two (2) times the consumer's highest monthly bill over the last twelve (12) month period or \$100 whichever is greater. Estimates will be used if the consumer's usage over the last twelve (12) month period is not known. Deposit may be rounded to the nearest \$5 increment either up or down. Should the deposit prior to rounding fall at an exact midpoint between \$5 increments, the deposit will be rounded down.
- b. A Customer's existing deposit is subject to increase at the Company's discretion if the deposit on the account is no longer two (2) times the customer's highest monthly bill during the preceding 12 months. The Customer Deposit levels may be reviewed as needed by the Company.

Waiver to OAC 165-45-11-1(c); Cause No. PUD 201000048; Order No. 578795

**E. REFUND OF DEPOSITS**

**Residential**

1. The Company shall review monthly all residential Customer Deposits for refund eligibility after twelve (12) months of continuous service. A deposit will be eligible for refund if the consumer has met the following criteria during the most recent twelve (12) month period.
  - a. Service was not terminated for nonpayment;
  - b. Payment was not late more than twice;
  - c. The consumer has not tampered with or by-passed the meter;
  - d. The consumer has not presented a check subsequently dishonored; and
  - e. The consumer does not owe an unpaid balance for service previously supplied to the consumer.
2. All deposits, with accrued interest, will be automatically refunded when the Company determines that the consumer has met the above eligibility criteria.
3. All refunds will be paid by credit against the consumer's account. Upon the consumer's request, refunds may be made by means of a negotiable instrument.

**Nonresidential**

1. The Company shall review monthly all nonresidential Customer Deposits of \$20,000

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July 5, 2011	586900	PUD 201100034
September 22, 2010	578795	PUD 201000048
December 18, 2009	572180	PUD 200900110

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or less for refund eligibility after sixty (60) months of continuous service after the deposit was paid. A deposit will be eligible for refund if the consumer has met the following criteria during the preceding twenty—four (24) month period once the deposit becomes eligible for review.

- a. Service was not terminated for nonpayment;
  - b. Payment was not late more than twice;
  - c. The consumer has not tampered with or by-passed the meter;
  - d. The consumer has not presented a check subsequently dishonored; and
  - e. The consumer does not owe an unpaid balance for service previously supplied to the consumer.
2. The Company shall automatically refund the deposit, with accrued interest, when it determines that the consumer has met the above eligibility criteria.
  3. All refunds will be paid by credit against the consumer's account. Upon the consumer's request, refunds may be made by means of a negotiable instrument.

**Discontinued Service**

The amount of the deposit, with accrued interest, shall be applied to any unpaid charges at the time the consumer discontinues service. The balance, if any, shall be returned to the consumer within thirty (30) days by mailing a negotiable instrument to the consumer's last known mailing address.

Waiver to OAC 165-45-11-1(j) through (p); Cause No. PUD 201000048; Order No. 578795

**F. INTEREST ON DEPOSITS**

**Interest Rate**

The Company pays interest on all cash Customer Deposits at the rates established and furnished by the Oklahoma Corporation Commission:

1. Interest Period
  - a. If refund of deposit is made within thirty (30) days from the deposit paid date, no interest shall be paid. Deposit paid date means the date deposit was fully paid.
  - b. If deposit is refunded more than thirty (30) days after the deposit paid date, interest accrual shall be retroactive to the deposit paid date.
  - c. No interest shall accrue on a deposit after final discontinuance of service and/or the date deposit is returned or credited to the consumer's account.

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2. Payment of Accrued Interest

- a. Accrued interest will be paid no less than annually on all paid deposits that are held for thirty (30) days past the deposit paid date.
- b. Payment will be made by credit against the consumer's account.

Waiver to OAC 165-45-11-1(g), (h) and (i); Cause No. PUD 201000048; Order No. 578795

**G. RECEIPT FOR DEPOSIT**

- 1. Consumers making a cash deposit shall receive a nonassignable receipt in writing at the time of making the deposit or within ten (10) days thereafter. When a consumer pays a deposit as a portion of a gas bill, payment of the bill shall serve as a receipt for payment of the deposit.
- 2. The Company shall provide reasonable means whereby a depositor who applies for the return of deposit or any entitled balance, but who is unable to produce the original receipt, may not be deprived of this deposit or balance.

Waiver to OAC 165-45-11-1(j); Cause No. PUD 201000048; Order No. 578795

**H. DEPOSITS NOT PAID BY THE DUE DATE**

A deposit not paid by the due date shall become a part of the past-due amount owed, and payments received thereafter shall be applied to the oldest past due amount.

Waiver to OAC 165-45-11-1(j); Cause No. PUD 201000048; Order No. 578795

**I. REFUND WITHHELD**

The Company may withhold refund of a deposit pending resolution of a dispute with respect to charges secured by such deposit.

Waiver to OAC 165-45-11-1(p); Cause No. PUD 201000048; Order No. 578795

**J. DEPOSIT RECORDS**

- 1. The Company shall keep accurate records of consumer deposits showing:

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- a. The name, account number, and address of each depositor,
  - b. The amount of the deposit and date paid in full, and
  - c. Each transaction concerning the deposit.
2. Such records are retained for two (2) years after the deposit and/or interest is refunded or applied.
  3. Upon the sale or transfer of the Company, the Company shall file with the application of transfer a verified list of all consumers for whom a deposit is being held, the date such deposit was made, the amount thereof, and the unpaid interest thereon. The information provided shall be treated as confidential and shall not be available for public inspection unless ordered by the Oklahoma Corporation Commission after notice and hearing.

Waiver to OAC 165-45-11-1(q), (r), and (s); Cause No. PUD 201000048; Order No. 578795

**K. SECURITY FOR  
BILL PAYMENT**

Deposits held by the Company shall not constitute an advance payment to cover monthly account balances, but shall be considered as security for the payment of monthly bills or other proper charges.

Waiver to OAC 165-45-11-1(t); Cause No. PUD 201000048; Order No. 578795

**RIGHT TO REFUSE SERVICE**

The Company may refuse to provide service to an applicant or consumer for the reasons listed below.

Upon request from the applicant or consumer, the Company will provide documentation indicating the reason(s) that service is being withheld.

Waiver to OAC 165:45-11-2(d); Cause No. PUD 201000048; Order No. 578795

**A. ACCEPTABLE  
PROOF OF  
IDENTITY**

Acceptable proof of identity may include the following:

1. Driver's license or state identification card.

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2. Military identification.
3. Social Security card.
4. Passport.
5. Birth certificate.
6. Permanent Resident Alien (Green Card)
7. Any other verifiable proof which would establish identity under state and federal regulations.

Waiver to OAC 165:45-11-2(i); Cause No. PUD 201000048; Order No. 578795

**COMMISSION NOTIFICATION PROCEDURES FOR  
SENIOR CITIZENS/CONSUMERS WITH DISABILITIES**

**NOTIFICATION PROCEDURE**

In addition to other notice requirements, the Company notifies the Commission's Consumer Services Division in a mutually agreeable method of communication at least ten (10) days prior to disconnection for nonpayment of undisputed utility bills.

Waiver to OAC 165:45-11-13(a) (1) and (b); Cause No. PUD 201000048; Order No. 578795

**LIFE-THREATENING SITUATION**

**NOTIFICATION PROCEDURE**

When a consumer to whom service is provided is unable to pay the account in full and notifies the Company that disconnection of service will give rise to a life-threatening condition for the consumer or other permanent resident of the household, the Company suspends disconnection of service or reconnects the service if disconnected within the last fifteen (15) calendar days.

Waiver to OAC 165:45-11-14(f) (2) and (3); Cause No. PUD 201000048; Order No. 578795

**RECONNECTION OF SERVICE**

**A. RECONNECTION  
TIME FRAME**

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The Company reconnects service upon the consumer's request as soon as the reason for disconnection of service has been eliminated to include any amount that became due after disconnection and prior to the request for reconnection. The consumer or representative of the consumer must be present in order for service to be restored.

1. When disconnection of service was the fault of the consumer, the Company reconnects service in the normal course of its reconnection workload, as soon as possible, but no later than two business days, not to exceed three calendar days after the consumer eliminates the reason for disconnection and requests reconnection.

The first day following the day of the request for reconnection after the consumer eliminates the reason for disconnection will be considered the first calendar day. During the time period of November 15 through April 15, the utility shall reconnect service in the normal course of reconnection workload, as soon as possible, but no later than forty-eight hours.

2. If the reason for disconnection is unauthorized use of gas accomplished through bypassing the Company's measuring equipment or tampering with the pipes, meters, or other Company equipment, the Company may, prior to reconnecting service, require a reasonable payment for estimated service rendered or may refuse to reconnect service until ordered by the Commission. When disconnection of service was the fault of the consumer, the Company may require payment of any amount that became due after disconnection but prior to the request for reconnection and a reconnection charge if such a charge is provided in the Company's tariffs.

Waiver to OAC 165:45-11-19(a) through (c); Cause No. PUD 201000048; Order No. 578795

**B. DISCONNECTION  
PRECEDING  
SEVERE WEATHER**

When a disconnection for non-payment of service occurs immediately preceding periods of severe weather, the Company reconnects service as soon as possible but no later than twenty-four (24) hours, while the consumer or representative of the consumer is present, subject to an intervening Act of God, upon receipt of one of the following:

1. Payment of the past due bill for which service was disconnected and any amount that became due after disconnection and prior to the request for reconnection.
2. A life-threatening claim from the consumer.

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3. Guarantee by a federal, state, or local social service agency that payment will be made to the Company.

Waiver to OAC 165:45-11-19(c); Cause No. PUD 201000048; Order No. 578795

### AVERAGE PAYMENT PLAN

#### A. TERMS AND CONDITIONS

1. The Average Payment Plan ("Plan") is available to residential and qualifying non-residential customers that have a minimum of six (6) months consumption history available at the premise. Residential and Non-residential customers may request participation in the Plan at any time during the year. Request for participation can be made by telephone, in writing, or in person at a Company business office.
2. A customer's account should be current at the time the customer elects to participate in the Plan and at all times during Plan enrollment, which means the account does not have a previous balance and the current billing is not past due.
3. Service is not available under this Plan for a term of less than twelve (12) months.

#### B. AVERAGE PAYMENT AMOUNT

1. Each month under the Plan, a customer's Average Payment Amount will be computed by averaging the amount actually billed to the customer's account during the last 12 months (current + 11), plus or minus one-twelfth (1/12) of the Average Payment Plan Settlement amount and then rounded to the nearest dollar. In the event 12 months history is not available, Company may estimate the missing months in order to determine the appropriate average payment amount.
2. The Average Payment Amount is identified as a separate item on the gas bill so the participating consumer will know the amount to pay.
3. Gas costs and/or rate changes shall be factored into the monthly average payment calculations on a rolling basis.

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**C. ACTUAL BILLING**

1. Participation in the Plan has no effect on the Company's approved rate schedules or other billing charges used to calculate the consumer's actual monthly billing.
2. The actual monthly billing is to be shown on the gas bill as a memo item for the consumer's information. Actual billing is based on the applicable rate and the meter readings obtained to determine the consumer's gas usage for the service period.
3. The difference between actual billings and the average amounts paid will be shown on the consumer's bill as Current APP Balance.

**D. SETTLEMENT**

Settlement occurs only when participation in the Plan is terminated:

1. The account is final billed.
2. The consumer requests removal from the Plan.
3. The consumer may be removed from the Plan by the Company as a result of one past-due payment on the account.

Settlement is defined as applying the APP balance (debit or credit) to the consumer's next billing.

Waiver to OAC 165:45-11-43(a); Cause No. PUD 201000048; Order No. 578795

**E. NOTICE**

At least once a year, written notice will be provided to consumers regarding the availability of the Average Payment Plan.

Waiver to OAC 165:45-11-43(b); Cause No. PUD 201000048; Order No. 578795

**ADJUSTMENT OF BILLS FOR METER ERROR**

**A. INCORRECT REGISTER, REGULATOR, OR MULTIPLIER**

If a meter is found to have an incorrect register, regulator, or multiplier, the Company corrects the error.

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1. Where the error is adverse to the company, the utility may charge the consumer the undercharge for the amount of gas incorrectly metered for the period of time the meter was used in billing the consumer. If necessary, the Company allows the consumer to pay any unbilled amount over the same number of months equivalent to the number of months which were corrected.

Waiver to OAC 165:45-5-2(d); Cause No. PUD 201000048; Order No. 578795

**B. ESTIMATED, MISREAD,  
OR NONTRANSMISSION**

If a meter is estimated, misread, or a remote meter reading device fails to transmit its data, the Company corrects the error and the consumer is responsible for any previously unbilled amount. The Company may allow the consumer to pay any previously unbilled amount over the same number of months as those billed in error.

Waiver to OAC 165:45-5-2(d); Cause No. PUD 201000048; Order No. 578795

**MISCELLANEOUS BILLING/RATE SELECTION/ELECTRONIC NOTIFICATION**

**A. DAMAGE TO  
COMPANY  
PROPERTY**

In case of loss or damage to Company property as a result of the intentional or negligent acts or omissions of the consumer or consumer's agents, tenants, employees, or invitees, the consumer shall pay the Company the cost of repairing or replacing such property.

**B. SERVICE UNDER  
MULTIPLE RATES**

Service under more than one of the Company's Rate Schedules is available to any consumer at a single measurement point, provided such consumer meets all the requirements for availability hereunder. Service under each rate schedule will generally be metered separately. However, with the Company's consent, service under more than one rate schedule may be taken through one meter, provided the Company and the consumer agree upon a definite volume of natural gas that the consumer will purchase each month under the higher rate schedule, with the balance of the consumer's monthly natural gas requirements to be purchased in accordance with the lower rate schedule.

**C. ALTERNATIVE  
PAYMENT**

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**OPTIONS**

Company may contract or make other arrangements with businesses to provide various payment options to Customers for paying their bill for gas service. These alternative payment options may be performed electronically, telephonically, and/or in person and may include payment by automatic bank draft, credit card, check and cash. However, the collecting company may charge an additional fee for the use of such alternative payment options, which may vary depending upon the option selected. The fee may be higher if payment is made by credit card and a minimum transaction fee may apply.

**D. ELECTRONIC NOTIFICATION**

When a customer requests electronic billing, all future customer notifications (required or otherwise) may be sent electronically in addition to any other delivery method required by law.

**LIMITATIONS ON USE OF GAS SERVICE**

**A. EXCLUSIVE USE OF COMPANY'S SERVICE**

The Rate Schedules are based on exclusive use of the Company's service, and except for standby service, no other gas service from any other source shall be used on the premises by any consumer in conjunction with, or supplementary to, the Company's service unless agreed to in writing by the Company.

Cause No. RM 000053; Order No. 355326

**B. PURPOSE OF GAS SERVICE**

Gas service shall not be used by a consumer for any purpose not specified in the application for service, the applicable rate schedule, or the service contract.

**C. RESALE**

Gas and/or service furnished by the Company shall not be resold or caused to be resold by any consumer except pursuant to a tariff or special contract on file with and approved by the Commission which authorizes resale.

Cause No. RM 000053; Order No. 355326

**D. RESALE REPORTING**

If it comes to the Company's attention that any consumer is reselling gas, the company will notify the Commission's Pipeline Safety Department of the name and address of any consumer reselling

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gas and/or service. This Tariff does not apply to the sales of natural gas to or by a distributor for use as a vehicular fuel.

Waiver to OAC 165:45-15-1(b); Cause No. PUD 201000048; Order No. 578795

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