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SECTION II

GENERAL INFORMATION

201. Definition of a "Customer"

A "customer", as used in these rules and regulations, is defined as one individual, partnership, association, firm, public or private corporation, or governmental agency at a single location receiving one class of service.

The three principal classes of customers are described as follows:

- a. Residential Customer - One whose service is furnished for domestic purposes.
- b. Commercial Customer - One whose principal operation is providing or distributing a service or product at wholesale or retail. Examples of this class include stores, supermarkets, shops, shopping centers, offices, office buildings, restaurants, hotels, motels, clubs, theaters, hospitals, research laboratories, recognized rooming and boarding houses, one-meter apartment houses (but not individual tenants therein), service stations, garages, warehouses, churches, and schools.
- c. Industrial Customer - One whose principal operation is manufacturing or processing and consists of creating or changing raw or unfinished materials into another form or product. Examples of this class include factories, machine shops, mines, mills, quarries, oil wells, refineries, foundries, pumping plants, creameries, hatcheries, canning and packing plants, and others engaged in extractive, fabricating, or processing activities. Incidental retail sales do not affect the customer's industrial status.

202. Temporary Service

The Company does not furnish gas service on a temporary basis.



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### 203. Inspection

All gas piping or gas equipment connected to the lines of the Company shall be installed in accordance with the requirements of the American National Standards Institute, such state and municipal codes as are applicable, and these rules and regulations. When inspection by the Company indicates these regulations have not been complied with, service may be withheld until the faulty conditions are corrected.

Any inspection or approval on the part of the Company does not give warranty as to the adequacy, safety, or other characteristics of the equipment and facilities installed and maintained by the customer.

All piping in buildings within the corporate limits of any city, town or village, or any county having an ordinance governing gas piping shall be installed in accordance with such ordinance and shall be approved by the inspector or other authorized person of the municipality or governmental agency before service will be connected.

Where local ordinances or regulations have been adopted establishing more stringent construction standards for gas mains and services than those Federal, state, and industry codes currently in effect, the customer or developer will be required to pay the extra expenses associated with compliance to these more restrictive local codes, including any significant local permit fees.

### 204. Changes in Requirements

In the event the customer intends to substantially increase his load, the Company should be notified so that the capacity of the meters and other equipment may be sufficiently increased. If the customer fails to so notify the Company, the customer will be held responsible for any damage to the meter or other equipment of the Company caused by such increased load.

### 205. Exclusive Use of the Company's Gas Service

Except in cases where the customer has a contract with the Company for Transportation of Customer-Owned Gas, Off-Peak service, or Interruptible service, the Company's standard gas rate schedules

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are based on exclusive use of firm gas service. No firm service shall be used as a standby for interruptible service and, unless specifically provided by contract, no other gas service shall be used by the customer in the same piping installation with service furnished under firm rates.

#### 206. Extension of Lines Across Public Space

When the customer operates a single business on property which is divided by a public street, alley, or railroad right-of-way, the customer will be permitted to have a separate gas service to each property, so separated to avoid having his gas distribution lines cross a public thoroughfare or railroad right-of-way.

#### 207. Protection of Company Property

All meters, piping, and other equipment placed on the customer's premises by the Company for the purpose of rendering gas service to said premises, unless otherwise expressly provided, shall be and remain the property of the Company and the customer shall exercise reasonable care to protect such property from loss or damage. The customer shall not authorize anyone who is not an employee of the Company to remove or tamper with Company property. If requested for the convenience of the customer, the Company will move any such facilities to another acceptable location on the premises, at the customer's expense.

#### 208. Moving of Company Facilities

Only authorized Company employees may remove, cut, raise, or change any piping or other equipment belonging to the Company. If structures are erected over service piping, the existing piping shall be relocated to accessible areas. The cost of relocation shall be charged to the customer.

#### 209. Safety

The Company may refuse to install a meter to serve or continue to serve the customer if, in its judgment, the customer's piping or gas-burning equipment is hazardous or of such character that satisfactory service cannot be provided, but in case of refusal, the Company shall inform the customer as to the reason for refusal to render service.

Customers are urged to report gas leaks and other unsafe conditions to the Company promptly.



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All necessary service connections to Company-owned piping or equipment shall be made by Company employees.

Only Company employees shall install, connect, move, or remove Company-owned meters.

#### 210. Equipment Nameplate Data

Residential gas appliances connected to the Company's mains should be provided with nameplates showing the manufacturer's name, Btu input rating, and the American Gas Association Incorporated, Underwriters Laboratories Incorporated, or other nationally recognized testing agencies' certification, listing, or labeling.

#### 211. Continuity of Service

When the Company finds it necessary to suspend service to any customer or customers for the purpose of making repairs to or changes in Company facilities, the Company will make an effort to notify customers involved by public notice or by some other means. However, the Company reserves the right without incurring any liability therefor to suspend service without notice to the customer for such periods as may be reasonably necessary. The Company shall not be responsible in damages for any failure to supply gas or for interruption of supply if such failure or interruption is without gross negligence on its part. In the event damages are payable, such damages shall be limited to any resultant property damage and personal injury.

#### 212. Easements or Rights-of-Way

The customer shall provide, without cost, a clear easement or right-of-way for the equipment or facilities of the Company over, across, under, and upon the property owned or controlled by the customer, such as is necessary and incidental to the supplying of service to such customer and shall permit access thereto by the employees of the Company at all reasonable hours.

The customer shall provide and maintain safe and convenient access to the meter and shall permit entry thereto by employees of the Company at all reasonable times for the purpose of inspecting, reading, testing, repairing, replacing, or removing the meter or equipment used in connection with the service.



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### 213. Preventing Damage to Company Distribution Facilities

It is in the mutual interest of the customer, contractors, and the Company to avoid accidental contacts. The Company is ready and willing to point out possible hazards and locate the Company's gas lines so incidents of this nature may be eliminated. It is suggested that the customer, his engineer, or architect include in construction specifications a statement to the effect that any contractor who expects to utilize excavating equipment should contact the nearest Company office.

A special procedure has been set up by the Company for determining and providing the location of all underground facilities. This free service may be obtained by the customer as follows:

- a. Dial the special phone number: 1-800-892-0123.
- b. Indicate where and when the work is to be done.
- c. Provide the name and phone number of the individual to be contacted by Company personnel.
- d. Allow 48 hours to permit the Company to mark the location of underground facilities.

### 214. Customer's Piping

Customer fuel gas piping systems operating in excess of low pressure shall be labeled by the customer at regular intervals with the words "POUNDS PRESSURE GAS" and show the actual operating pressure.