

GENERAL SERVICE PROVISIONS (continued)

The appropriate Customer Charge (a) or (b) to be billed each heating/or cooling customer for the nine billing months commencing with the September billing month each year shall be based on the actual usage at the customer's current premises for the twelve billing months ended with a scheduled actual meter reading the preceding June or July, as appropriate, regardless of any change in occupancy, appliances or other circumstances at such premises. When past usage data is not available or does not reflect twelve full months usage, estimates shall be made by the Company based on the expected annual usage. Customer Charge (a) shall apply if such past actual or estimated annual usage is less than 3,075 therms normal weather usage adjusted to reflect the actual weather conditions for the twelve months ended the immediately preceding June. Such amount to the nearest whole therm shall be established each year as follows: the product of 3,075 therms times the ratio of the Actual Degree Day Deficiencies for the twelve months ended the immediately preceding June to 3,799 Normal Weather Degree Day Deficiencies; e.g.,

$$\text{Adjusted Annual Usage} = 3,075 \text{ therms} \times \frac{\text{Actual HDD}}{3,799 \text{ HDD}}$$

If past actual or estimated annual usage is equal to or greater than the above annual usage, Customer Charge (b) shall apply.

The calculation of the adjusted annual usage reflecting actual weather conditions shall be filed with the Commission on or before August 1 each year.

b. Non-Heating and Non-Cooling

Where gas is not used to supply the principal space heating and/or air cooling requirements, but is used for any other apartment, commercial and industrial purposes. Where gas for a commercial and industrial purpose is used in conjunction with service to residential premises, the service shall be classified Commercial and Industrial Service.

Interruptible Service (Rate Schedule No. 3)

Service to any customer on an interruptible basis only, i.e. the Company shall have the right to curtail or interrupt delivery of gas whenever, in the sole judgment of the Company, gas is not available for delivery.

Service to Public Authorities

Service to municipalities or divisions (agencies) of Local, State or Federal governments, is to be classified as residential, non-residential, or interruptible as defined in Section 1A.

2. APPLICATION FOR SERVICE

- a. The Company will furnish service to applicants under the filed rates and in accordance with these "General Service Provisions".

ISSUED: November 17, 2003

Effective for service rendered on and after November 24, 2003

Adrian P. Chapman -Vice President, Regulatory Affairs & Energy Acquisition

- b. The Company reserves the right to require the applicant, before any gas is delivered, to execute an application. The application does not constitute a commitment by the Company to serve the applicant. Whether or not a written application or agreement is executed, the applicant, by accepting gas service, is bound by the applicable Rate Schedule and these General Service Provisions as they may be amended from time to time. Failure to make application will make a new customer liable for all services supplied since the last meter reading by which the previous customer on the same premises was billed.
- c. If, at the time, more than one schedule is applicable to the customer's service the Company shall, at the customer's request, assist in determining the rate believed to be most favorable to him. Another rate, if applicable, to the service, may at any time be substituted, at the customer's option, for the rate under which service is rendered, provided that not more than one substitution of a rate may be made within a twelve-month period and that such substitution shall not be retroactive.

3. DEPOSITS TO GUARANTEE PAYMENT OF BILLS AND TERMS OF CREDIT

Residential Service

A customer applying for gas service from the Company for the first time (initial gas service) is not required to place a deposit as a condition of service. Any customer who allows his account to become delinquent on more than two occasions within a period of 12 months, or becomes two months delinquent in the payment of his gas bills, may be required to deposit with the Company a cash sum equivalent to the actual or estimated bills for gas service for 60 consecutive days of maximum usage in a 12-month period, except that the deposit sum shall in no case be less than \$5.00.

A former customer of the Company not now receiving gas, applying for gas service shall discharge, either by payment or agreement, any prior indebtedness to the Company for gas service. Any former customer who, within the last 12 months of that prior service, allowed his account to become delinquent on more than two occasions, or became two months delinquent in the payment of his gas bills, may be required to deposit with the Company a cash sum equivalent to the actual or estimated bills for gas service for 60 consecutive days of maximum usage in a 12-month period, for the premises where gas is to be used, except that the deposit sum shall in no case be less than \$5.00.

When a customer has paid bills for service for a consecutive 12 month period of service following payment of his deposit without having had more than two occasions in which an unpaid balance was carried over to the next month's bill, and the customer is not then delinquent in the payment of his bills, the Company shall promptly refund the deposit plus accrued interest.

Other than Residential Service

Before receiving gas service, a customer shall establish his credit to the satisfaction of the Company and shall discharge, either by payment or agreement, any prior indebtedness to the Company for gas service. When credit is not otherwise established or maintained, the customer shall deposit with the Company a cash sum equivalent to the actual or estimated bill for gas service for a 60-day period of maximum usage in a 12 month period, except that the deposit shall in no case be less than \$5.00.

ISSUED: August 1, 1994

Effective for service rendered on and after August 1, 1994

Roberta Willis Sims -Vice President and General Manager, District of Columbia Division