

GENERAL SERVICE PROVISIONS (Continued)

4. PAYMENTS

- a. The Company shall endeavor to have each Customer's meter or meters read no less frequently than every other month (bimonthly) to determine the actual consumption of gas. Where meters are read bimonthly, gas consumption for the interim month, i.e., the month not scheduled for reading, will be estimated based on the prior consumption pattern when available and adjusted when gas is used for heating for variations in temperature on a degree-day basis. In the event the Company, due to circumstances beyond its control, is unable to obtain a reading on the scheduled meter reading date, the Company may, by appropriate means, request the Customer to furnish the meter reading. If the Company does not receive such a reading furnished by the Customer within 48 hours (excluding nonworking days) after the scheduled reading date, the Company will estimate the Customer's gas consumption for that billing period in the same manner described above for the interim month estimations. Any difference between the estimated consumption and the actual consumption will be adjusted automatically through subsequent meter readings.
- b. The customer is required to provide a minimum of three working days prior notice to the Company for service initiation or service termination.
- c. The Company shall render a bill to each Customer within a reasonable time after the monthly consumption has been determined in a manner outlined in the preceding paragraph. Where it has been necessary to estimate the Customer's consumption, the words, "Estimated Bill" shall be printed on the bill. In cases where arrearages are caused by underestimations, the Company will allow at least the same length period during which a bill was estimated for making up such arrearages.
- d. Bills covering periods of 28 to 35 days inclusive shall be computed at monthly rates. The system charge when applicable to billings for periods covering other than 28 through 35 days shall be computed as follows: for 56 through 70 days, 84 through 105 days and 112 through 140 days, the system charge shall be multiplied by 2, 3 or 4 respectively; for all other periods, the multiplier shall be the number of days in the period divided by 30. For initial and final bills, the system charge shall be computed in the same manner as for regular bills.
- e. When a payment does not fully pay the outstanding balance of a bill, the payment shall be used to reduce the oldest unpaid amounts (arrears) for gas service. Deferred payment balances related to the underestimation of bills shall not be considered arrears so long as the Customer complies with the terms of the deferred payment arrangement with the Company.

ISSUED: November 21, 2007

EFFECTIVE: For service rendered on and after November 27, 2007

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

GENERAL SERVICE PROVISIONS (Continued)

4. PAYMENTS (continued)

f. The Company will endeavor to process payments in the following manner:

"Day of payment" is defined as the date on which a customer's payment is marked received by the utility to the customer's account. Generally, payments are considered received on the business day they are received if: (1) the payment is received at the payment lockbox in time for same-day processing, and (2) accompanied by an account payment coupon. Payment posting timelines vary by payment method. For the purpose of electronic payments and walk-in payments, a "business day" is defined as the 24 hour period ending at 4:00 p.m. on each Tuesday through Friday. The period between 4:01p.m. Friday and 4:00 p.m. Monday is defined as the Monday business day.

MAILED IN PAYMENTS

For payments mailed to the utility's published lockbox mailing address, payment processing is batched into two groups: Standard mail payments and Non-Standard mail payments.

"Standard mail payments" are customer payments mailed to the utility's published lockbox address that include the utility bill payment remittance coupon and a check or money order payable to the utility. If processed by the United States Postal Service and made available for pick-up by 6:00 a.m., payments shall be posted to the customer's account on the day received. Those received after 6:00 a.m. shall be posted as expeditiously as possible, and no later than the next business day after the payment is received.

"Non-standard mail payments" are customer payments mailed to the utility's published lockbox address and require special handling. Examples include: payments with multiple checks, multiple coupons, checks without a coupon, or a single check with multiple coupons that do not balance to the amount of the check. Non-standard mail payments shall be posted to the customer's account no later than the second business day after the day the payment is received. This includes payments a customer may initiate electronically through their bank or an independent payment processor, if the bank or processor then remits a check to the utility.

Payments delivered to other company offices, or payments without adequate information to identify the account to which the payment belongs, shall be posted to the customer's account as expeditiously as possible.

ELECTRONIC PAYMENTS

Payments received through electronic banking file transmissions (bill payer services), shall be posted to the customer's account on the day the file is received. The automatic payment program payments shall be posted to the customer account on the due date the same day deducted from customer bank account. Payments made through the company's website or telephone or billing systems payments shall be posted on the next business day after the payment file is received, as long as the payment is made before 4:00p.m. Payments made after 4:00p.m. shall be posted on the second business day. Credit card payments are credited on the day the payment file is received from the credit card processor, which is normally the next business day. Residential and small commercial customers who enroll in e-bill and pay via the Company's online bill payment system may pay by credit card or debit card without paying a service fee. Fee-free credit and debit card payments may also be made via the Company's automated telephone system.

ISSUED: November 22, 2011

EFFECTIVE: For service rendered on and after November 14, 2011

Roberta W. Sims - Vice President, Regulatory Affairs & Energy Acquisition

GENERAL SERVICE PROVISIONS (Continued)

4. PAYMENTS (continued)

IN-PERSON PAYMENTS

Payments received by the utility at its walk-in offices before 4:00p.m. on a business day shall be posted no later than the next business day. Payments delivered to unattended drop boxes before 8:00a.m. shall be posted as expeditiously as possible, and no later than the second business day after drop-off.

AUTOMATIC NAME CHANGE PROGRAM

The Automatic Name Change Program (“ANCP”) is available to property managers and landlords of rental property. The program allows the automatic transfer of the gas account from the name of the tenant to the name of the property manager or landlord when the property is unoccupied between tenants. The automatic transfer will occur when the tenant provides proper notification of start or stop of service. The service initiation fee is waived when the account is transferred from the tenant to the property manager or landlord without interruption in service. If the property manager or landlord requests that service be disconnected, then subsequently requests that service be reconnected in the name of the property manager or landlord, the property manager or landlord will be subject to the service initiation charge. ANCP is available to all rental property owners – both single-family and multi-family homes. To participate in the program, property managers and landlords should contact the Company and complete the appropriate paperwork.

ISSUED: November 22, 2011

EFFECTIVE: For service rendered on and after November 14, 2011

Roberta W. Sims - Vice President, Regulatory Affairs & Energy Acquisition