GENERAL SERVICE PROVISIONS (Continued)

24. CURTAILMENT OF GAS SERVICE

The Company has designed its delivery system with the goal of always being in a position to supply firm customers with the gas they require and all attempts will be made to avoid curtailing the delivery of natural gas to Company customers. This plan sets forth action the Company shall take if the Company is unable to meet the end-use needs of all its firm customers due to a gas supply emergency. An "emergency", as contemplated within this provision, includes, but is not limited to: 1) reduction or interruption of natural gas supplies from the pipelines in quantities that would prevent the Company from providing gas service to all its customers; 2) the Company's peak day supply of natural gas proves to be insufficient; or 3) the Company experiences a system failure.

When it becomes necessary for the Company to curtail gas service to its customers during such an emergency, the following priorities, and any subclasses thereof, shall apply beginning with the highest number and proceeding in reverse order to Priority 1. All customers within a priority class, or all customers within any subclass thereof, which is subject to curtailment shall be curtailed to the extent practicable on an equal basis. If a customer's end-use requirements come under two or more priorities, then such requirements must be treated separately when applying this schedule of priorities.

A. Priorities of Service

Priority 1 - Customer requirements for residential service, and requirements for human needs without alternate fuel capability (AFC).

Priority 2 - Customer requirements under 1500 Mcf per peak month without AFC.

Priority 3 - Customer requirements over 1500 Mcf per peak month without AFC.

Priority 4 - Non-utility electric generation requirements for essential electric human needs that do not have available supplies of alternate fuels or alternate sources of electricity.

Priority 5 - Customer requirements for human needs with AFC.

Priority 6 - Requirements of customers with AFC that do not come under any other priority.

Priority 7 - Requirements for boiler fuel.

Priority 8 - Delivery Service Balancing

GENERAL SERVICE PROVISIONS (Continued)

24. CURTAILMENT OF GAS SERVICE (Continued)

B. If gas supplies become inadequate to meet the requirements of customers in Priorities 1 and 2, an Essential Human Needs Emergency may be declared and limitations may be imposed restricting gas usage to Essential Human Needs.

C. If the Company curtails a Firm or Interruptible Delivery Service customer's gas delivered to the Company's city-gate, the Company shall reimburse the customer for said curtailed gas. The reimbursement to the customer shall include applicable capacity charges based on the Company's average transportation cost at 100% load factor, and related commodity charges for the gas itself based on the Company's weighted average cost of gas in the month of curtailment. The weighted average cost of gas shall be prorated if the curtailment extends beyond one calendar month.

D. The following definitions shall apply to the terms used in this section of the General Service Provisions.

1. Alternate Fuel Capability (AFC) shall mean that gas usage for which the customer has the installed facilities to use an alternate fuel, and shall mean that gas usage of 100,000 therms or more, per peak month for which it would be reasonable to install facilities to use an alternate fuel. A customer may be deemed not to have AFC if alternate fuel supplies are unavailable or their use restricted, for reasons beyond the control of the customer, during a gas supply emergency. Any exceptions to the definition of AFC must be approved by the Commission.

2. Boiler Fuel shall mean that industrial usage of gas of 100,000 therms, or more, per peak month for the generation of electricity, production of steam, or heating of water.

3. Commercial Services: Service to customers engaged primarily in the sale of goods or services, to educational institutions, to correctional institutions, and to local, state and federal government agencies for uses other than those involving manufacturing or electric power generation.

4. Essential Human Needs Emergency: A situation in which gas supply, for whatever reason, is inadequate to meet requirements of customers in Priorities 1 and 2.

GENERAL SERVICE PROVISIONS (Continued)

24. CURTAILMENT OF GAS SERVICE (Continued)

5. Essential Human Needs: That gas usage necessary to maintain service to all residential customers and customers qualifying for human needs requirements without AFC, subject to the following restrictions: (a) thermostats in residences, apartments, sanatoriums, rest homes, hospitals, hotels, motels, prisons, and anywhere else that people reside shall be set to 65 degrees in the day and 55 degrees at night, unless such setting causes health hazards; and (b) thermostats in office buildings, retail stores, schools, and other commercial, government and industrial facilities shall be set to the minimum level required to prevent injury to life or property.

6. Human Needs Requirement: Requirements for residences, critical child care and medical facilities, sanatoriums, rest homes, hotels, certain schools, essential agricultural users and food process needs, commercial cooking, prisons, plant protection, water and sewage treatment.

7. Interruptible Service: That service provided under interruptible rate schedules or under special interruptible contracts.

8. Plant Protection: That minimum use of gas necessary to prevent physical damage to plant facilities, danger to plant personnel, and to protect material in production. It shall not include gas to maintain ongoing production of materials.

9. Residential Usage: That gas used for normal purposes in maintaining permanent single and multi-family dwellings.

10. Peak Month shall remain as presently defined in individual tariffs or past practices of jurisdictional natural gas public utilities; however, for purposes of priority classifications, when a customer's usage is increased, or reduced, on a permanent basis then the customer shall be moved to the priority consistent with the change in usage.

11. Essential Electric Human Needs: That electric usage necessary to maintain service to all residential customers and customers qualifying for human needs requirements, subject to the following restrictions: (a) thermostats in residences, apartments, sanatoriums, rest homes, hospitals, hotels, motels, prisons, and anywhere else that people reside shall be set to 65 degrees in the day and 55 degrees at night, unless such setting causes health hazards; and (b) thermostats in office buildings, retail stores, schools, and other commercial, government and industrial facilities shall be set to the minimum level required to prevent injury to life property.

GENERAL SERVICE PROVISIONS (Continued)

24. CURTAILMENT OF GAS SERVICE (Continued)

E. Interruptible gas service may be furnished, at the Company's discretion, as available gas supplies permit. However, the Commission may terminate, or alter, the sale of gas to interruptible customers if it is determined that such sales unreasonably affect the reliability of supplies of gas for priority end-uses.

F. In the event of an unforeseen emergency of limited duration, the Company shall:

1. Encourage maximum conservation by all customers.

2. Use its own emergency facilities to the limit of their capability.

3. Consider establishing a temporary moratorium against the connection of new customers.

4. If the Commission finds that the Company cannot supply all of its customers natural gas because an emergency exists, the Commission may, by order, establish a temporary moratorium on the connection of new customers if such moratorium is necessary to minimize the adverse impact on the public health and safety and to facilitate restoration of normal service to all customers at the earliest time practicable.

G. Exemptions

The Company is authorized to grant exemptions to the provisions set forth herein for a period not to exceed ten days. Such exemptions shall be granted, in management's discretion, to avoid undue hardship.

A written report of all requests for an exemption and each exemption granted by the Company shall be filed with the Commission's Telecommunications, Gas and Water Division.

A Customer, or the Company on behalf of the Customer, may request an exception to these rules from the Commission for a period of time greater than ten (10) days based on hardship or other justifiable circumstances.