

If the meter is found to be faster than allowable, the Company shall make a refund to the last customer of record receiving service through the meter for the amount which shall have been charged in excess of that which would have been charged had the meter registered with 100 percent accuracy, provided the refund exceeds one dollar. The refund will be computed upon the assumption that the meter was registering 100 percent prior to the beginning of the period of inaccuracy or the period of adjustment as defined in the preceding paragraph. The actual error of the meter, and not the difference between the allowable error and the error as found, shall be used as the basis for calculating the refund. The refund shall be for the period that the customer received service through the meter, but for not more than the periods referred to in this subparagraph (1).

(2) Slow Meters

If the meter is found to under-register, or is slow, the Company may bill the customer one half of the unbilled under-charge for a period of twelve months, unless the meter has been tested within that twelve-month period, in which event the Company may bill the customer one half of the unbilled under-charge for the period since the meter was last tested. If the amount of under-registration is less than \$5.00, the bill will not be adjusted.

If the meter is found to be non registering, or is stopped, the Company may estimate, and bill the customer, the proper charge for the unregistered service by reference to the customer's consumption during similar normal periods. Except in the case of tampering, theft, or unauthorized use, the estimate shall cover a period of not more than six months.

9. CUSTOMER'S PIPING AND APPLIANCES

- a. All piping, gas appliances, and related equipment on the customer's side of the meter (including unmetered gas lights) shall be installed and maintained under the responsibility and at the expense of the customer or owner of the premises. The installation by the Company of submeters to record gas consumption applicable to different Rate Schedules, or for any other reason, shall not relieve the customer of responsibility for the maintenance at his expense of customer-owned piping to which the Company's submeters are attached.
- b. The piping, appliances and related equipment for which the customer or owner is responsible shall be installed and maintained in conformity with all local, State and Federal requirements and with the rules of the National Fire Protection Association. The nature and condition of this equipment shall be such as not to endanger life or property, interfere with the service to other customers or, except for unmetered gas lights, permit the passage of gas without meter registration and it shall not be used for any illegal purpose.

10. GAS LEAKS AND SAFETY CONCERNS

- a. Upon notice by the customer, the Company will investigate reports of suspected gas leakage and/or in the case of safety concerns, improper functioning of gas appliances, without charge.
- b. Where gas leakage is found, no deduction on account such leakage shall be required to be made from customer's bills unless such leakage occurs as a result of fault or neglect of agents of the Company.

ISSUED: November 17, 2003

Effective for service rendered on and after November 24, 2003

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