

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.

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Effective for service rendered on and after November 24, 2003

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

GENERAL SERVICE PROVISIONS (continued)

10. GAS LEAKS AND SAFETY CONCERNS (continued)

- c. Where a gas leakage is found on the Company's gas main, service line, regulator, meter or any other Company piping or equipment from the main to the outlet side of the meter, the leak will be repaired without charge to the customer.
- d. When a gas leak is found on the customer's side of the meter, or the appliance is malfunctioning in such a manner as to possibly create a safety hazard, gas service to the piping, gas appliance or related equipment will be discontinued by the Company. Customers will be advised of their responsibility to arrange for any needed repairs.

11. DISCONTINUANCE OF SERVICE

- a. When a customer desires to discontinue service, he shall notify the Company at least 48 hours in advance. The customer may be held responsible for all gas consumed for 48 hours after the date of such notices.
- b. The Company may discontinue service to a customer and remove its property without being liable to the customer or to tenants or occupants of the premises served, for any loss, cost, damage or expense occasioned by such discontinuance or removal, for any of the following reasons:
 - (1) Failure, after five days' written notice, to comply with the Company's requirements for service applications under APPLICATION FOR SERVICE, Section 2.

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