

GAS SERVICES DIVISION
GSD - 1 TARIFF REPORT

RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.

TARIFF CODE: DS RRC TARIFF NO: 20667

DESCRIPTION: Distribution Sales STATUS: A
 EFFECTIVE DATE: 04/12/2011 ORIGINAL CONTRACT DATE: RECEIVED DATE: 04/20/2011
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 878395
 BILLS RENDERED: N INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID

DESCRIPTION

Commercial121608

APPLICATION OF SCHEDULE -

This schedule is applicable to all commercial customers receiving gas service through a single meter in Montgomery, Walker and Houston Counties, Texas. Natural gas supplied is for the individual use of the customer at one point of delivery and shall not be resold or shared with others. Service under this schedule shall be furnished in accordance with the Company's General Rules and Regulations.

MONTHLY RATE -

The price payable by each commercial customer for all consumption each month shall be \$2.42 per MCF (Commodity Rate), subject to the Gas Cost Adjustment set forth below.

MONTHLY CUSTOMER OR METER CHARGE: \$25.00

PAYMENT: All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

COST OF GAS ADJUSTMENT: The customer's bill shall be adjusted upward (downward) based on the Company's Cost of Gas Adjustment Clause.

COG121608

A. APPLICABILITY -

This Cost of Gas Clause shall apply to all general service rate schedules of Universal Natural Gas, Inc. (The Company) in the Montgomery, Walker and Houston Counties, Texas.

B. DEFINITIONS -

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a reconciliation component, and other purchased gas expenses.

2. Commodity Cost - The Cost of Purchased Gas multiplied by the Purchase Sales Ratio.

3. Cost of Purchased Gas - The estimated cost for gas purchased by the Company from its supplier or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or

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supply reservation fees, and storage necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from October through June as a result of the Reconciliation Audit.

5. Reconciliation Audit - An annual review of the Company's books and records for each twelve month period ending with the production month of June to determine the amount of over or under collection occurring during such twelve month period. The audit shall determine: (a) the total amount paid for gas purchased by the Company per Section B(3) Cost of Purchased Gas to provide service to its general service customers during the period, (b) the revenues received from operation of the provisions of this cost of gas clause, (c) the total amount of refunds made to customers during the period and any other revenues or credits received by the Company as a result of relevant gas purchases or operation of this Cost of Gas Clause, (d) the total amount accrued during the period for imbalances under the transportation rate schedule(s) net of franchise fees and applicable taxes, and (e) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

6. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers during the same period. For the purpose of this computation all volumes shall be stated at 14.65 psia. Such ratio as determined shall in no event exceed 5 percent lost and unaccounted for gas.

7. Reconciliation Account - The account maintained by the Company to assure that over time it will neither over nor under collect revenues as a result of the operation of the cost of gas clause. Entries shall be made monthly to reflect, (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records (per Section B(3), (b) the revenues produced by the operation of this Cost of Gas Clause, (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, (d) the total amount accrued during the period for imbalances under the transportation rate schedule(s) net of franchise fees and applicable taxes, (e) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - those customers served under general service rate schedules.

C. COST OF GAS - In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

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D. DETERMINATION AND APPLICATION OF THE RECONCILIATION COMPONENT - If the Reconciliation Audit reflects either an over recovery or under recovery of revenues, such amount, plus or minus the amount of interest calculated pursuant to Section E PAYMENT FOR FUNDS, if any, shall be divided by the general service sales volumes, adjusted for the effects of weather for the period beginning with the October billing cycle last preceding through the June billing cycle. The Reconciliation Component so determined to collect any revenue shortfall or to return any excess revenue shall be applied for a nine (9) month period beginning with the next following October billing cycle and continuing through the next following June billing cycle at which time it will terminate until a new Reconciliation Component is determined

E. PAYMENT FOR FUNDS - If, on the average, the Company had overcollected during the period, it shall credit into the Reconciliation Account during September an amount equal to the average balance multiplied by a percentage representing interest. This percentage shall be the same interest rate percentage that is set annually by the Public Utility Commission for Deposit Interest. If on the average, the Company had undercollected during the period, it shall debit into the Reconciliation Account during September an amount equal to the average balance multiplied by a percentage representing interest. This percentage shall be the same interest rate percentage that is set annually by the Public Utility Commission for Deposit Interest.

F. SURCHARGE OR REFUND PROCEDURES - In the event that the rates and charges of the Company's supplier are retroactively reduced and a refund of any previous payments is made to the Company, the Company shall make a similar refund to its general service customers. Similarly, the Company may surcharge its general service customers for retroactive payments made for gas previously delivered into the system. Any surcharge or refund amount will be included in the Reconciliation Account. Refunds or charges shall be entered into the Reconciliation Account as they are collected from or returned to the customers. For the purpose of this Section F, the entry shall be made on the same basis used to determine the refund or charge component of the Cost of Gas and shall be subject to the calculation set forth in Section (E) Payment for Funds.

G. COST OF GAS STATEMENT - The Company shall file a Cost of Gas Statement with the Regulatory Authority by the beginning of each billing month. (The Company shall file such initial statement as soon as is reasonably possible). The Cost of Gas Statement shall set forth (a) the estimated Cost of Purchased Gas; (b) that cost multiplied by the Purchase/Sales Ratio; (c) the amount of the cost of gas caused by any surcharge or refund; (d) the Reconciliation Component; and (e) the Cost of Gas calculation. The statement shall include all data necessary for the Regulatory Authority to review and verify the calculation of the Cost of Gas. The date on which billing using the Cost of Gas is to begin (bills prepared) is to be specified in the statement.

H. ANNUAL RECONCILIATION REPORT - The Company shall file an Annual Reconciliation

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Report with the Regulatory Authority which shall include but not necessarily be limited to: 1. A tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve months ending June 30. 2. A tabulation of gas units sold to general service customers and related Cost of Gas Clause revenues. 3. A description of all other costs and refunds made during the year and their effect on the Cost of Gas Clause to date. 4. A description of the imbalance payments made to and received from the Company's transportation customers within the service area, including monthly imbalances incurred, the monthly imbalances resolved, and the amount of the cumulative imbalance. The description should reflect the system imbalance and imbalance amount for each supplier using the Company's distribution system during the reconciliation period. This report shall be filed concurrently with the Cost of Gas Statement for October.

RATE ADJUSTMENT PROVISIONS

None

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CUSTOMERS				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
27596	N	MCF	\$6.4960	11/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.6690	01/01/2016
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.6210	11/01/2014
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$8.6620	02/01/2014
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.0470	04/01/2016
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$4.9030	09/01/2015
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.7500	12/01/2014
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.4490	12/01/2015
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$7.0030	08/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.9120	11/01/2016
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.3690	12/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$7.3800	01/01/2014
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.0170	10/01/2013
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$7.3640	05/01/2011
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			

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27596	N	MCF	\$6.1920	11/01/2013
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.4330	10/01/2011
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.5990	09/01/2013
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.9100	12/01/2011
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.9850	08/01/2011
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$7.2880	06/01/2011
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.2030	12/01/2013
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$4.6660	04/01/2012
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.1590	11/01/2011
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.6000	01/01/2012
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.4240	08/01/2014
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.3880	07/01/2012
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.8450	08/01/2012
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.1930	11/01/2012
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			

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27596	N	MCF	\$5.0700	09/01/2012
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.7960	10/01/2012
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.4910	03/01/2013
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.5670	04/01/2013
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.5740	12/01/2012
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.5260	02/01/2013
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.3340	06/01/2013
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.4060	05/01/2013
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.4100	08/01/2013
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.1520	07/01/2013
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$8.4330	05/01/2014
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$8.3460	04/01/2014
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$7.2320	03/01/2014
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.1830	01/01/2015
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			

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27596	N	MCF	\$6.9690	10/01/2014
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.4590	07/01/2015
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.4210	06/01/2015
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$7.7080	07/01/2014
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$7.2140	09/01/2014
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$7.8390	01/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.3040	10/01/2015
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.4170	02/01/2015
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.5380	08/01/2015
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.0420	03/01/2015
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.5420	11/01/2015
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.4830	04/01/2015
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.6210	02/01/2016
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.1530	09/01/2016
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			

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27596	N	MCF	\$6.3070	10/01/2016
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.7440	07/01/2016
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.7200	08/01/2016
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.5310	03/01/2016
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.0170	05/01/2016
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.3270	06/01/2016
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.9500	09/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$7.3770	03/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$7.2270	07/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.0670	05/01/2015
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.6780	05/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$7.4360	12/01/2016
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$7.6940	02/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.9360	10/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			

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27596	N	MCF	\$7.1950	06/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.7650	04/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$7.3230	04/01/2011
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$7.9960	03/01/2011
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$7.1580	07/01/2011
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$6.4620	09/01/2011
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.1030	02/01/2012
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.0390	03/01/2012
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$4.7040	06/01/2012
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$4.6090	05/01/2012
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$5.9080	01/01/2013
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			
27596	N	MCF	\$7.9520	06/01/2014
<u>CUSTOMER NAME</u>	Commercial customers located in Houston County, Texas			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 9797

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): To remove Surcharge9846.

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SERVICES

<u>TYPE OF SERVICE</u>	<u>SERVICE DESCRIPTION</u>
B	Commercial Sales
<u>OTHER TYPE DESCRIPTION</u>	

PREPARER - PERSON FILING

RRC NO: 469 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Amy MIDDLE: L LAST NAME: Doyal

TITLE: Director of Business Dev

ADDRESS LINE 1: 9750 FM 1488

ADDRESS LINE 2:

CITY: Magnolia STATE: TX ZIP: 77354 ZIP4: 1619

AREA CODE: 281 PHONE NO: 252-6700 EXTENSION:

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CURTAILMENT PLAN

PLAN ID	DESCRIPTION
489	Universal Natural Gas, Inc. has adopted Gas Utilities Docket No. 489 <div style="text-align: right;">RAILROAD COMMISSION OF TEXAS OIL AND GAS DIVISION GAS UTILITIES</div> DIVISION OIL AND GAS DOCKET <div style="text-align: center;">GAS UTILITIES DIVISION</div> NO. 20-62,505 <div style="text-align: center;">DOCKET NO. 489</div>

ORDER

RELATING TO THE APPROVAL BY THE COMMISSION OF CURTAILMENT PROGRAMS FOR NATURAL GAS TRANSPORTED AND SOLD WITHIN THE STATE OF TEXAS

After due notice the Railroad Commission of Texas on the 30th day of November, 1972, heard testimony and requested written curtailment priorities from representatives of investor owned and municipal gas utilities companies, private industry consumers and others responsible for directing available natural gas supplies to the consumers of natural gas in the State of Texas.

WHEREAS, pursuant to the authority granted to the Railroad Commission of Texas in Article 6050 to 6066, inclusive, R.C.S., as amended; and

WHEREAS, the Commission has determined the need for a curtailment program to assure effective control of the flow of natural gas to the proper destinations to avoid suffering and hardship of domestic consumers; and

WHEREAS, the Commission has determined a need to make natural gas available to all gas consumers on a reasonable but limited basis during times of needed curtailment to the end that the public will be best served; and

WHEREAS, the Commission has determined that the transportation delivery and/or sale of natural gas in the State of Texas for any purpose other than human need consumption will be curtailed to whatever extent and for whatever periods the Commission may find necessary for the primary benefit of human needs customers (domestic and commercial consumption) and such small industries as cannot practically be curtailed without curtailing human needs.

IT IS THEREFORE, ORDERED BY THE RAILROAD COMMISSION OF TEXAS that the following rules relating to the approval by the Commission of curtailment programs for gas transported and sold within the State of Texas shall apply to all parties responsible for directing available and future natural gas supplies to the consumers of natural gas in the State of Texas.

RULE 1.

Every natural gas utility, as that term is defined in Article 6050, R.C.S. of Texas, as amended, intrastate operations only, shall file with the Railroad Commission on or before Feb. 12, 1973, its curtailment program. The Commission may approve the program without a hearing;

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set the matter for a public hearing on its own motion or on the motion of any affected customer of said utility.

The curtailment program to be filed shall include, in verified form, the following information:

A. Volume of gas reserves attached to its system together with a brief description of each separate source of gas reserves setting forth the following:

1. the name of the supplier,
2. the term of each contract in years, and the years remaining on said contract,
3. the volume of recoverable reserve contracted for, and
4. rated deliverability of such reserves in MCF.

B. Capacity and location of underground storage, if any, attached to its system with a statement of whether the company's storage balance is above or below its desired level for this time, and, if below, what plans has the company made to restore the balance.

C. Peak day and average daily deliverability on an annual basis of its wells, gas plants and underground storage attached to its system.

D. Peak day capacity of its system.

E. Forecast of additions to reserves for each of the next two succeeding years.

F. Location and size of the line pipes, compressor stations, operating maximum line pressures, and a map showing delivery points along the system.

G. Disposition of all gas entering its system, with names of all customers other than residential customers and volumes delivered to each during the past calendar year. Identify those customers using 3,000 MCF gas per day, or more, which are under a service contract, and if such contract includes an Interruptible Service clause, and if so, attach a reproduced copy of the relevant provisions of such contract.

H. Steps taken in past years, being taken at the present, and to be taken to alleviate curtailments. RULE 2. Until such time as the Commission has specifically approved a utilities curtailment program, the following priorities in descending order shall be observed: A. Deliveries for residences, hospitals, schools, churches and other human needs customers. B. Deliveries of gas to small industrials and regular commercial loads (defined as those customers using less than 3,000 MCF per day) and delivery of gas for use as pilot lights or in accessory or auxiliary equipment essential to avoid serious damage to industrial plants. C. Large users of gas for fuel or as a raw material where an alternate cannot be used and operation and plant production would be curtailed or shut down completely when gas is curtailed. D. Large users of gas for boiler fuel or other fuel users where alternate fuels can be used. This category is not to be determined by whether or not a user has actually installed alternate fuel facilities, but whether or not an alternate fuel could be used. E. Interruptible sales made subject to interruption or curtailment at Seller's sole discretion under contracts or tariffs which provide in effect for the sale of such gas as Seller may be agreeable to selling and Buyer may be agreeable to buying from time to time. RULE 3. Each gas utility that has obtained Commission approval of a curtailment program shall conduct operations in compliance with such program. So long as any gas utility which has obtained Commission approval of a curtailment program continues to curtail deliveries to its customers, except as provided by contract or

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those customers included in Part E of Rule 2 above, it (a) shall file on or before April 1 of each year, under oath, the information called for in Rule 1, for the preceeding year, and (b) shall not, without Commission approval, make sales of gas to any new customers or increase volumes sold to existing customers, except those new or existing customers defined in Parts A & B of Rule 2 above. IT IS FURTHER ORDERED that this cause be held open for such other and further orders as may be deemed necessary. ENTERED AT AUSTIN, TEXAS, this 5th day of January, 1973.

LINE EXTENSION POLICY

<u>POLICY ID</u>	<u>DESCRIPTION</u>

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QUALITY OF SERVICE

QUAL_SERVICE_ID	DESCRIPTION
QSGRR1	<p>PART 1 OF GENERAL RULES AND REGULATIONS FOR NATURAL GAS SERVICE</p> <p>1. DEFINITIONS</p> <p>(a) Consumer, Consumer and Applicant are used interchangeably and mean a person or organization utilizing services or who wants to utilize services of Universal Natural Gas, Inc.</p> <p>(b) Company means Universal Natural Gas, Inc., its successors and assigns.</p> <p>(c) Cubic Foot of Gas: Unless otherwise expressly provided by rate schedule or written contract (or agreement), the amount of gas necessary to fill a cubic foot of space when the gas is at a gauge pressure of four (4) ounces above atmospheric pressure of 14.65 psia at 60 Fahrenheit.</p> <p>(d) Service Line: The pipe and attached fittings which convey gas from Company's mains to the property line of Consumer's premises.</p> <p>(e) Yard Line: The pipe and attached fittings which convey gas from the Consumer's property line to and including the stopcock on the riser for the Consumer's meter.</p> <p>(f) Consumer's Housepiping: All pipe and attached fittings which convey gas from the outlet side of the meter to the Consumer's connection for gas appliances.</p> <p>(g) Point of Delivery: The point where the gas is measured for delivery into Consumer's piping.</p> <p>2. APPLICATION OF RULES</p> <p>(a) Unless otherwise expressly stated, these rules apply to all Consumers regardless of classification, except insofar as they are changed by or are in conflict with any statute of the State of Texas, valid municipal ordinance, valid final order of any court or of the Railroad Commission of Texas, or written contract executed by Company, in which case such statute, ordinance, order or contract shall control to the extent that it is applicable to the consumer(s) in question. Whenever possible, these rules shall be construed harmoniously with such laws, contracts, ordinances, and orders.</p> <p>(b) The use of gas service shall constitute an agreement by the Consumer to utilize such service in accordance with the applicable rules of the Company as set forth herein.</p> <p>(c) These rules, and all subsequently enacted rules, may be abrogated, modified, or added to in whole or in part, by the company and such rules as abrogated, modified, or added to, shall become effective when filed with the appropriate regulatory authority.</p> <p>3. CLASSIFICATION FOR RATE AND CONTRACT PURPOSES For purposes of determining rates, Consumers shall be classified as either Residential, Commercial or Large Volume Consumers as defined in Company's applicable rate schedules. Service by Company to Consumers classified herein as Residential and Commercial is available without a written contract between Consumer and Company at the standard rates and charges applicable to such Consumers from time to time.</p> <p>Company shall have no obligation to deliver more than 5,000 cubic feet of gas in any day to any Consumer not having a written gas sales contract with Company. A contract may be required from Large Volume Consumers using less than 5,000 cubic feet per day, provided this requirement shall be uniformly applied to all such Consumers within each municipal rate jurisdiction. In the case of existing Consumers, the maximum gas usage during any one day shall be obtained from records of the Company, except in cases where the existing Consumer will be purchasing increased volumes of gas from Company because of expansions or for any other reason, in which event the Company may estimate usage by such Consumer. Also in the case of new Consumers, the Company may estimate usage by the Consumer. Any such estimates made by Company shall be binding on Consumer in determining rate classification and whether or not a contract is required. Company's obligation to provide service to any Large Volume Consumer is contingent upon Company's determination that there will be an adequate supply of</p>

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gas to serve such Large Volume Consumer, and that existing facilities are of adequate capacity and suitable pressure.

4. LIMITATION OF USE All gas delivered through Company's meters is for use only at the point of delivery and shall not be redelivered or resold to others without Company's written consent.

5. SERVICE CONNECTIONS

(a) Tap Charge: Unless otherwise prohibited by applicable ordinance or rule, Company may impose a reasonable charge for the connection of a new Consumer to its distribution mains. The service areas where a tap charge is to be collected and the amount and conditions under which such charge will be imposed are set out in the Schedule of Miscellaneous Service Charges filed with the appropriate regulatory authorities.

(b) Service Line: Company shall install and maintain all service lines and, to the extent permitted by applicable ordinance or rule, shall be entitled to make a reasonable charge for such installation as set out in the Schedule of Miscellaneous Service Charges filed with appropriate regulatory authorities. A service line may be used to supply a single building or single group of buildings which may or may not be located on a single lot, such as a group of factory buildings, hospital buildings, or institutional buildings, all under one ownership or control. However, gas service supplied to Consumer for use at separate lots physically divided by other private or public property (including streets, alleys and other public ways) must be separately metered and billed. More than one service line to supply a Consumer's premises may be constructed by agreement between Company and Consumer.

(c) Yard Line: Company shall install yard lines if so requested by Consumer. To the extent permitted by applicable ordinance or rule, Company shall be entitled to make a reasonable charge for such installation as set out in the Schedule of Miscellaneous Service Charges filed with the appropriate regulatory authorities.

(d) Housepiping: Consumer shall be responsible for installing and maintaining Consumer's housepiping. Company may refuse service to any consumer whose housepiping is inadequate or unsafe, but Company shall have no responsibility for inspecting or testing Consumer's housepiping, determining whether or not Consumer has complied with applicable safety codes, or in any way establishing or enforcing housepiping specifications. Information relating to piping may be obtained at the Company's local offices.

(e) Gas Main Extensions: Company shall extend its gas mains to provide new or additional service and shall be entitled to make a reasonable charge for such installation as set out in the Schedule of Miscellaneous Service Charges filed with appropriate regulatory authorities. Gas main extensions shall be made at Company's expense only where the probable expected use of all facilities necessary for such service and paid for by Company will provide a reasonable and compensatory return to Company on the value of such facilities. Otherwise, gas main extensions shall be made only under the following conditions:

(1) Individual Residential and Commercial Consumers -- upon payment of the fee for gas main extension set out in the Schedule of Miscellaneous Service Charges or upon execution of a Gas Main Extension Contract between Company and Consumer.

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(2) Developers of Residential or Business Subdivisions -- upon execution of Company's Gas Main Extension Contract or Predevelopment Gas Main Extension Contract, or under special circumstances where, in Company's opinion, such forms are not appropriate, upon execution of a special agreement providing for reimbursement to Company for cost of the necessary gas main extension.

(3) Large Volume Consumers -- upon execution of a special agreement providing for reimbursement to Company for the cost of the necessary gas main extension.

6. ADDITIONAL CHARGES RELATING TO GAS SERVICE

Charges for services other than delivering natural gas may be made in accordance with the Schedule of Miscellaneous Service Charges filed with the appropriate regulatory authorities.

7. APPLICATION FOR SERVICE

Where no written contract for service is necessary, any application by telephone, in person, or in writing may be made to request initiation of service. Upon request, Consumer shall provide information necessary for purposes of rate classification, billing, and determining whether a deposit will be required.

8. REFUSAL TO INSTITUTE SERVICE AND TERMINATION OF SERVICE.

(a) Refusal of Service.

(1) Compliance by Applicant. The Company may decline to serve an applicant for whom service is available from previously installed facilities until such applicant has complied with the state and municipal rules, regulations or laws, and with approved rules and regulations of the Company on file with the appropriate regulatory authority governing the service applied for, or for the following reasons:

(A) the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given;

(B) the applicant is indebted to any utility company for the same kind of service as that applied for; provided, however, that in the event the indebtedness of the applicant for service is in dispute, the applicant shall be served upon complying with the applicable deposit requirement;

(C) the applicant refuses to make a deposit if applicant is required to make a deposit under these rules;

(D) where an unsafe condition exists at any point on Consumer's premises;

(E) for use of gas in violation of Company's rules;

(F) in the event Company's representatives are refused access to such premises for any lawful purpose;

(G) when Company's property on the Consumer's premises is tampered with, damaged or destroyed.

(2) Applicant's Recourse. In the event that the Company shall refuse to serve an applicant

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under the provisions of these rules, the Company shall inform the applicant of the basis of its refusal and that the applicant may file a complaint with the appropriate regulatory authority thereon.

(3) Insufficient Grounds for Refusal to Serve. The following shall not constitute sufficient cause for refusal of service to a present residential or commercial Consumer or applicant:

(A) delinquency in payment for service by a previous occupant of the premises to be served;

(B) failure to pay for merchandise or charges for non-utility service purchased from the Company'

(C) failure to pay a bill to correct previous underbilling due to misapplication of rates more than six months prior to the date of application;

(D) violation of the Company's rules pertaining to the operation of nonstandard equipment of unauthorized attachments, which interfere with the service of others, unless the Consumer has first been notified and been afforded reasonable opportunity to comply with these rules;

(E) failure to pay a bill of another Consumer as guarantor thereof, unless the guarantee was made in writing to the Company as a condition precedent to service; and

(F) failure to pay the bill of another Consumer at the same address except where the change of Consumer identity is made to avoid or evade payment of a utility bill.

(b) Discontinuance of Service.

(1) Bills are due and payable when rendered; the bill shall be past due not less than 15 days after issuance or such other period of time as may be provided by order of the appropriate regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(2) The Company may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5% for payment within 10 days of their issuance. In the event of any inconsistency between these Rules and Regulations and the applicable rate tariff, the rate tariff shall control.

(3) A Consumer's utility service may not be terminated unless the Company has made a reasonable effort to offer the Consumer the option of paying a delinquent bill in installments. A Consumer's utility service may be disconnected if the bill has not been paid or a suitable written arrangement for payment in installments entered into within 5 working days after the bill has become delinquent and if proper notice has been given. Proper notice shall consist of a mailing or hand delivery thereof at least five working days prior to a stated date of disconnection. Said notice shall be provided in English (and Spanish, if the Company has any Spanish speaking Consumers) and shall include:

a) the words Disconnect Notice or similar language prominently displayed;

b) the reason service is to be terminated;

c) what Consumer must do to prevent termination;

d) in the case of a past-due bill, the amount past due and the hours, address, and telephone

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number where payment may be made; and

e) a statement that if a health or other emergency exists, the Company may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

f) Utility service may be disconnected for any of the following reasons.

g) failure to pay a delinquent account or failure to comply with the terms of a written agreement for installment payment of a delinquent account;

h) violation of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify the Consumer and the Consumer is provided with a reasonable opportunity to remedy the situation;

i) failure to comply with deposit or guarantee arrangements where required by these rules and regulations;

j) without notice where a known dangerous condition exists for as long as the condition exists;

k) tampering with the Company's meter or equipment or bypassing the same;

l) for use of gas in violation of Company's rules;

m) in the event Consumer's premises are vacated;

n) in the event Company's representatives are refused access to such premises for any lawful purpose;

o) when Company's property on the Consumer's premises is tampered with, damaged or destroyed;

p) for use of gas in violation of any law, ordinance or regulation;

q) for fraudulent misrepresentation in relation to the consumption of gas or any other fraud practiced by Consumer, with regard to the matters referred to in these rules or Consumer's contract.

(5) Utility service may not be disconnected for any of the following reasons:

r) delinquency in payment for service by a previous occupant of the premises;

s) failure to pay for merchandise or charges for non-utility service by the Company;

t) failure to pay for a different type or class of utility service unless the fee for such service is included on the same bill;

u) failure to pay the account of another Consumer as guarantor thereof, unless the Company has in writing the guarantee as condition precedent to service;

v) failure to pay charges arising from any underbilling occurring due to any misapplication of rates more than six months prior to the current billing;

w) failure to pay charges arising from any underbilling due to any faulty metering, unless the meter has been tampered with or unless such underbilling charges are due; and

x) failure to pay an estimated bill other than a bill rendered pursuant to any approved meter reading plan, unless the Company is unable to read the meter due to circumstances beyond its control.

(6) Unless a dangerous condition exists, or unless the Consumer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the Company are not available to the public for the purpose of making collections and reconnecting service.

(7) The Company shall not abandon a Consumer without written approval from the regulatory authority.

(8) The Company shall not discontinue service to a delinquent residential Consumer permanently

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residing in an individually metered dwelling unit when that Consumer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if service is discontinued. Any Consumer seeking to avoid termination of service under this provision must make a written request to the Company supported by a written statement from a licensed physician. Both the request and the statement must be received by the Company within five working days of the issuance of the utility bill. The prohibition against service termination as provided herein shall last twenty (20) days from the date of receipt by the Company of the request and statement or such lesser period as may be agreed upon by the Company and the Consumer. The Consumer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(9) The Railroad Commission of Texas (RRC) regulates all natural gas utilities in Texas. The RRC has adopted Emergency Rule 7. 60 (valid through April 30, 2001) to insure that gas consumers are not disconnected due to failure to pay their gas bills when the temperature is so cold that it could affect the customer's health. Rule 7. 60 can be summarized as follows:a) Except where there is a known dangerous condition or a use of natural gas in a manner that is dangerous or unreasonably interferes with service to others, a provider (UniGas) shall not disconnect natural gas service to:b) Any customer on a day when the previous day's temperature in the county where the customer takes service fell below 40 degrees F. and the National Weather Service predicts that the temperature in that county will fall below that level during the next 24 hours; orc) A delinquent residential customer for a billing period in which the provider receives a pledge, letter of intent, purchase order, or other notification from an energy assistance provider that it is forwarding sufficient payment to continue service; ord) A delinquent residential customer on a day, or on a day immediately preceding a day, when personnel of the provider are not available for the purpose of receiving payment or making collections and reconnecting service.

(10) Residential customers of UniGas may avoid disconnection of gas service (where Rule 7. 60 does not apply) for failure to pay a delinquent gas bill in the following ways:

a) The customer can execute a deferred payment agreement. Under that agreement, the residential customer has the option to pay her delinquent bill in not more than three (3) equal installments without interest, provided that it is the customer's first delinquent bill in the preceding twelve (12) months. Under the Plan, current bills must be paid before they become delinquent.

b) The customer can give notice to the provider (UniGas) that disconnection of gas service would cause a person at the customer's residence to become seriously ill or more seriously ill, provided that the customer executes a deferred payment agreement (see previous paragraph) and provides a written request not to disconnect service supported by a written statement from a licensed medical doctor. This will have the effect of suspending disconnection of gas service for twenty (20) days (assuming Rule 7. 60 is not otherwise applicable).

9. LOCATION OF METERS

Wherever practical and if requested by the Consumer, all new meter installations shall be installed near the building in which Consumer's gas appliances are located. All meters shall be accessible at all times for inspection, reading, and change out for testing. Whenever the Company shall permanently discontinue the delivery of gas to any of Consumer's premises, it shall have the right at any reasonable time thereafter to enter upon the premises

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and remove its meter and related equipment.

10. METER TESTS AND BILL ADJUSTMENTS WITH RESPECT TO METER ACCURACY

(a) Meter Requirement.

(1) Use of meter. All gas sold by the Company shall be charged for my meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority or tariff.

(2) Installation by Company. Unless otherwise authorized by the regulatory authority, the Company shall provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its Consumers.

(3) Standard type. The Company shall not furnish, set up, or put in use any meter which is not reliable and of a standard type which meets generally accepted industry standards; provided, however, special meters not necessarily conforming to such standard types may be used for investigation, testing, or experimental purposes.

(b) Meter records.

The Company shall keep the following records:

(1) Meter equipment records.

The Company shall keep a record of all its meters, showing the Consumer's address and date of the last test.

(2) Records of meter tests.

All meter tests must be properly referenced to the meter record provided for therein. The record of e each test made on request of a Consumer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, and date and kind of test made, by whom made, the error (or percentage of accuracy) at each load tested, and sufficient data to permit verification of all calculations.

(c) Meter readings.

(1) Meter unit location.

In general, each meter must indicate clearly the units of service for which charge is made to the Consumer.

(d) Test for Accuracy.

(1) The Company shall, upon request of a Consumer make a test of the accuracy of the meter serving that Consumer. The Company shall inform the Consumer of the time and place of the test, and permit the Consumer or his authorized representative to be present if the Consumer so desires. If no such test has been performed within the previous four years for the same Consumer at the same location, the test shall be performed without charge. If such a test has been performed for the same Consumer at the same location within the previous four years, the Company may charge a fee for the test as set forth in the Company's tariff properly on file with the regulatory authority. The Consumer must be properly informed of the result of any test on a meter that serves him.

(2) Notwithstanding Paragraph (1), above, if the meter is found to be more than nominally defective, to either Consumer's or the Company's disadvantage, any fee charged for a meter test must be refunded to the Consumer. More than nominally defective means a deviation of more than 2% from accurate registration.

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(3) If any meter test requested by a Consumer reveals a meter to be more than nominally defective, the Company shall correct previous readings consistent with the inaccuracy found in the meter for the period of either (i) the last six months, or (ii) the last test of the meter, whichever is shorter. Any resulting underbillings or overbillings are to be corrected in subsequent bills, unless service is terminated, in which event a monetary adjustment is to be made. This requirement for a correction may be waived by the Company if the error is to the Company's disadvantage.

(4) If a meter is found not to register for any period of time, the Company may make a charge for units used but not metered, for a period not to exceed three months previous to the time the meter is found not be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same Consumer at the same location when available, and on consumption under similar conditions at the same location or of other similarly situated Consumers when not available.

(e) Meter Exchange.

(1) The Company follows the practice of testing and repairing its meters on periodic schedules in accordance with good operating practice. the periodic meter test interval is based on the results of accuracy tests of its meters randomly sampled of varying ages. The period of presumed accuracy is the period during which not less than 70% of the randomly sampled meters exhibit accuracy in the range of 2% fast to 2% slow.

QSGRR2

PART 2 OF GENERAL RULES AND REGULATIONS FOR NATURAL GAS SERVICE

11. DEPOSITS FROM CONSUMERS TO GUARANTEE PAYMENTS OF BILLS

(a) Establishment of Credit for Residential Applicants.

(1) The Company may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the Consumer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to make a deposit;

(A) if the residential applicant has been a Consumer of any utility for the same kind of service within the last two years and is not delinquent in payment of any such utility service account and during the last twelve consecutive months of service did not have more than one occasion in which a bill for such utility service was paid after becoming delinquent and never had service disconnected for nonpayment; or

(B) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; (C) if the residential applicant demonstrates a satisfactory credit rating by appropriate means, including but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the utility, or ownership of substantial equity.

(b) Re-establishment of credit.

Every applicant who has previously been a Consumer of the Company and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all amounts due the Company or execute a written deferred payment agreement, if offered, and reestablish credit as provided herein.

(c) Amount of deposit and interest for residential service and exemption from deposit.

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(1) The required residential deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings (rounded up to the nearest \$5.00). If actual use is at least twice the amount of the estimated billings, a new deposit requirement may be calculated and an additional deposit may be required within two days. If such additional deposit is not made, the Company may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements. Estimated Annual Billings as such term is used in this Section shall be either (i) the 12-month billing history at the service address involved (if a billing history is available for the service address), or (ii) the average annual residential bill in the Division serving the Consumer (if a billing history is not available at the service address); provided, that such average annual residential bill determined pursuant to clause ii hereof, shall be determined periodically but no less frequently than annually.

(2) All applicants for residential service who are sixty-five years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the Company or another utility for the same utility service which accrued within the last two years. No cash deposit shall be required of such applicant under these conditions.

(3) The Company shall pay a minimum interest on such deposits according to the rate as established by law; provided, if refund of deposit is made within thirty days of receipt of deposit, no interest payment shall be made. If the Company retains the deposit more than thirty days, payment of interest shall be made retroactive to the date of deposit.

(A) payment of interest to the Consumer shall be annually or at the time the deposit is returned or credited to the Consumer's account.

(B) the deposit shall cease to draw interest on the date it is returned or credited to the Consumer's account.

(d) For commercial and large volume Consumers, Company may require a deposit where the applicant is unable to establish good credit by standards generally accepted as evidence of credit worthiness. The amount of any deposit, where required, shall be in an amount sufficient to protect Company but shall not exceed the amount of the estimated highest two (2) months' billing. Interest shall be paid at the legal rate on all deposits. Deposits shall be refunded after three (3) years of prompt payment, with refund including any interest to be made in cash or by credit to the Consumer's bill. Deposits may be refunded sooner if Consumer can establish a record of credit worthiness which would have entitled him to initial service without a deposit and otherwise has a record of prompt payment.

(e) Deposits for temporary or seasonal service and for weekend or seasonal residences. The Company may require a deposit sufficient to reasonably protect it against the assumed risk, provided, such a policy is applied in a uniform and nondiscriminatory manner.

(f) Records of deposits.

(1) The Company shall keep records to show:

(A) the name and address of each depositor;

(B) the amount and date of the deposit; and

(C) each transaction concerning the deposit.

(2) The Company shall issue a receipt of deposit to each applicant from whom a deposit is received and shall provide means whereby a depositor may establish claim if the receipt is lost.

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(3) A record of each unclaimed deposit shall be maintained for at least four years, during which time the Company shall make a reasonable effort to return the deposit.

(g) Refund of deposit.

(1) If service is not connected or after disconnection of service, the Company shall promptly and automatically refund the Consumer's deposit plus accrued interest or the balance, if any, in excess of the unpaid bills for service furnished. The transfer of service from one premises to another within the service area of the Company shall not be deemed a disconnection within the meaning of these rules, and no additional deposit may be demanded unless permitted by these rules.

(2) When the residential Consumer has paid bills for service for twelve consecutive residential bills without having service disconnected for nonpayment of bills and without having more than two occasions in which a bill was delinquent and when the Consumer is not delinquent in the payment of the current bills, the Company shall promptly and automatically refund the deposit plus accrued interest to the Consumer in the form of cash or credit to a Consumer's account. Deposits may be refunded sooner if Consumer can establish a record of credit worthiness which would have entitled him to install service without a deposit and otherwise has a record of prompt payment.

(h) Upon sale or transfer of Company.

Upon the sale or transfer of the Company or operating units thereof, the Company shall file with the Commission under oath, in addition to other information, a list showing the names and addresses of all Consumers served by the Company or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(i) Complaint by applicant or Consumer.

The Company shall direct its personnel engaged in initial contact with an applicant or Consumer for service seeking to establish or re-establish credit under the provisions of these rules to inform the Consumer, if dissatisfaction is expressed with the Company decision, of the Consumer's right to file a complaint with the regulatory authority thereon.

12. DISCONTINUANCE BY CONSUMER

A Consumer who wishes to discontinue the use of gas (provided he otherwise has the right to do so) must give notice of his intent to do so to Company at its nearest office. Consumer shall be obligated to pay for all service which is rendered by the Company (including applicable minimum charges therefor) prior to time Company receives such notice.

13. RECORDS OF GAS SUPPLIED

Company shall keep accurate records of the amount of gas registered by its meters, and such records shall be accepted at all times and in all places as prima facie evidence of the true amount of gas consumed.

14. ESCAPING GAS

Immediate notice must be given to Company by Consumer of any escaping gas on Consumer's premises. No flame shall be taken near the point where gas is escaping and as an added precaution, the gas should immediately be shut off at the meter by Consumer. Company shall not be liable for any damage or loss caused by the escape of gas from Consumer's housepiping or Consumer's appliances.

15. DAMAGE AND REPAIR TO AND TAMPERING WITH COMPANY'S FACILITIES

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Consumer shall immediately notify Company in the event of damage to Company's property on Consumer's premises. Consumer shall not permit anyone other than authorized employee of Company to adjust, repair, connect, or disconnect, or in any way tamper with the meter, lines or any other equipment of Company used in serving Consumer's premises.

16. ACCESS TO PREMISES

The Company's representatives shall have the right at all reasonable hours to enter upon the premises and property of Consumer to read the meter; and to remove, to inspect, or to make necessary repairs and adjustment to, or replacements of, service lines, meter loop, and any property of the Company located thereon, and for any other purpose connected with Company's operation. The Company's representatives shall have the right at all times to enter upon the premises and property of Consumer in emergencies pertaining to Company's service. All dogs and other animals which might hinder the performance of such operations on the Consumer's property shall be kept away from such operations by the Consumer upon notice by the Company representatives of their intention to enter upon the Consumer's premises.

17. NON-LIABILITY

(a) The Company shall not be liable for any loss or damage caused by variation in gas pressure, defects in pipes, connection and appliances, escape or leakage of gas, sticking of valves or regulators, or for any other loss or damage not caused by the Company's negligence arising out of or incident to the furnishing of gas to any Consumer.

(b) Company shall not be liable for any damage or injury resulting from gas or its use after such gas leaves the point of delivery other than damage caused by the fault of the Company in the manner of installation of the service lines, in the manner in which such service lines are repaired by the Company, and in the negligence of the Company in maintaining its meter loop. All other risks after the gas left the point of delivery shall be assumed by the Consumer, his agents, servants, employees, or other persons.

(c) The Company agrees to use reasonable diligence in rendering continuous gas service to all Consumers, but the Company does not guarantee such service and shall not be liable for damages resulting from any interruption to such service.

(d) Company shall not be liable for any damage or loss caused by stoppage or curtailment of the gas supply pursuant to order of a governmental agency having jurisdiction over Company or Company's suppliers, or caused by an event of force majeure. The term force majeure as employed herein means acts of God; strikes, lockouts, or other industrial disturbances; acts of the public enemy; wars; blockages; insurrections; riots; epidemics; landslides; lightning; earthquakes; fires; storms; floods; washouts; arrests and restraints of the government, either federal or state, civil or military; civil disturbances; explosions; breakage or accident to machinery or lines of pipe; freezing of wells or lines of pipe; shortage of gas supply, whether resulting from inability or failure of a supplier to deliver gas; partial or entire failure of natural gas wells or gas supply; depletion of gas reserves; and any other causes; whether of the kind herein enumerated or otherwise.

18. TEMPORARY INTERRUPTION OF SERVICE

(a) The Company shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the Company shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of Consumers are affected.

(b) The Company shall make reasonable provisions to meet emergencies resulting from failure of service, and shall issue instructions to its employees covering procedures to be followed in the event of an emergency in order to prevent or mitigate interruption or impairment of

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service.

(c) In the event of national emergency or local disaster resulting in disruption of normal service, the Company may, in the public interest, interrupt service to other Consumers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.

(1) Record of interruption.

Except for momentary interruptions which do not cause a major disruption of service, the Company shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of such interruptions, date, time duration, location, approximate number of Consumers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence.

(2) Report to Commission.

The Commission shall be notified in writing within forty-eight hours of interruptions in service affecting the entire system or any major division thereof lasting more than four hours. The notice shall also state the cause of such interruptions. If any service interruption is reported to the Commission otherwise (for example, as a curtailment report or safety report), such other report is sufficient to comply with the terms of this paragraph.

19. WAIVER OF RULES

No agent or representative of the Company is authorized to add to, alter, waive, or otherwise change any of the foregoing rules except by agreement in writing signed by an officer in the Company.

20. BILLING

(a) Bills for gas service shall be rendered monthly, unless otherwise authorized or unless service is rendered for a period less than a month. Bills shall be rendered as promptly as possible following the reading of meters.

(b) The Consumer's bill must show all the following information:

(1) If the meter is read by the Company, the date and reading of the meter at the beginning and end of the period for which rendered;

(2) The number and kind of units billed;

(3) The applicable rate schedule, title or code;

(4) The total base bill;

(5) The total of any adjustments to the base bill and the amount of adjustments per billing unit;

(6) The date by which the Consumer must pay the bill in order to avoid penalty;

(7) The total amount due after addition of any penalty for nonpayment within a designated period; and

(8) A distinct marking to identify an estimated bill. The information required above shall be arranged and displayed in such a manner as to allow the Consumer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the Consumer on request of the Consumer. The Company may exhaust its stock of non-conforming bill forms existing on the effective date hereof before compliance is required with this section.

(c) Where there is a good reason for doing so, estimated bills may be submitted provided that an actual meter reading is taken at least every six months. For the second consecutive month in which the meter reader is unable to gain access to the premises to read the meter on

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regular meter reading trips, or in months where meters are not read otherwise, the Company shall provide the Consumer with a postcard and request that the Consumer read the meter and return the card to the utility if the meter is of a type that can be read by the Consumer without significant inconvenience or special tools or equipment. If such a postcard is not received by the Company in time for billing, the Company may estimate the meter reading and render the bill accordingly.

(d) Disputed bills.

(1) In the event of a dispute between the Consumer and the Company regarding the bill, the Company shall forthwith make such investigation as is required by the particular case and report the results thereof to the Consumer. If the Consumer wishes to obtain the benefit of subsection (2) hereunder, notification of the dispute must be given to the Company prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the Company shall inform the Consumer of the complaint procedures of the appropriate regulatory authority.

(2) Notwithstanding any other provisions of these rules and regulations, the Consumer shall not be required to pay the disputed portion of the bill which exceeds the amount of that Consumer's average usage for the billing period at current rates until the earlier of the following:

(1) resolution of the dispute; or

(2) the expiration of the sixty day period beginning on the day the disputed bill is issued. For purposes of this section only, the Consumer's average usage for the billing period shall be the average of the Consumer's usage for the same billing period during the preceding two years. Where no previous usage history exists, the average usage shall be estimated on the basis of usage levels of similar Consumers and under similar conditions.

21. NEW CONSTRUCTION

(a) Standards of construction. The Company shall construct, install, operate, and maintain its plant, structures, equipment and lines in accordance with the provisions of such codes and standards as are generally accepted by the industry, as modified by rule or regulation of the regulatory authority, or otherwise by law, and in such manner to best accommodate the public and to prevent interference with service furnished by other public utilities insofar as practical.

(b) Response to request for residential and commercial service. The Company shall serve each qualified residential and commercial applicant for service within its service area as rapidly as practical. As a general policy, those applications not involving line extensions or new facilities should be filled within seven working days from the date all antecedent requirements are met. Those applications for individual residential service requiring line extensions should be filled within ninety days unless unavailability of materials, insufficient pipeline capacity, or other causes beyond the control of the Company result in unavoidable delays. In the event that residential service is delayed in excess of ninety days after an applicant has met credit requirements and made satisfactory arrangements for payment of any required construction charges, a report must be made to the regulatory authority listing the name of the applicant, location, and cause for delay. Unless such delays are due to causes which are reasonably beyond the control of the Company, a delay in excess of ninety days may be found to constitute a refusal to serve.

22. CURTAILMENT POLICY

The Company adopts and shall adhere to the curtailment program set forth in Rule 2 of Texas Railroad Commission Gas Utilities Division Docket No. 489 as well as all other rules and

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regulations adopted from time to time by governmental agencies having authority over the operations of Company.

23. CONSUMER RELATIONS

(a) Information to Consumers.

The Company shall:

- (1) Maintain a current set of maps showing the physical location of its facilities. All distribution facilities shall be labeled to indicate the size or any pertinent information which will accurately describe the utility's facilities. These maps, or such other maps as may be required by the regulatory authority, shall be kept by the Company in a central location and will be available for inspection by the regulatory authority during normal working hours. Each business office or service center shall have available up-to-date maps, plans or records of its immediate area, with such other information as may be necessary to enable the utility to advise applicants and other entitled to the information as to the facilities available for serving that locality;
- (2) Assist the Consumer or applicant in selecting the most economical rate schedule;
- (3) In compliance with applicable law or regulations, notify Consumers affected by a change in rates or schedule or classification;
- (4) Post a notice in a conspicuous place in each business office of the utility where applications for service are received informing the public that copies of the current rate schedules and rules relating to the service of the Company, as filed with the Commission, are available for inspection;
- (5) Furnish such additional information on rates and services as the Consumer may reasonably request;
- (6) Upon request, inform its Consumers as to the method of reading meters; and
- (7) As required by law or the rules of the appropriate regulatory authority, provide its Consumers with Consumer service information. A sample of the Consumer Service Information mail-out is attached hereto. At least once each calendar year, the Company shall notify its Consumers that Consumer service information is available on request and without charge.

(b) Consumer Complaints.

Upon complaint to the Company by residential or small commercial Consumers either at its office, by letter, or by telephone, the Company shall promptly make a suitable investigation and advise the complainant of the results thereof. The Company shall make its initial response to the Consumer no later than the end of the business day following the date of the complaint. The Company shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment and disposition thereof for a period of two years subsequent to the final disposition of the complaint.

(c) Company Response.

Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a Consumer, the Company shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response shall be made not later than the next business day following receipt of the complaint. The Commission encourages all Consumer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of the Company.

(d) Deferred Payment Plan.

The Company may, but is not required to, offer a written deferred payment plan for delinquent residential accounts. If such a plan is offered, it shall conform to the following

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guidelines:

- (1) Every deferred payment plan entered into due to the Consumer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the Consumer pays current bills and a reasonable amount of the outstanding bill and agrees to pay the balance in reasonable installments until the bill is paid.
- (2) For purposes of determining reasonableness under these rules the following shall be considered: size of delinquent account; Consumer's ability to pay; Consumer's payment history; time that the debt has been outstanding; reasons why the debt has been outstanding; and other relevant factors concerning the circumstances of the Consumer.
- (3) A deferred payment plan offered by the Company shall state, immediately preceding the space provided for the Consumer's signature and in bold face print at least two sizes larger than any other used, that If you are not satisfied with this agreement, do not sign. If you are satisfied with this agreement, you give up your right to dispute the amount due under the agreement except for the utility's failure or refusal to comply with the terms of this agreement.
- (4) A deferred payment plan may include a one time five percent penalty for late payment on the original amount of the outstanding bill except in cases where the outstanding bill is unusually high as a result of the Company's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.
- (5) If a Consumer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same, the Company shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstance, it shall not be required to offer a subsequent negotiation of a deferred payment plan prior to disconnection.
- (6) If the Company institutes a deferred payment plan it shall not refuse a Consumer participation in such a program on the basis of race, color, creed, sex or marital status.

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
235018	ms-1		Institution of Service \$15.00
235019	ms-2		Restore Service After Termination for Non-Payment \$15.00
235020	ms-3		Restore Service After Cut Off by Customer or His Agent \$15.00
235021	ms-5		Change Meter for Special Test at Customer's Request(See Rules for special situations) \$15.00
235022	ms-7		Change Residential Meter Location (Minimum Charge) \$75.00
235023	ms-8		Repair Damaged Meters & Regulators: Damage to Top Cover and/or index \$25.00 Damage in excess of damage to cover and/or index \$50.00
235024	ms-9		Install, reroute or extend yard lines under normal conditions 1-1/4 or smaller (per foot) \$2.00
235025	ms-10		Installation and extension of new mains and service lines under normal conditions: Mains 2 or smaller (per foot) \$2.25 First 100' of Service line (on public easement) 1-1/4 or smaller N/C Additional footage for Service line 1-1/4 or smaller (per foot) \$2.00
235026	ms-11		Tap charge (applies to Company mains only) \$50.00
235027	ms-12		All other service work on customer's installations (No charge for leak check or bill inquiry): During Normal Hours (1 hour minimum) \$20.00 Each additional 1/2 hour (or part thereof) \$10.00
235028	ms-13		All other service work on customer's installations (No charge for leak check or bill inquiry): After normal business hours (1 hour minimum) \$30.00 Each additional 1/2 hour (or part thereof) \$15.00
235029	ms-15		Collection Call or Missed Appointment \$15.00
235030	ms-16		Returned Check Charge \$10.00
235031	ms-17		Residential Customer deposit equal to 1/6th of estimated annual bill (if a billing history is not available) not to exceed \$75.00
235032	ms-18		Small Commercial Deposit \$200.00
235033	ms-19		NON-NORMAL LINE EXTENSION CONDITIONS Additional charges for installation, rerouting, and extending mains, service and yard lines may be imposed in the following circumstances: a) Road, sidewalk and under-pavement bores (per foot) \$16.00 b) All bores requiring casing (per foot) \$22.00 c) Surveys required by governmental agencies @ cost d) Cost of easements @ cost e) Cost of over-sized

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pipe, fittings and high pressure equipment @ cost f)
Third-party pipeline tap, meter, regulation and
odorization costs @ cost g) Any other expenses not
generally encountered by Company @ cost (NOTE:
Operating Manager will provide a detailed list of
charges for non-normal conditions, if any, to each
party requesting natural gas service and shall obtain
the party's consent to such charges prior to making
the installation required to provide gas service.)

235034	ms-21	New Residential and Commercial Service: Includes installation of a 250 cfh meter at 4.5 oz. delivery pressure, up to 15 feet of 3/4 inch service line, regulator riser, fittings, and pressure test of Customers piping. All other capacity and delivery pressure requirements at cost including material and labor to be approved by Customer in advance of work. Note: all delivery pressure and capacities are subject to limitations of Company's facilities. \$50.00
235025	ms-10	Installation and extension of new mains and service lines under normal conditions: At cost
235026	ms-11	Tap Company Main (dry, no bores or obstacles) \$100.00
235029	ms-15	Collection Call or Missed Appointment \$25.00
235030	ms-16	Returned Check Charge \$25.00
235031	ms-17	Residential Customer deposit equal to 1/6th of estimated annual bill (if a billing history is not available).
235032	ms-18	Small Commercial Deposit equal to two times highest monthly bill or 1/6th of estimated annual bill (if a billing history is not available).
235033	ms-19	Non-Normal Line Extension Conditions - Additional charges for installation, rerouting, and extending mains, service and yard lines may be imposed in the following circumstances: road, sidewalk and under pavement bores (per foot) \$16.00. All bores requiring casing (per foot) \$22.00. Surveys required by governmental agencies at cost. Cost of easements at cost. Cost of over-sized pipe fittings and high pressure equipment at cost. Third-party pipeline tap, meter, regulation and odorization costs at cost.
235019	ms-2	Restore Service After Termination for Non-Payment \$50.00
235020	ms-3	Restore Service After Cut Off by Customer or His Agent

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235021	ms-5	\$50.00	Change Meter for Special Test at Customer's Request \$45.00
			NOTE: Change Meter for Special Test at Customer's Request(See Rules for special situations) If no such test has been performed within the previous four years for the same customer at the same location, the test is to be performed without charge. If such a test has been performed for the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him.
235022	ms-7		Change meter size, delivery pressure, and/or location due to change in Customer service requirements, and/or inability of Company Personnel to access meter at all times due to actions taken by Customer: At Cost of Material and Labor to be approved by Customer in advance of work.
235023	ms-8		Repair Damaged Meters & Regulators: Damage to Top Cover and/or Index. \$25.00 Damage in excess of damage to cover and/or index \$50.00.
			NOTE: These charges may only be assessed to customer if the damage is caused by the customer.
235024	ms-9		Install, reroute or extend yard lines under normal conditions 1-1/4 or smaller (per foot) at cost. NOTE: This charge may only be assessed to customer if the damage is caused by customer.
235018	ms-1		New Residential and Commercial Service: Includes installation of the meter, regulator and associated parts with the appropriate delivery capacity and pressure, and a pressure test of Customer`s piping,as follows: a) Up to 250 CF/H Meter with up to 4-1/2 oz. Delivery Pressure \$350.00 b) Over 250 to 450 CF/H Meter at 5 PSIG Delivery Pressure \$575.00 c) Over 450 to 1,100 CF/H Meter at 5 PSIG Delivery Pressure \$1,150.00 d) Over 1,100 to 3,000 CF/H Meter at 5 PSIG Delivery Pressure \$2,250.00 e) Over 3,000 to 7,500 CF/H Meter at 5 PSIG Delivery Pressure \$3,950.00 f) All Other Capacity and Delivery Pressure Applications

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		At Cost	Note: All delivery pressures and capacities are subject to pressure and capacity limitations of Company facilities.
235019	ms-2		Tap Company Main (dry, no bores or obstacles) \$80.00
235020	ms-3		First 15 feet of service line (3/4 inch pipe, dry, no bores or obstacles) \$175.00
235021	ms-5		Restore Service: a) Unlock or turn on meter to restore service (includes Customer Piping pressure test) \$80.00
235022	ms-7		Change meter for special test at Customer`s request (Minimum) \$75.00 Note: See Company Quality of Service Rules for payment responsibility
235023	ms-8		Returned check charge \$35.00
235024	ms-9		Application for Gas Service, including account set up and credit inquiry \$50.00
235025	ms-10		Special meter reading at Customer`s request \$25.00
235026	ms-11		Transfer Service at an existing service address, including special meter reading and processing Application for Gas Service (Paid by Transferee) \$50.00
235027	ms-12		Additional Customer piping pressure test due to failure to pass previous test (per Trip) \$50.00
235028	ms-13		Light Customer`s appliance pilot lights at customer`s request (excludes relighting due to gas outage): a) First appliance \$50.00 b) Each additional appliance \$25.00
235029	ms-15		Change meter size, delivery pressure, and/or location due to change in Customer service requirements, and/or inability of Company Personnel to access meter At all times due to actions taken by Customer (Minimum) \$300.00
235030	ms-16		Installation of service lines over 15 feet in length, gas mains, and yard lines At Cost* *Must be approved by Customer in advance of work.
235035	ms-22		Special meter reading at Customer's request \$25.00. NOTE: The charge will not be assessed if the volume billed on the customer's bill was estimated.
235018	ms-1		Application for Service, Including special meter reading, account set up and credit inquiry. \$15.00

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TARIFF CODE: DS RRC TARIFF NO: 20668

DESCRIPTION: Distribution Sales STATUS: A
 EFFECTIVE DATE: 04/12/2011 ORIGINAL CONTRACT DATE: RECEIVED DATE: 04/20/2011
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 878395
 BILLS RENDERED: N INACTIVE DATE:

RATE SCHEDULE

<u>SCHEDULE ID</u>	<u>DESCRIPTION</u>
Residential121608	<p>APPLICATION OF SCHEDULE -</p> <p>This schedule is applicable to all residential customers receiving gas service through a single meter in Montgomery, Walker and Houston Counties, Texas. Natural gas supplied is for the individual use of the customer at one point of delivery and shall not be resold or shared with others. Service under this schedule shall be furnished in accordance with the Company's General Rules and Regulations.</p> <p>MONTHLY RATE - The price payable by each residential customer for all consumption each month shall be \$2.42 per MCF (Commodity Rate), subject to the Gas Cost Adjustment set forth below.</p> <p>MONTHLY CUSTOMER OR METER CHARGE: \$12.00</p> <p>PAYMENT: All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.</p> <p>COST OF GAS ADJUSTMENT: The customer's bill shall be adjusted upward (downward) based on the Company's Cost of Gas Adjustment Clause.</p>
COG121608	<p>A. APPLICABILITY -</p> <p>This Cost of Gas Clause shall apply to all general service rate schedules of Universal Natural Gas, Inc. (The Company) in the Montgomery, Walker and Houston Counties, Texas.</p> <p>B. DEFINITIONS -</p> <p>1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a reconciliation component, and other purchased gas expenses.</p> <p>2. Commodity Cost - The Cost of Purchased Gas multiplied by the Purchase Sales Ratio.</p> <p>3. Cost of Purchased Gas - The estimated cost for gas purchased by the Company from its supplier or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, and storage necessary for the movement of gas to the</p>

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RATE SCHEDULE

SCHEDULE ID

DESCRIPTION

Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from October through June as a result of the Reconciliation Audit.

5. Reconciliation Audit - An annual review of the Company's books and records for each twelve month period ending with the production month of June to determine the amount of over or under collection occurring during such twelve month period. The audit shall determine: (a) the total amount paid for gas purchased by the Company per Section B(3) Cost of Purchased Gas to provide service to its general service customers during the period, (b) the revenues received from operation of the provisions of this cost of gas clause, (c) the total amount of refunds made to customers during the period and any other revenues or credits received by the Company as a result of relevant gas purchases or operation of this Cost of Gas Clause, (d) the total amount accrued during the period for imbalances under the transportation rate schedule(s) net of franchise fees and applicable taxes, and (e) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

6. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers during the same period. For the purpose of this computation all volumes shall be stated at 14.65 psia. Such ratio as determined shall in no event exceed 5 percent lost and unaccounted for gas.

7. Reconciliation Account - The account maintained by the Company to assure that over time it will neither over nor under collect revenues as a result of the operation of the cost of gas clause. Entries shall be made monthly to reflect, (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records (per Section B(3)), (b) the revenues produced by the operation of this Cost of Gas Clause, (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, (d) the total amount accrued during the period for imbalances under the transportation rate schedule(s) net of franchise fees and applicable taxes, (e) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - those customers served under general service rate schedules.

C. COST OF GAS - In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

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RATE SCHEDULE

SCHEDULE ID

DESCRIPTION

D. DETERMINATION AND APPLICATION OF THE RECONCILIATION COMPONENT - If the Reconciliation Audit reflects either an over recovery or under recovery of revenues, such amount, plus or minus the amount of interest calculated pursuant to Section E PAYMENT FOR FUNDS, if any, shall be divided by the general service sales volumes, adjusted for the effects of weather for the period beginning with the October billing cycle last preceding through the June billing cycle. The Reconciliation Component so determined to collect any revenue shortfall or to return any excess revenue shall be applied for a nine (9) month period beginning with the next following October billing cycle and continuing through the next following June billing cycle at which time it will terminate until a new Reconciliation Component is determined

E. PAYMENT FOR FUNDS - If, on the average, the Company had overcollected during the period, it shall credit into the Reconciliation Account during September an amount equal to the average balance multiplied by a percentage representing interest. This percentage shall be the same interest rate percentage that is set annually by the Public Utility Commission for Deposit Interest. If on the average, the Company had undercollected during the period, it shall debit into the Reconciliation Account during September an amount equal to the average balance multiplied by a percentage representing interest. This percentage shall be the same interest rate percentage that is set annually by the Public Utility Commission for Deposit Interest.

F. SURCHARGE OR REFUND PROCEDURES - In the event that the rates and charges of the Company's supplier are retroactively reduced and a refund of any previous payments is made to the Company, the Company shall make a similar refund to its general service customers. Similarly, the Company may surcharge its general service customers for retroactive payments made for gas previously delivered into the system. Any surcharge or refund amount will be included in the Reconciliation Account. Refunds or charges shall be entered into the Reconciliation Account as they are collected from or returned to the customers. For the purpose of this Section F, the entry shall be made on the same basis used to determine the refund or charge component of the Cost of Gas and shall be subject to the calculation set forth in Section (E) Payment for Funds.

G. COST OF GAS STATEMENT - The Company shall file a Cost of Gas Statement with the Regulatory Authority by the beginning of each billing month. (The Company shall file such initial statement as soon as is reasonably possible). The Cost of Gas Statement shall set forth (a) the estimated Cost of Purchased Gas; (b) that cost multiplied by the Purchase/Sales Ratio; (c) the amount of the cost of gas caused by any surcharge or refund; (d) the Reconciliation Component; and (e) the Cost of Gas calculation. The statement shall include all data necessary for the Regulatory Authority to review and verify the calculation of the Cost of Gas. The date on which billing using the Cost of Gas is to begin (bills prepared) is to be specified in the statement.

H. ANNUAL RECONCILIATION REPORT - The Company shall file an Annual Reconciliation

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RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.

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RATE SCHEDULE

SCHEDULE ID

DESCRIPTION

Report with the Regulatory Authority which shall include but not necessarily be limited to: 1. A tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve months ending June 30. 2. A tabulation of gas units sold to general service customers and related Cost of Gas Clause revenues. 3. A description of all other costs and refunds made during the year and their effect on the Cost of Gas Clause to date. 4. A description of the imbalance payments made to and received from the Company's transportation customers within the service area, including monthly imbalances incurred, the monthly imbalances resolved, and the amount of the cumulative imbalance. The description should reflect the system imbalance and imbalance amount for each supplier using the Company's distribution system during the reconciliation period. This report shall be filed concurrently with the Cost of Gas Statement for October.

RATE ADJUSTMENT PROVISIONS

None

GAS SERVICES DIVISION
GSD - 1 TARIFF REPORT

RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.

TARIFF CODE: DS RRC TARIFF NO: 20668

CUSTOMERS				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
27592	N	MCF	\$6.4960	11/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.6690	01/01/2016
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.6210	11/01/2014
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$8.6620	02/01/2014
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.3690	12/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$7.3800	01/01/2014
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.0170	10/01/2013
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$7.3640	05/01/2011
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.1920	11/01/2013
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.4330	10/01/2011
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.5990	09/01/2013
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.9100	12/01/2011
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.9850	08/01/2011
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$7.2880	06/01/2011
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			

RAILROAD COMMISSION OF TEXAS
GAS SERVICES DIVISION
GSD - 1 TARIFF REPORT

RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.

TARIFF CODE: DS RRC TARIFF NO: 20668

CUSTOMERS				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
27592	N	MCF	\$6.2030	12/01/2013
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$4.6660	04/01/2012
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.1590	11/01/2011
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.6000	01/01/2012
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.4240	08/01/2014
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.3880	07/01/2012
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.8450	08/01/2012
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.1930	11/01/2012
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.0700	09/01/2012
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.7960	10/01/2012
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.4910	03/01/2013
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.5670	04/01/2013
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.5740	12/01/2012
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.5260	02/01/2013
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			

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GAS SERVICES DIVISION
GSD - 1 TARIFF REPORT

RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.

TARIFF CODE: DS RRC TARIFF NO: 20668

CUSTOMERS				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
27592	N	MCF	\$6.3340	06/01/2013
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.4060	05/01/2013
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.4100	08/01/2013
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.1520	07/01/2013
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$8.4330	05/01/2014
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.0470	04/01/2016
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$8.3460	04/01/2014
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$7.2320	03/01/2014
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.1830	01/01/2015
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.9690	10/01/2014
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.4590	07/01/2015
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.4210	06/01/2015
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$4.9030	09/01/2015
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$7.7080	07/01/2014
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			

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RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.

TARIFF CODE: DS RRC TARIFF NO: 20668

CUSTOMERS				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
27592	N	MCF	\$7.2140	09/01/2014
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$7.8390	01/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.3040	10/01/2015
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.4170	02/01/2015
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.5380	08/01/2015
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.7500	12/01/2014
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.0420	03/01/2015
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.5420	11/01/2015
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.4490	12/01/2015
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.4830	04/01/2015
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.6210	02/01/2016
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.1530	09/01/2016
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.3070	10/01/2016
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.7440	07/01/2016
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			

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GAS SERVICES DIVISION
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RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.

TARIFF CODE: DS RRC TARIFF NO: 20668

CUSTOMERS				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
27592	N	MCF	\$5.7200	08/01/2016
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.5310	03/01/2016
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.0170	05/01/2016
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.3270	06/01/2016
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.9500	09/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$7.0030	08/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.9120	11/01/2016
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.6780	05/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$7.4360	12/01/2016
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$7.3770	03/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$7.2270	07/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$7.6940	02/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.9360	10/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$7.1950	06/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			

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TARIFF CODE: DS RRC TARIFF NO: 20668

CUSTOMERS

<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
27592	N	MCF	\$6.7650	04/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$7.3230	04/01/2011
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$7.9960	03/01/2011
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$7.1580	07/01/2011
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$6.4620	09/01/2011
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.1030	02/01/2012
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.0390	03/01/2012
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$4.7040	06/01/2012
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$4.6090	05/01/2012
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.9080	01/01/2013
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$7.9520	06/01/2014
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			
27592	N	MCF	\$5.0670	05/01/2015
<u>CUSTOMER NAME</u>	Residential Customers located in Houston County, Texas			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 9797

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): To remove Surcharge9846.

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SERVICES

<u>TYPE OF SERVICE</u>	<u>SERVICE DESCRIPTION</u>
A	Residential Sales
<u>OTHER TYPE DESCRIPTION</u>	

PREPARER - PERSON FILING

RRC NO: 469 ACTIVE FLAG: Y INACTIVE DATE:
 FIRST NAME: Amy MIDDLE: L LAST NAME: Doyal
 TITLE: Director of Business Dev
 ADDRESS LINE 1: 9750 FM 1488
 ADDRESS LINE 2:
 CITY: Magnolia STATE: TX ZIP: 77354 ZIP4: 1619
 AREA CODE: 281 PHONE NO: 252-6700 EXTENSION:

RAILROAD COMMISSION OF TEXAS
 GAS SERVICES DIVISION
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CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
489	Universal Natural Gas, Inc. has adopted Gas Utilities Docket No. 489

RAILROAD COMMISSION OF TEXAS
 OIL AND GAS DIVISION
 GAS UTILITIES

DIVISION

OIL AND GAS DOCKET

GAS UTILITIES DIVISION

NO. 20-62,505

DOCKET NO. 489

ORDER

RELATING TO THE APPROVAL BY THE COMMISSION OF CURTAILMENT PROGRAMS FOR NATURAL GAS TRANSPORTED AND SOLD WITHIN THE STATE OF TEXAS

After due notice the Railroad Commission of Texas on the 30th day of November, 1972, heard testimony and requested written curtailment priorities from representatives of investor owned and municipal gas utilities companies, private industry consumers and others responsible for directing available natural gas supplies to the consumers of natural gas in the State of Texas.

WHEREAS, pursuant to the authority granted to the Railroad Commission of Texas in Article 6050 to 6066, inclusive, R.C.S., as amended; and

WHEREAS, the Commission has determined the need for a curtailment program to assure effective control of the flow of natural gas to the proper destinations to avoid suffering and hardship of domestic consumers; and

WHEREAS, the Commission has determined a need to make natural gas available to all gas consumers on a reasonable but limited basis during times of needed curtailment to the end that the public will be best served; and

WHEREAS, the Commission has determined that the transportation delivery and/or sale of natural gas in the State of Texas for any purpose other than human need consumption will be curtailed to whatever extent and for whatever periods the Commission may find necessary for the primary benefit of human needs customers (domestic and commercial consumption) and such small industries as cannot practically be curtailed without curtailing human needs.

IT IS THEREFORE, ORDERED BY THE RAILROAD COMMISSION OF TEXAS that the following rules relating to the approval by the Commission of curtailment programs for gas transported and sold within the State of Texas shall apply to all parties responsible for directing available and future natural gas supplies to the consumers of natural gas in the State of Texas.

RULE 1.

Every natural gas utility, as that term is defined in Article 6050, R.C.S. of Texas, as amended, intrastate operations only, shall file with the Railroad Commission on or before Feb. 12, 1973, its curtailment program. The Commission may approve the program without a hearing;

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set the matter for a public hearing on its own motion or on the motion of any affected customer of said utility.

The curtailment program to be filed shall include, in verified form, the following information:

A. Volume of gas reserves attached to its system together with a brief description of each separate source of gas reserves setting forth the following:

1. the name of the supplier,
2. the term of each contract in years, and the years remaining on said contract,
3. the volume of recoverable reserve contracted for, and
4. rated deliverability of such reserves in MCF.

B. Capacity and location of underground storage, if any, attached to its system with a statement of whether the company's storage balance is above or below its desired level for this time, and, if below, what plans has the company made to restore the balance.

C. Peak day and average daily deliverability on an annual basis of its wells, gas plants and underground storage attached to its system.

D. Peak day capacity of its system.

E. Forecast of additions to reserves for each of the next two succeeding years.

F. Location and size of the line pipes, compressor stations, operating maximum line pressures, and a map showing delivery points along the system.

G. Disposition of all gas entering its system, with names of all customers other than residential customers and volumes delivered to each during the past calendar year. Identify those customers using 3,000 MCF gas per day, or more, which are under a service contract, and if such contract includes an Interruptible Service clause, and if so, attach a reproduced copy of the relevant provisions of such contract.

H. Steps taken in past years, being taken at the present, and to be taken to alleviate curtailments. RULE 2. Until such time as the Commission has specifically approved a utilities curtailment program, the following priorities in descending order shall be observed: A. Deliveries for residences, hospitals, schools, churches and other human needs customers. B. Deliveries of gas to small industrials and regular commercial loads (defined as those customers using less than 3,000 MCF per day) and delivery of gas for use as pilot lights or in accessory or auxiliary equipment essential to avoid serious damage to industrial plants. C. Large users of gas for fuel or as a raw material where an alternate cannot be used and operation and plant production would be curtailed or shut down completely when gas is curtailed. D. Large users of gas for boiler fuel or other fuel users where alternate fuels can be used. This category is not to be determined by whether or not a user has actually installed alternate fuel facilities, but whether or not an alternate fuel could be used. E. Interruptible sales made subject to interruption or curtailment at Seller's sole discretion under contracts or tariffs which provide in effect for the sale of such gas as Seller may be agreeable to selling and Buyer may be agreeable to buying from time to time. RULE 3. Each gas utility that has obtained Commission approval of a curtailment program shall conduct operations in compliance with such program. So long as any gas utility which has obtained Commission approval of a curtailment program continues to curtail deliveries to its customers, except as provided by contract or

GAS SERVICES DIVISION

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those customers included in Part E of Rule 2 above, it (a) shall file on or before April 1 of each year, under oath, the information called for in Rule 1, for the preceeding year, and (b) shall not, without Commission approval, make sales of gas to any new customers or increase volumes sold to existing customers, except those new or existing customers defined in Parts A & B of Rule 2 above. IT IS FURTHER ORDERED that this cause be held open for such other and further orders as may be deemed necessary. ENTERED AT AUSTIN, TEXAS, this 5th day of January, 1973.

LINE EXTENSION POLICY

<u>POLICY ID</u>	<u>DESCRIPTION</u>

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QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QSGRR1	<p>PART 1 OF GENERAL RULES AND REGULATIONS FOR NATURAL GAS SERVICE</p> <p>1. DEFINITIONS</p> <p>(a) Consumer, Consumer and Applicant are used interchangeably and mean a person or organization utilizing services or who wants to utilize services of Universal Natural Gas, Inc.</p> <p>(b) Company means Universal Natural Gas, Inc., its successors and assigns.</p> <p>(c) Cubic Foot of Gas: Unless otherwise expressly provided by rate schedule or written contract (or agreement), the amount of gas necessary to fill a cubic foot of space when the gas is at a gauge pressure of four (4) ounces above atmospheric pressure of 14.65 psia at 60 Fahrenheit.</p> <p>(d) Service Line: The pipe and attached fittings which convey gas from Company's mains to the property line of Consumer's premises.</p> <p>(e) Yard Line: The pipe and attached fittings which convey gas from the Consumer's property line to and including the stopcock on the riser for the Consumer's meter.</p> <p>(f) Consumer's Housepiping: All pipe and attached fittings which convey gas from the outlet side of the meter to the Consumer's connection for gas appliances.</p> <p>(g) Point of Delivery: The point where the gas is measured for delivery into Consumer's piping.</p> <p>2. APPLICATION OF RULES</p> <p>(a) Unless otherwise expressly stated, these rules apply to all Consumers regardless of classification, except insofar as they are changed by or are in conflict with any statute of the State of Texas, valid municipal ordinance, valid final order of any court or of the Railroad Commission of Texas, or written contract executed by Company, in which case such statute, ordinance, order or contract shall control to the extent that it is applicable to the consumer(s) in question. Whenever possible, these rules shall be construed harmoniously with such laws, contracts, ordinances, and orders.</p> <p>(b) The use of gas service shall constitute an agreement by the Consumer to utilize such service in accordance with the applicable rules of the Company as set forth herein.</p> <p>(c) These rules, and all subsequently enacted rules, may be abrogated, modified, or added to in whole or in part, by the company and such rules as abrogated, modified, or added to, shall become effective when filed with the appropriate regulatory authority.</p> <p>3. CLASSIFICATION FOR RATE AND CONTRACT PURPOSES For purposes of determining rates, Consumers shall be classified as either Residential, Commercial or Large Volume Consumers as defined in Company's applicable rate schedules. Service by Company to Consumers classified herein as Residential and Commercial is available without a written contract between Consumer and Company at the standard rates and charges applicable to such Consumers from time to time.</p> <p>Company shall have no obligation to deliver more than 5,000 cubic feet of gas in any day to any Consumer not having a written gas sales contract with Company. A contract may be required from Large Volume Consumers using less than 5,000 cubic feet per day, provided this requirement shall be uniformly applied to all such Consumers within each municipal rate jurisdiction. In the case of existing Consumers, the maximum gas usage during any one day shall be obtained from records of the Company, except in cases where the existing Consumer will be purchasing increased volumes of gas from Company because of expansions or for any other reason, in which event the Company may estimate usage by such Consumer. Also in the case of new Consumers, the Company may estimate usage by the Consumer. Any such estimates made by Company shall be binding on Consumer in determining rate classification and whether or not a contract is required. Company's obligation to provide service to any Large Volume Consumer is contingent upon Company's determination that there will be an adequate supply of</p>

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gas to serve such Large Volume Consumer, and that existing facilities are of adequate capacity and suitable pressure.

4. LIMITATION OF USE All gas delivered through Company's meters is for use only at the point of delivery and shall not be redelivered or resold to others without Company's written consent.

5. SERVICE CONNECTIONS

(a) Tap Charge: Unless otherwise prohibited by applicable ordinance or rule, Company may impose a reasonable charge for the connection of a new Consumer to its distribution mains. The service areas where a tap charge is to be collected and the amount and conditions under which such charge will be imposed are set out in the Schedule of Miscellaneous Service Charges filed with the appropriate regulatory authorities.

(b) Service Line: Company shall install and maintain all service lines and, to the extent permitted by applicable ordinance or rule, shall be entitled to make a reasonable charge for such installation as set out in the Schedule of Miscellaneous Service Charges filed with appropriate regulatory authorities. A service line may be used to supply a single building or single group of buildings which may or may not be located on a single lot, such as a group of factory buildings, hospital buildings, or institutional buildings, all under one ownership or control. However, gas service supplied to Consumer for use at separate lots physically divided by other private or public property (including streets, alleys and other public ways) must be separately metered and billed. More than one service line to supply a Consumer's premises may be constructed by agreement between Company and Consumer.

(c) Yard Line: Company shall install yard lines if so requested by Consumer. To the extent permitted by applicable ordinance or rule, Company shall be entitled to make a reasonable charge for such installation as set out in the Schedule of Miscellaneous Service Charges filed with the appropriate regulatory authorities.

(d) Housepiping: Consumer shall be responsible for installing and maintaining Consumer's housepiping. Company may refuse service to any consumer whose housepiping is inadequate or unsafe, but Company shall have no responsibility for inspecting or testing Consumer's housepiping, determining whether or not Consumer has complied with applicable safety codes, or in any way establishing or enforcing housepiping specifications. Information relating to piping may be obtained at the Company's local offices.

(e) Gas Main Extensions: Company shall extend its gas mains to provide new or additional service and shall be entitled to make a reasonable charge for such installation as set out in the Schedule of Miscellaneous Service Charges filed with appropriate regulatory authorities. Gas main extensions shall be made at Company's expense only where the probable expected use of all facilities necessary for such service and paid for by Company will provide a reasonable and compensatory return to Company on the value of such facilities. Otherwise, gas main extensions shall be made only under the following conditions:

(1) Individual Residential and Commercial Consumers -- upon payment of the fee for gas main extension set out in the Schedule of Miscellaneous Service Charges or upon execution of a Gas Main Extension Contract between Company and Consumer.

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(2) Developers of Residential or Business Subdivisions -- upon execution of Company's Gas Main Extension Contract or Predevelopment Gas Main Extension Contract, or under special circumstances where, in Company's opinion, such forms are not appropriate, upon execution of a special agreement providing for reimbursement to Company for cost of the necessary gas main extension.

(3) Large Volume Consumers -- upon execution of a special agreement providing for reimbursement to Company for the cost of the necessary gas main extension.

6. ADDITIONAL CHARGES RELATING TO GAS SERVICE

Charges for services other than delivering natural gas may be made in accordance with the Schedule of Miscellaneous Service Charges filed with the appropriate regulatory authorities.

7. APPLICATION FOR SERVICE

Where no written contract for service is necessary, any application by telephone, in person, or in writing may be made to request initiation of service. Upon request, Consumer shall provide information necessary for purposes of rate classification, billing, and determining whether a deposit will be required.

8. REFUSAL TO INSTITUTE SERVICE AND TERMINATION OF SERVICE.

(a) Refusal of Service.

(1) Compliance by Applicant. The Company may decline to serve an applicant for whom service is available from previously installed facilities until such applicant has complied with the state and municipal rules, regulations or laws, and with approved rules and regulations of the Company on file with the appropriate regulatory authority governing the service applied for, or for the following reasons:

(A) the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given;

(B) the applicant is indebted to any utility company for the same kind of service as that applied for; provided, however, that in the event the indebtedness of the applicant for service is in dispute, the applicant shall be served upon complying with the applicable deposit requirement;

(C) the applicant refuses to make a deposit if applicant is required to make a deposit under these rules;

(D) where an unsafe condition exists at any point on Consumer's premises;

(E) for use of gas in violation of Company's rules;

(F) in the event Company's representatives are refused access to such premises for any lawful purpose;

(G) when Company's property on the Consumer's premises is tampered with, damaged or destroyed.

(2) Applicant's Recourse. In the event that the Company shall refuse to serve an applicant

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under the provisions of these rules, the Company shall inform the applicant of the basis of its refusal and that the applicant may file a complaint with the appropriate regulatory authority thereon.

(3) Insufficient Grounds for Refusal to Serve. The following shall not constitute sufficient cause for refusal of service to a present residential or commercial Consumer or applicant:

(A) delinquency in payment for service by a previous occupant of the premises to be served;

(B) failure to pay for merchandise or charges for non-utility service purchased from the Company;

(C) failure to pay a bill to correct previous underbilling due to misapplication of rates more than six months prior to the date of application;

(D) violation of the Company's rules pertaining to the operation of nonstandard equipment of unauthorized attachments, which interfere with the service of others, unless the Consumer has first been notified and been afforded reasonable opportunity to comply with these rules;

(E) failure to pay a bill of another Consumer as guarantor thereof, unless the guarantee was made in writing to the Company as a condition precedent to service; and

(F) failure to pay the bill of another Consumer at the same address except where the change of Consumer identity is made to avoid or evade payment of a utility bill.

(b) Discontinuance of Service.

(1) Bills are due and payable when rendered; the bill shall be past due not less than 15 days after issuance or such other period of time as may be provided by order of the appropriate regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(2) The Company may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5% for payment within 10 days of their issuance. In the event of any inconsistency between these Rules and Regulations and the applicable rate tariff, the rate tariff shall control.

(3) A Consumer's utility service may not be terminated unless the Company has made a reasonable effort to offer the Consumer the option of paying a delinquent bill in installments. A Consumer's utility service may be disconnected if the bill has not been paid or a suitable written arrangement for payment in installments entered into within 5 working days after the bill has become delinquent and if proper notice has been given. Proper notice shall consist of a mailing or hand delivery thereof at least five working days prior to a stated date of disconnection. Said notice shall be provided in English (and Spanish, if the Company has any Spanish speaking Consumers) and shall include:

a) the words Disconnect Notice or similar language prominently displayed;

b) the reason service is to be terminated;

c) what Consumer must do to prevent termination;

d) in the case of a past-due bill, the amount past due and the hours, address, and telephone

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number where payment may be made; and

e) a statement that if a health or other emergency exists, the Company may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

f) Utility service may be disconnected for any of the following reasons.

g) failure to pay a delinquent account or failure to comply with the terms of a written agreement for installment payment of a delinquent account;

h) violation of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify the Consumer and the Consumer is provided with a reasonable opportunity to remedy the situation;

i) failure to comply with deposit or guarantee arrangements where required by these rules and regulations;

j) without notice where a known dangerous condition exists for as long as the condition exists;

k) tampering with the Company's meter or equipment or bypassing the same;

l) for use of gas in violation of Company's rules;

m) in the event Consumer's premises are vacated;

n) in the event Company's representatives are refused access to such premises for any lawful purpose;

o) when Company's property on the Consumer's premises is tampered with, damaged or destroyed;

p) for use of gas in violation of any law, ordinance or regulation;

q) for fraudulent misrepresentation in relation to the consumption of gas or any other fraud practiced by Consumer, with regard to the matters referred to in these rules or Consumer's contract.

(5) Utility service may not be disconnected for any of the following reasons:

r) delinquency in payment for service by a previous occupant of the premises;

s) failure to pay for merchandise or charges for non-utility service by the Company;

t) failure to pay for a different type or class of utility service unless the fee for such service is included on the same bill;

u) failure to pay the account of another Consumer as guarantor thereof, unless the Company has in writing the guarantee as condition precedent to service;

v) failure to pay charges arising from any underbilling occurring due to any misapplication of rates more than six months prior to the current billing;

w) failure to pay charges arising from any underbilling due to any faulty metering, unless the meter has been tampered with or unless such underbilling charges are due; and

x) failure to pay an estimated bill other than a bill rendered pursuant to any approved meter reading plan, unless the Company is unable to read the meter due to circumstances beyond its control.

(6) Unless a dangerous condition exists, or unless the Consumer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the Company are not available to the public for the purpose of making collections and reconnecting service.

(7) The Company shall not abandon a Consumer without written approval from the regulatory authority.

(8) The Company shall not discontinue service to a delinquent residential Consumer permanently

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residing in an individually metered dwelling unit when that Consumer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if service is discontinued. Any Consumer seeking to avoid termination of service under this provision must make a written request to the Company supported by a written statement from a licensed physician. Both the request and the statement must be received by the Company within five working days of the issuance of the utility bill. The prohibition against service termination as provided herein shall last twenty (20) days from the date of receipt by the Company of the request and statement or such lesser period as may be agreed upon by the Company and the Consumer. The Consumer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(9) The Railroad Commission of Texas (RRC) regulates all natural gas utilities in Texas. The RRC has adopted Emergency Rule 7. 60 (valid through April 30, 2001) to insure that gas consumers are not disconnected due to failure to pay their gas bills when the temperature is so cold that it could affect the customer's health. Rule 7. 60 can be summarized as follows:a) Except where there is a known dangerous condition or a use of natural gas in a manner that is dangerous or unreasonably interferes with service to others, a provider (UniGas) shall not disconnect natural gas service to:b) Any customer on a day when the previous day's temperature in the county where the customer takes service fell below 40 degrees F. and the National Weather Service predicts that the temperature in that county will fall below that level during the next 24 hours; orc) A delinquent residential customer for a billing period in which the provider receives a pledge, letter of intent, purchase order, or other notification from an energy assistance provider that it is forwarding sufficient payment to continue service; ord) A delinquent residential customer on a day, or on a day immediately preceding a day, when personnel of the provider are not available for the purpose of receiving payment or making collections and reconnecting service.

(10) Residential customers of UniGas may avoid disconnection of gas service (where Rule 7. 60 does not apply) for failure to pay a delinquent gas bill in the following ways:

a) The customer can execute a deferred payment agreement. Under that agreement, the residential customer has the option to pay her delinquent bill in not more than three (3) equal installments without interest, provided that it is the customer's first delinquent bill in the preceding twelve (12) months. Under the Plan, current bills must be paid before they become delinquent.

b) The customer can give notice to the provider (UniGas) that disconnection of gas service would cause a person at the customer's residence to become seriously ill or more seriously ill, provided that the customer executes a deferred payment agreement (see previous paragraph) and provides a written request not to disconnect service supported by a written statement from a licensed medical doctor. This will have the effect of suspending disconnection of gas service for twenty (20) days (assuming Rule 7. 60 is not otherwise applicable).

9. LOCATION OF METERS

Wherever practical and if requested by the Consumer, all new meter installations shall be installed near the building in which Consumer's gas appliances are located. All meters shall be accessible at all times for inspection, reading, and change out for testing. Whenever the Company shall permanently discontinue the delivery of gas to any of Consumer's premises, it shall have the right at any reasonable time thereafter to enter upon the premises

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and remove its meter and related equipment.

10. METER TESTS AND BILL ADJUSTMENTS WITH RESPECT TO METER ACCURACY

(a) Meter Requirement.

(1) Use of meter. All gas sold by the Company shall be charged for my meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority or tariff.

(2) Installation by Company. Unless otherwise authorized by the regulatory authority, the Company shall provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its Consumers.

(3) Standard type. The Company shall not furnish, set up, or put in use any meter which is not reliable and of a standard type which meets generally accepted industry standards; provided, however, special meters not necessarily conforming to such standard types may be used for investigation, testing, or experimental purposes.

(b) Meter records.

The Company shall keep the following records:

(1) Meter equipment records.

The Company shall keep a record of all its meters, showing the Consumer's address and date of the last test.

(2) Records of meter tests.

All meter tests must be properly referenced to the meter record provided for therein. The record of e each test made on request of a Consumer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, and date and kind of test made, by whom made, the error (or percentage of accuracy) at each load tested, and sufficient data to permit verification of all calculations.

(c) Meter readings.

(1) Meter unit location.

In general, each meter must indicate clearly the units of service for which charge is made to the Consumer.

(d) Test for Accuracy.

(1) The Company shall, upon request of a Consumer make a test of the accuracy of the meter serving that Consumer. The Company shall inform the Consumer of the time and place of the test, and permit the Consumer or his authorized representative to be present if the Consumer so desires. If no such test has been performed within the previous four years for the same Consumer at the same location, the test shall be performed without charge. If such a test has been performed for the same Consumer at the same location within the previous four years, the Company may charge a fee for the test as set forth in the Company's tariff properly on file with the regulatory authority. The Consumer must be properly informed of the result of any test on a meter that serves him.

(2) Notwithstanding Paragraph (1), above, if the meter is found to be more than nominally defective, to either Consumer's or the Company's disadvantage, any fee charged for a meter test must be refunded to the Consumer. More than nominally defective means a deviation of more than 2% from accurate registration.

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(3) If any meter test requested by a Consumer reveals a meter to be more than nominally defective, the Company shall correct previous readings consistent with the inaccuracy found in the meter for the period of either (i) the last six months, or (ii) the last test of the meter, whichever is shorter. Any resulting underbillings or overbillings are to be corrected in subsequent bills, unless service is terminated, in which event a monetary adjustment is to be made. This requirement for a correction may be waived by the Company if the error is to the Company's disadvantage.

(4) If a meter is found not to register for any period of time, the Company may make a charge for units used but not metered, for a period not to exceed three months previous to the time the meter is found not be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same Consumer at the same location when available, and on consumption under similar conditions at the same location or of other similarly situated Consumers when not available.

(e) Meter Exchange.

(1) The Company follows the practice of testing and repairing its meters on periodic schedules in accordance with good operating practice. the periodic meter test interval is based on the results of accuracy tests of its meters randomly sampled of varying ages. The period of presumed accuracy is the period during which not less than 70% of the randomly sampled meters exhibit accuracy in the range of 2% fast to 2% slow.

QSGRR2

PART 2 OF GENERAL RULES AND REGULATIONS FOR NATURAL GAS SERVICE

11. DEPOSITS FROM CONSUMERS TO GUARANTEE PAYMENTS OF BILLS

(a) Establishment of Credit for Residential Applicants.

(1) The Company may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the Consumer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to make a deposit;

(A) if the residential applicant has been a Consumer of any utility for the same kind of service within the last two years and is not delinquent in payment of any such utility service account and during the last twelve consecutive months of service did not have more than one occasion in which a bill for such utility service was paid after becoming delinquent and never had service disconnected for nonpayment; or

(B) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; (C) if the residential applicant demonstrates a satisfactory credit rating by appropriate means, including but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the utility, or ownership of substantial equity.

(b) Re-establishment of credit.

Every applicant who has previously been a Consumer of the Company and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all amounts due the Company or execute a written deferred payment agreement, if offered, and reestablish credit as provided herein.

(c) Amount of deposit and interest for residential service and exemption from deposit.

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(1) The required residential deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings (rounded up to the nearest \$5.00). If actual use is at least twice the amount of the estimated billings, a new deposit requirement may be calculated and an additional deposit may be required within two days. If such additional deposit is not made, the Company may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements. Estimated Annual Billings as such term is used in this Section shall be either (i) the 12-month billing history at the service address involved (if a billing history is available for the service address), or (ii) the average annual residential bill in the Division serving the Consumer (if a billing history is not available at the service address); provided, that such average annual residential bill determined pursuant to clause ii hereof, shall be determined periodically but no less frequently than annually.

(2) All applicants for residential service who are sixty-five years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the Company or another utility for the same utility service which accrued within the last two years. No cash deposit shall be required of such applicant under these conditions.

(3) The Company shall pay a minimum interest on such deposits according to the rate as established by law; provided, if refund of deposit is made within thirty days of receipt of deposit, no interest payment shall be made. If the Company retains the deposit more than thirty days, payment of interest shall be made retroactive to the date of deposit.

(A) payment of interest to the Consumer shall be annually or at the time the deposit is returned or credited to the Consumer's account.

(B) the deposit shall cease to draw interest on the date it is returned or credited to the Consumer's account.

(d) For commercial and large volume Consumers, Company may require a deposit where the applicant is unable to establish good credit by standards generally accepted as evidence of credit worthiness. The amount of any deposit, where required, shall be in an amount sufficient to protect Company but shall not exceed the amount of the estimated highest two (2) months' billing. Interest shall be paid at the legal rate on all deposits. Deposits shall be refunded after three (3) years of prompt payment, with refund including any interest to be made in cash or by credit to the Consumer's bill. Deposits may be refunded sooner if Consumer can establish a record of credit worthiness which would have entitled him to initial service without a deposit and otherwise has a record of prompt payment.

(e) Deposits for temporary or seasonal service and for weekend or seasonal residences. The Company may require a deposit sufficient to reasonably protect it against the assumed risk, provided, such a policy is applied in a uniform and nondiscriminatory manner.

(f) Records of deposits.

(1) The Company shall keep records to show:

(A) the name and address of each depositor;

(B) the amount and date of the deposit; and

(C) each transaction concerning the deposit.

(2) The Company shall issue a receipt of deposit to each applicant from whom a deposit is received and shall provide means whereby a depositor may establish claim if the receipt is lost.

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(3) A record of each unclaimed deposit shall be maintained for at least four years, during which time the Company shall make a reasonable effort to return the deposit.

(g) Refund of deposit.

(1) If service is not connected or after disconnection of service, the Company shall promptly and automatically refund the Consumer's deposit plus accrued interest or the balance, if any, in excess of the unpaid bills for service furnished. The transfer of service from one premises to another within the service area of the Company shall not be deemed a disconnection within the meaning of these rules, and no additional deposit may be demanded unless permitted by these rules.

(2) When the residential Consumer has paid bills for service for twelve consecutive residential bills without having service disconnected for nonpayment of bills and without having more than two occasions in which a bill was delinquent and when the Consumer is not delinquent in the payment of the current bills, the Company shall promptly and automatically refund the deposit plus accrued interest to the Consumer in the form of cash or credit to a Consumer's account. Deposits may be refunded sooner if Consumer can establish a record of credit worthiness which would have entitled him to install service without a deposit and otherwise has a record of prompt payment.

(h) Upon sale or transfer of Company.

Upon the sale or transfer of the Company or operating units thereof, the Company shall file with the Commission under oath, in addition to other information, a list showing the names and addresses of all Consumers served by the Company or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(i) Complaint by applicant or Consumer.

The Company shall direct its personnel engaged in initial contact with an applicant or Consumer for service seeking to establish or re-establish credit under the provisions of these rules to inform the Consumer, if dissatisfaction is expressed with the Company decision, of the Consumer's right to file a complaint with the regulatory authority thereon.

12. DISCONTINUANCE BY CONSUMER

A Consumer who wishes to discontinue the use of gas (provided he otherwise has the right to do so) must give notice of his intent to do so to Company at its nearest office. Consumer shall be obligated to pay for all service which is rendered by the Company (including applicable minimum charges therefor) prior to time Company receives such notice.

13. RECORDS OF GAS SUPPLIED

Company shall keep accurate records of the amount of gas registered by its meters, and such records shall be accepted at all times and in all places as prima facie evidence of the true amount of gas consumed.

14. ESCAPING GAS

Immediate notice must be given to Company by Consumer of any escaping gas on Consumer's premises. No flame shall be taken near the point where gas is escaping and as an added precaution, the gas should immediately be shut off at the meter by Consumer. Company shall not be liable for any damage or loss caused by the escape of gas from Consumer's housepiping or Consumer's appliances.

15. DAMAGE AND REPAIR TO AND TAMPERING WITH COMPANY'S FACILITIES

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Consumer shall immediately notify Company in the event of damage to Company's property on Consumer's premises. Consumer shall not permit anyone other than authorized employee of Company to adjust, repair, connect, or disconnect, or in any way tamper with the meter, lines or any other equipment of Company used in serving Consumer's premises.

16. ACCESS TO PREMISES

The Company's representatives shall have the right at all reasonable hours to enter upon the premises and property of Consumer to read the meter; and to remove, to inspect, or to make necessary repairs and adjustment to, or replacements of, service lines, meter loop, and any property of the Company located thereon, and for any other purpose connected with Company's operation. The Company's representatives shall have the right at all times to enter upon the premises and property of Consumer in emergencies pertaining to Company's service. All dogs and other animals which might hinder the performance of such operations on the Consumer's property shall be kept away from such operations by the Consumer upon notice by the Company representatives of their intention to enter upon the Consumer's premises.

17. NON-LIABILITY

(a) The Company shall not be liable for any loss or damage caused by variation in gas pressure, defects in pipes, connection and appliances, escape or leakage of gas, sticking of valves or regulators, or for any other loss or damage not caused by the Company's negligence arising out of or incident to the furnishing of gas to any Consumer.

(b) Company shall not be liable for any damage or injury resulting from gas or its use after such gas leaves the point of delivery other than damage caused by the fault of the Company in the manner of installation of the service lines, in the manner in which such service lines are repaired by the Company, and in the negligence of the Company in maintaining its meter loop. All other risks after the gas left the point of delivery shall be assumed by the Consumer, his agents, servants, employees, or other persons.

(c) The Company agrees to use reasonable diligence in rendering continuous gas service to all Consumers, but the Company does not guarantee such service and shall not be liable for damages resulting from any interruption to such service.

(d) Company shall not be liable for any damage or loss caused by stoppage or curtailment of the gas supply pursuant to order of a governmental agency having jurisdiction over Company or Company's suppliers, or caused by an event of force majeure. The term force majeure as employed herein means acts of God; strikes, lockouts, or other industrial disturbances; acts of the public enemy; wars; blockages; insurrections; riots; epidemics; landslides; lightning; earthquakes; fires; storms; floods; washouts; arrests and restraints of the government, either federal or state, civil or military; civil disturbances; explosions; breakage or accident to machinery or lines of pipe; freezing of wells or lines of pipe; shortage of gas supply, whether resulting from inability or failure of a supplier to deliver gas; partial or entire failure of natural gas wells or gas supply; depletion of gas reserves; and any other causes; whether of the kind herein enumerated or otherwise.

18. TEMPORARY INTERRUPTION OF SERVICE

(a) The Company shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the Company shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of Consumers are affected.

(b) The Company shall make reasonable provisions to meet emergencies resulting from failure of service, and shall issue instructions to its employees covering procedures to be followed in the event of an emergency in order to prevent or mitigate interruption or impairment of

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service.

(c) In the event of national emergency or local disaster resulting in disruption of normal service, the Company may, in the public interest, interrupt service to other Consumers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.

(1) Record of interruption.

Except for momentary interruptions which do not cause a major disruption of service, the Company shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of such interruptions, date, time duration, location, approximate number of Consumers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence.

(2) Report to Commission.

The Commission shall be notified in writing within forty-eight hours of interruptions in service affecting the entire system or any major division thereof lasting more than four hours. The notice shall also state the cause of such interruptions. If any service interruption is reported to the Commission otherwise (for example, as a curtailment report or safety report), such other report is sufficient to comply with the terms of this paragraph.

19. WAIVER OF RULES

No agent or representative of the Company is authorized to add to, alter, waive, or otherwise change any of the foregoing rules except by agreement in writing signed by an officer in the Company.

20. BILLING

(a) Bills for gas service shall be rendered monthly, unless otherwise authorized or unless service is rendered for a period less than a month. Bills shall be rendered as promptly as possible following the reading of meters.

(b) The Consumer's bill must show all the following information:

- (1) If the meter is read by the Company, the date and reading of the meter at the beginning and end of the period for which rendered;
- (2) The number and kind of units billed;
- (3) The applicable rate schedule, title or code;
- (4) The total base bill;
- (5) The total of any adjustments to the base bill and the amount of adjustments per billing unit;
- (6) The date by which the Consumer must pay the bill in order to avoid penalty;
- (7) The total amount due after addition of any penalty for nonpayment within a designated period; and
- (8) A distinct marking to identify an estimated bill. The information required above shall be arranged and displayed in such a manner as to allow the Consumer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the Consumer on request of the Consumer. The Company may exhaust its stock of non-conforming bill forms existing on the effective date hereof before compliance is required with this section.

(c) Where there is a good reason for doing so, estimated bills may be submitted provided that an actual meter reading is taken at least every six months. For the second consecutive month in which the meter reader is unable to gain access to the premises to read the meter on

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regular meter reading trips, or in months where meters are not read otherwise, the Company shall provide the Consumer with a postcard and request that the Consumer read the meter and return the card to the utility if the meter is of a type that can be read by the Consumer without significant inconvenience or special tools or equipment. If such a postcard is not received by the Company in time for billing, the Company may estimate the meter reading and render the bill accordingly.

(d) Disputed bills.

(1) In the event of a dispute between the Consumer and the Company regarding the bill, the Company shall forthwith make such investigation as is required by the particular case and report the results thereof to the Consumer. If the Consumer wishes to obtain the benefit of subsection (2) hereunder, notification of the dispute must be given to the Company prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the Company shall inform the Consumer of the complaint procedures of the appropriate regulatory authority.

(2) Notwithstanding any other provisions of these rules and regulations, the Consumer shall not be required to pay the disputed portion of the bill which exceeds the amount of that Consumer's average usage for the billing period at current rates until the earlier of the following:

(1) resolution of the dispute; or

(2) the expiration of the sixty day period beginning on the day the disputed bill is issued. For purposes of this section only, the Consumer's average usage for the billing period shall be the average of the Consumer's usage for the same billing period during the preceding two years. Where no previous usage history exists, the average usage shall be estimated on the basis of usage levels of similar Consumers and under similar conditions.

21. NEW CONSTRUCTION

(a) Standards of construction. The Company shall construct, install, operate, and maintain its plant, structures, equipment and lines in accordance with the provisions of such codes and standards as are generally accepted by the industry, as modified by rule or regulation of the regulatory authority, or otherwise by law, and in such manner to best accommodate the public and to prevent interference with service furnished by other public utilities insofar as practical.

(b) Response to request for residential and commercial service. The Company shall serve each qualified residential and commercial applicant for service within its service area as rapidly as practical. As a general policy, those applications not involving line extensions or new facilities should be filled within seven working days from the date all antecedent requirements are met. Those applications for individual residential service requiring line extensions should be filled within ninety days unless unavailability of materials, insufficient pipeline capacity, or other causes beyond the control of the Company result in unavoidable delays. In the event that residential service is delayed in excess of ninety days after an applicant has met credit requirements and made satisfactory arrangements for payment of any required construction charges, a report must be made to the regulatory authority listing the name of the applicant, location, and cause for delay. Unless such delays are due to causes which are reasonably beyond the control of the Company, a delay in excess of ninety days may be found to constitute a refusal to serve.

22. CURTAILMENT POLICY

The Company adopts and shall adhere to the curtailment program set forth in Rule 2 of Texas Railroad Commission Gas Utilities Division Docket No. 489 as well as all other rules and

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regulations adopted from time to time by governmental agencies having authority over the operations of Company.

23. CONSUMER RELATIONS

(a) Information to Consumers.

The Company shall:

- (1) Maintain a current set of maps showing the physical location of its facilities. All distribution facilities shall be labeled to indicate the size or any pertinent information which will accurately describe the utility's facilities. These maps, or such other maps as may be required by the regulatory authority, shall be kept by the Company in a central location and will be available for inspection by the regulatory authority during normal working hours. Each business office or service center shall have available up-to-date maps, plans or records of its immediate area, with such other information as may be necessary to enable the utility to advise applicants and other entitled to the information as to the facilities available for serving that locality;
- (2) Assist the Consumer or applicant in selecting the most economical rate schedule;
- (3) In compliance with applicable law or regulations, notify Consumers affected by a change in rates or schedule or classification;
- (4) Post a notice in a conspicuous place in each business office of the utility where applications for service are received informing the public that copies of the current rate schedules and rules relating to the service of the Company, as filed with the Commission, are available for inspection;
- (5) Furnish such additional information on rates and services as the Consumer may reasonably request;
- (6) Upon request, inform its Consumers as to the method of reading meters; and
- (7) As required by law or the rules of the appropriate regulatory authority, provide its Consumers with Consumer service information. A sample of the Consumer Service Information mail-out is attached hereto. At least once each calendar year, the Company shall notify its Consumers that Consumer service information is available on request and without charge.

(b) Consumer Complaints.

Upon complaint to the Company by residential or small commercial Consumers either at its office, by letter, or by telephone, the Company shall promptly make a suitable investigation and advise the complainant of the results thereof. The Company shall make its initial response to the Consumer no later than the end of the business day following the date of the complaint. The Company shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment and disposition thereof for a period of two years subsequent to the final disposition of the complaint.

(c) Company Response.

Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a Consumer, the Company shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response shall be made not later than the next business day following receipt of the complaint. The Commission encourages all Consumer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of the Company.

(d) Deferred Payment Plan.

The Company may, but is not required to, offer a written deferred payment plan for delinquent residential accounts. If such a plan is offered, it shall conform to the following

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guidelines:

- (1) Every deferred payment plan entered into due to the Consumer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the Consumer pays current bills and a reasonable amount of the outstanding bill and agrees to pay the balance in reasonable installments until the bill is paid.
- (2) For purposes of determining reasonableness under these rules the following shall be considered: size of delinquent account; Consumer's ability to pay; Consumer's payment history; time that the debt has been outstanding; reasons why the debt has been outstanding; and other relevant factors concerning the circumstances of the Consumer.
- (3) A deferred payment plan offered by the Company shall state, immediately preceding the space provided for the Consumer's signature and in bold face print at least two sizes larger than any other used, that If you are not satisfied with this agreement, do not sign. If you are satisfied with this agreement, you give up your right to dispute the amount due under the agreement except for the utility's failure or refusal to comply with the terms of this agreement.
- (4) A deferred payment plan may include a one time five percent penalty for late payment on the original amount of the outstanding bill except in cases where the outstanding bill is unusually high as a result of the Company's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.
- (5) If a Consumer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same, the Company shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstance, it shall not be required to offer a subsequent negotiation of a deferred payment plan prior to disconnection.
- (6) If the Company institutes a deferred payment plan it shall not refuse a Consumer participation in such a program on the basis of race, color, creed, sex or marital status.

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
235037	ms-1		Institution of Service \$15.00
235038	ms-2		Restore Service After Termination for Non-Payment \$15.00
235039	ms-3		Restore Service After Cut Off by Customer or His Agent \$15.00
235040	ms-5		Change Meter for Special Test at Customer's Request(See Rules for special situations) \$15.00
235041	ms-7		Change Residential Meter Location (Minimum Charge) \$75.00
235042	ms-8		Repair Damaged Meters & Regulators: Damage to Top Cover and/or index \$25.00 Damage in excess of damage to cover and/or index \$50.00
235043	ms-9		Install, reroute or extend yard lines under normal conditions 1-1/4 or smaller (per foot) \$2.00
235044	ms-10		Installation and extension of new mains and service lines under normal conditions: Mains 2 or smaller (per foot) \$2.25 First 100' of Service line (on public easement) 1-1/4 or smaller N/C Additional footage for Service line 1-1/4 or smaller (per foot) \$2.00
235045	ms-11		Tap charge (applies to Company mains only) \$50.00
235046	ms-12		All other service work on customer's installations (No charge for leak check or bill inquiry): During Normal Hours (1 hour minimum) \$20.00 Each additional 1/2 hour (or part thereof) \$10.00
235047	ms-13		All other service work on customer's installations (No charge for leak check or bill inquiry): After normal business hours (1 hour minimum) \$30.00 Each additional 1/2 hour (or part thereof) \$15.00
235048	ms-15		Collection Call or Missed Appointment \$15.00
235049	ms-16		Returned Check Charge \$10.00
235050	ms-17		Residential Customer deposit equal to 1/6th of estimated annual bill (if a billing history is not available) not to exceed \$75.00
235051	ms-18		Small Commercial Deposit \$200.00
235052	ms-19		NON-NORMAL LINE EXTENSION CONDITIONS Additional charges for installation, rerouting, and extending mains, service and yard lines may be imposed in the following circumstances: a) Road, sidewalk and under-pavement bores (per foot) \$16.00 b) All bores requiring casing (per foot) \$22.00 c) Surveys required by governmental agencies @ cost d) Cost of easements @ cost e) Cost of over-sized

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		<p>pipe, fittings and high pressure equipment @ cost f) Third-party pipeline tap, meter, regulation and odorization costs @ cost g) Any other expenses not generally encountered by Company @ cost (NOTE: Operating Manager will provide a detailed list of charges for non-normal conditions, if any, to each party requesting natural gas service and shall obtain the party's consent to such charges prior to making the installation required to provide gas service.)</p>
235053	ms-21	<p>New Residential and Commercial Service: Includes installation of a 250 cfh meter at 4.5 oz. delivery pressure, up to 15 feet of 3/4 inch service line, regulator riser, fittings, and pressure test of Customers piping. All other capacity and delivery pressure requirements at cost including material and labor to be approved by Customer in advance of work. Note: all delivery pressure and capacities are subject to limitations of Company's facilities. \$50.00</p>
235044	ms-10	<p>Installation and extension of new mains and service lines under normal conditions: At cost</p>
235045	ms-11	<p>Tap Company Main (dry, no bores or obstacles) \$100.00</p>
235048	ms-15	<p>Collection Call or Missed Appointment \$25.00</p>
235049	ms-16	<p>Returned Check Charge \$25.00</p>
235050	ms-17	<p>Residential Customer deposit equal to 1/6th of estimated annual bill (if a billing history is not available).</p>
235051	ms-18	<p>Small Commercial Deposit equal to two times highest monthly bill or 1/6th of estimated annual bill (if a billing history is not available).</p>
235052	ms-19	<p>Non-Normal Line Extension Conditions - Additional charges for installation, rerouting, and extending mains, service and yard lines may be imposed in the following circumstances: road, sidewalk and under pavement bores (per foot) \$16.00. All bores requiring casing (per foot) \$22.00. Surveys required by governmental agencies at cost. Cost of easements at cost. Cost of over-sized pipe fittings and high pressure equipment at cost. Third-party pipeline tap, meter, regulation and odorization costs at cost.</p>
235038	ms-2	<p>Restore Service After Termination for Non-Payment \$50.00</p>
235039	ms-3	<p>Restore Service After Cut Off by Customer or His Agent</p>

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235040	ms-5	\$50.00	Change Meter for Special Test at Customer's Request \$45.00
			NOTE: Change Meter for Special Test at Customer's Request(See Rules for special situations) If no such test has been performed within the previous four years for the same customer at the same location, the test is to be performed without charge. If such a test has been performed for the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him.
235041	ms-7		Change meter size, delivery pressure, and/or location due to change in Customer service requirements, and/or inability of Company Personnel to access meter at all times due to actions taken by Customer: At Cost of Material and Labor to be approved by Customer in advance of work.
235042	ms-8		Repair Damaged Meters & Regulators: Damage to Top Cover and/or Index. \$25.00
			Damage in excess of damage to cover and/or index \$50.00.
			NOTE: These charges may only be assessed to customer if the damage is caused by the customer.
235043	ms-9		Install, reroute or extend yard lines under normal conditions 1-1/4 or smaller (per foot) at cost. NOTE: This charge may only be assessed to customer if the damage is caused by customer.
235037	ms-1		New Residential and Commercial Service: Includes installation of the meter, regulator and associated parts with the appropriate delivery capacity and pressure, and a pressure test of Customer`s piping,as follows: a) Up to 250 CF/H Meter with up to 4-1/2 oz. Delivery Pressure \$350.00 b) Over 250 to 450 CF/H Meter at 5 PSIG Delivery Pressure \$575.00 c) Over 450 to 1,100 CF/H Meter at 5 PSIG Delivery Pressure \$1,150.00 d) Over 1,100 to 3,000 CF/H Meter at 5 PSIG Delivery Pressure \$2,250.00 e) Over 3,000 to 7,500 CF/H Meter at 5 PSIG Delivery Pressure \$3,950.00 f) All Other Capacity and Delivery Pressure Applications

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		At Cost	Note: All delivery pressures and capacities are subject to pressure and capacity limitations of Company facilities.
235038	ms-2		Tap Company Main (dry, no bores or obstacles) \$80.00
235039	ms-3		First 15 feet of service line (3/4 inch pipe, dry, no bores or obstacles) \$175.00
235040	ms-5		Restore Service: a) Unlock or turn on meter to restore service (includes Customer Piping pressure test) \$80.00
235041	ms-7		Change meter for special test at Customer`s request (Minimum) \$75.00 Note: See Company Quality of Service Rules for payment responsibility
235042	ms-8		Returned check charge \$35.00
235043	ms-9		Application for Gas Service, including account set up and credit inquiry \$50.00
235044	ms-10		Special meter reading at Customer`s request \$25.00
235045	ms-11		Transfer Service at an existing service address, including special meter reading and processing Application for Gas Service (Paid by Transferee) \$50.00
235046	ms-12		Additional Customer piping pressure test due to failure to pass previous test (per Trip) \$50.00
235047	ms-13		Light Customer`s appliance pilot lights at customer`s request (excludes relighting due to gas outage): a) First appliance \$50.00 b) Each additional appliance \$25.00
235048	ms-15		Change meter size, delivery pressure, and/or location due to change in Customer service requirements, and/or inability of Company Personnel to access meter At all times due to actions taken by Customer (Minimum) \$300.00
235049	ms-16		Installation of service lines over 15 feet in length, gas mains, and yard lines At Cost* *Must be approved by Customer in advance of work.
235054	ms-22		Special meter reading at Customer's request \$25.00. NOTE: The charge will not be assessed if the volume billed on the customer's bill was estimated.
235037	ms-1		Application for Service, Including special meter reading, account set up and credit inquiry. \$15.00

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DESCRIPTION: Distribution Sales STATUS: A
EFFECTIVE DATE: 04/10/2017 ORIGINAL CONTRACT DATE: RECEIVED DATE: 04/24/2017
GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 878395
BILLS RENDERED: N INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID DESCRIPTION
ISD121608a-1

APPLICATION OF SCHEDULE - This schedule is applicable to all independent school district customers receiving gas service through a single meter in Montgomery, Walker and Houston Counties, Texas. Natural gas supplied is for the individual use of the customer at one point of delivery and shall not be resold or shared with others. Service under this schedule shall be furnished in accordance with the Company's General Rules and Regulations. MONTHLY RATE - The price payable by each commercial customer for all consumption each month shall be \$2.28 per MCF (Commodity Rate), subject to the Gas Cost Adjustment set forth below. MONTHLY CUSTOMER OR METER CHARGE: \$25.00 PAYMENT: All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill. COST OF GAS ADJUSTMENT: The customer's bill shall be adjusted upward (downward) based on the Company's Cost of Gas Adjustment Clause. NET MONTHLY RATE: The Net Monthly Rate is the Monthly Rate plus the Monthly Customer or Meter Charge excluding the Cost of Gas Adjustment, discounted by Five Percent (5%). All bills shall be rendered on the Monthly Rate basis. The difference between the Monthly and Net Monthly Rates, representing a discount, shall be allowed for payment of bills received in the companies offices within ten (10) days from the date of the bill.

COG121608

A. APPLICABILITY -

This Cost of Gas Clause shall apply to all general service rate schedules of Universal Natural Gas, Inc. (The Company) in the Montgomery, Walker and Houston Counties, Texas.

B. DEFINITIONS -

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a reconciliation component, and other purchased gas expenses.

2. Commodity Cost - The Cost of Purchased Gas multiplied by the Purchase Sales Ratio.

3. Cost of Purchased Gas - The estimated cost for gas purchased by the Company from its supplier or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, and storage necessary for the movement of gas to the Company's city gate delivery points.

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RATE SCHEDULE

SCHEDULE ID

DESCRIPTION

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from October through June as a result of the Reconciliation Audit.

5. Reconciliation Audit - An annual review of the Company's books and records for each twelve month period ending with the production month of June to determine the amount of over or under collection occurring during such twelve month period. The audit shall determine: (a) the total amount paid for gas purchased by the Company per Section B(3) Cost of Purchased Gas to provide service to its general service customers during the period, (b) the revenues received from operation of the provisions of this cost of gas clause, (c) the total amount of refunds made to customers during the period and any other revenues or credits received by the Company as a result of relevant gas purchases or operation of this Cost of Gas Clause, (d) the total amount accrued during the period for imbalances under the transportation rate schedule(s) net of franchise fees and applicable taxes, and (e) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

6. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers during the same period. For the purpose of this computation all volumes shall be stated at 14.65 psia. Such ratio as determined shall in no event exceed 5 percent lost and unaccounted for gas.

7. Reconciliation Account - The account maintained by the Company to assure that over time it will neither over nor under collect revenues as a result of the operation of the cost of gas clause. Entries shall be made monthly to reflect, (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records (per Section B(3)), (b) the revenues produced by the operation of this Cost of Gas Clause, (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, (d) the total amount accrued during the period for imbalances under the transportation rate schedule(s) net of franchise fees and applicable taxes, (e) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - those customers served under general service rate schedules.

C. COST OF GAS - In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF THE RECONCILIATION COMPONENT - If the Reconciliation Audit reflects either an over recovery or under recovery of

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DESCRIPTION

revenues, such amount, plus or minus the amount of interest calculated pursuant to Section E PAYMENT FOR FUNDS, if any, shall be divided by the general service sales volumes, adjusted for the effects of weather for the period beginning with the October billing cycle last preceding through the June billing cycle. The Reconciliation Component so determined to collect any revenue shortfall or to return any excess revenue shall be applied for a nine (9) month period beginning with the next following October billing cycle and continuing through the next following June billing cycle at which time it will terminate until a new Reconciliation Component is determined

E. PAYMENT FOR FUNDS - If, on the average, the Company had overcollected during the period, it shall credit into the Reconciliation Account during September an amount equal to the average balance multiplied by a percentage representing interest. This percentage shall be the same interest rate percentage that is set annually by the Public Utility Commission for Deposit Interest. If on the average, the Company had undercollected during the period, it shall debit into the Reconciliation Account during September an amount equal to the average balance multiplied by a percentage representing interest. This percentage shall be the same interest rate percentage that is set annually by the Public Utility Commission for Deposit Interest.

F. SURCHARGE OR REFUND PROCEDURES - In the event that the rates and charges of the Company's supplier are retroactively reduced and a refund of any previous payments is made to the Company, the Company shall make a similar refund to its general service customers. Similarly, the Company may surcharge its general service customers for retroactive payments made for gas previously delivered into the system. Any surcharge or refund amount will be included in the Reconciliation Account. Refunds or charges shall be entered into the Reconciliation Account as they are collected from or returned to the customers. For the purpose of this Section F, the entry shall be made on the same basis used to determine the refund or charge component of the Cost of Gas and shall be subject to the calculation set forth in Section (E) Payment for Funds.

G. COST OF GAS STATEMENT - The Company shall file a Cost of Gas Statement with the Regulatory Authority by the beginning of each billing month. (The Company shall file such initial statement as soon as is reasonably possible). The Cost of Gas Statement shall set forth (a) the estimated Cost of Purchased Gas; (b) that cost multiplied by the Purchase/Sales Ratio; (c) the amount of the cost of gas caused by any surcharge or refund; (d) the Reconciliation Component; and (e) the Cost of Gas calculation. The statement shall include all data necessary for the Regulatory Authority to review and verify the calculation of the Cost of Gas. The date on which billing using the Cost of Gas is to begin (bills prepared) is to be specified in the statement.

H. ANNUAL RECONCILIATION REPORT - The Company shall file an Annual Reconciliation Report with the Regulatory Authority which shall include but not necessarily be limited to: 1. A tabulation of volumes of gas purchased and costs incurred listed

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SCHEDULE ID

DESCRIPTION

by account or type of gas, supplier and source by month for the twelve months ending June 30. 2. A tabulation of gas units sold to general service customers and related Cost of Gas Clause revenues. 3. A description of all other costs and refunds made during the year and their effect on the Cost of Gas Clause to date. 4. A description of the imbalance payments made to and received from the Company's transportation customers within the service area, including monthly imbalances incurred, the monthly imbalances resolved, and the amount of the cumulative imbalance. The description should reflect the system imbalance and imbalance amount for each supplier using the Company's distribution system during the reconciliation period. This report shall be filed concurrently with the Cost of Gas Statement for October.

PSF2016UNI

The Company will pass on the one-time customer charge for the Pipeline Safety Inspection Fee in the amount of \$0.99 for each service line reported to be in service at the end of calendar year 2016, pursuant to the Texas Utilities Code 121.211 of the Commission's Rules and Regulations. That fee is based on the \$1.00 per service line.

RATE ADJUSTMENT PROVISIONS

None

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CUSTOMERS

<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
29607	N	MCF	\$6.4960	11/01/2017
<u>CUSTOMER NAME</u>	ISD Service customers located in Montgomery, Walker, and Houston Counties, Texas			
29607	N	MCF	\$6.3690	12/01/2017
<u>CUSTOMER NAME</u>	ISD Service customers located in Montgomery, Walker, and Houston Counties, Texas			
29607	N	MCF	\$6.9500	09/01/2017
<u>CUSTOMER NAME</u>	ISD Service customers located in Montgomery, Walker, and Houston Counties, Texas			
29607	N	MCF	\$7.0030	08/01/2017
<u>CUSTOMER NAME</u>	ISD Service customers located in Montgomery, Walker, and Houston Counties, Texas			
29607	N	MCF	\$6.6780	05/01/2017
<u>CUSTOMER NAME</u>	ISD Service customers located in Montgomery, Walker, and Houston Counties, Texas			
29607	N	MCF	\$7.2270	07/01/2017
<u>CUSTOMER NAME</u>	ISD Service customers located in Montgomery, Walker, and Houston Counties, Texas			
29607	N	MCF	\$6.7650	04/01/2017
<u>CUSTOMER NAME</u>	ISD Service customers located in Montgomery, Walker, and Houston Counties, Texas			
29607	N	MCF	\$6.9360	10/01/2017
<u>CUSTOMER NAME</u>	ISD Service customers located in Montgomery, Walker, and Houston Counties, Texas			
29607	N	MCF	\$7.1950	06/01/2017
<u>CUSTOMER NAME</u>	ISD Service customers located in Montgomery, Walker, and Houston Counties, Texas			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 9797

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): To Update the Pipeline Safety Fee.

SERVICES

<u>TYPE OF SERVICE</u>	<u>SERVICE DESCRIPTION</u>
B	Commercial Sales
<u>OTHER TYPE DESCRIPTION</u>	

RAILROAD COMMISSION OF TEXAS
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RRC COID: 3524 **COMPANY NAME:** UNIVERSAL NATURAL GAS, INC.**TARIFF CODE:** DS **RRC TARIFF NO:** 20669**PREPARER - PERSON FILING****RRC NO:** 469**ACTIVE FLAG:** Y**INACTIVE DATE:****FIRST NAME:** Amy**MIDDLE:** L**LAST NAME:** Doyal**TITLE:** Director of Business Dev**ADDRESS LINE 1:** 9750 FM 1488**ADDRESS LINE 2:****CITY:** Magnolia**STATE:** TX**ZIP:** 77354**ZIP4:** 1619**AREA CODE:** 281**PHONE NO:** 252-6700**EXTENSION:**

RAILROAD COMMISSION OF TEXAS
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CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
489	Universal Natural Gas, Inc. has adopted Gas Utilities Docket No. 489

RAILROAD COMMISSION OF TEXAS
 OIL AND GAS DIVISION
 GAS UTILITIES

DIVISION

OIL AND GAS DOCKET

GAS UTILITIES DIVISION

NO. 20-62,505

DOCKET NO. 489

ORDER

RELATING TO THE APPROVAL BY THE COMMISSION OF CURTAILMENT PROGRAMS FOR NATURAL GAS TRANSPORTED AND SOLD WITHIN THE STATE OF TEXAS

After due notice the Railroad Commission of Texas on the 30th day of November, 1972, heard testimony and requested written curtailment priorities from representatives of investor owned and municipal gas utilities companies, private industry consumers and others responsible for directing available natural gas supplies to the consumers of natural gas in the State of Texas.

WHEREAS, pursuant to the authority granted to the Railroad Commission of Texas in Article 6050 to 6066, inclusive, R.C.S., as amended; and

WHEREAS, the Commission has determined the need for a curtailment program to assure effective control of the flow of natural gas to the proper destinations to avoid suffering and hardship of domestic consumers; and

WHEREAS, the Commission has determined a need to make natural gas available to all gas consumers on a reasonable but limited basis during times of needed curtailment to the end that the public will be best served; and

WHEREAS, the Commission has determined that the transportation delivery and/or sale of natural gas in the State of Texas for any purpose other than human need consumption will be curtailed to whatever extent and for whatever periods the Commission may find necessary for the primary benefit of human needs customers (domestic and commercial consumption) and such small industries as cannot practically be curtailed without curtailing human needs.

IT IS THEREFORE, ORDERED BY THE RAILROAD COMMISSION OF TEXAS that the following rules relating to the approval by the Commission of curtailment programs for gas transported and sold within the State of Texas shall apply to all parties responsible for directing available and future natural gas supplies to the consumers of natural gas in the State of Texas.

RULE 1.

Every natural gas utility, as that term is defined in Article 6050, R.C.S. of Texas, as amended, intrastate operations only, shall file with the Railroad Commission on or before Feb. 12, 1973, its curtailment program. The Commission may approve the program without a hearing;

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set the matter for a public hearing on its own motion or on the motion of any affected customer of said utility.

The curtailment program to be filed shall include, in verified form, the following information:

A. Volume of gas reserves attached to its system together with a brief description of each separate source of gas reserves setting forth the following:

1. the name of the supplier,
2. the term of each contract in years, and the years remaining on said contract,
3. the volume of recoverable reserve contracted for, and
4. rated deliverability of such reserves in MCF.

B. Capacity and location of underground storage, if any, attached to its system with a statement of whether the company's storage balance is above or below its desired level for this time, and, if below, what plans has the company made to restore the balance.

C. Peak day and average daily deliverability on an annual basis of its wells, gas plants and underground storage attached to its system.

D. Peak day capacity of its system.

E. Forecast of additions to reserves for each of the next two succeeding years.

F. Location and size of the line pipes, compressor stations, operating maximum line pressures, and a map showing delivery points along the system.

G. Disposition of all gas entering its system, with names of all customers other than residential customers and volumes delivered to each during the past calendar year. Identify those customers using 3,000 MCF gas per day, or more, which are under a service contract, and if such contract includes an Interruptible Service clause, and if so, attach a reproduced copy of the relevant provisions of such contract.

H. Steps taken in past years, being taken at the present, and to be taken to alleviate curtailments. RULE 2. Until such time as the Commission has specifically approved a utilities curtailment program, the following priorities in descending order shall be observed: A. Deliveries for residences, hospitals, schools, churches and other human needs customers. B. Deliveries of gas to small industrials and regular commercial loads (defined as those customers using less than 3,000 MCF per day) and delivery of gas for use as pilot lights or in accessory or auxiliary equipment essential to avoid serious damage to industrial plants. C. Large users of gas for fuel or as a raw material where an alternate cannot be used and operation and plant production would be curtailed or shut down completely when gas is curtailed. D. Large users of gas for boiler fuel or other fuel users where alternate fuels can be used. This category is not to be determined by whether or not a user has actually installed alternate fuel facilities, but whether or not an alternate fuel could be used. E. Interruptible sales made subject to interruption or curtailment at Seller's sole discretion under contracts or tariffs which provide in effect for the sale of such gas as Seller may be agreeable to selling and Buyer may be agreeable to buying from time to time. RULE 3. Each gas utility that has obtained Commission approval of a curtailment program shall conduct operations in compliance with such program. So long as any gas utility which has obtained Commission approval of a curtailment program continues to curtail deliveries to its customers, except as provided by contract or

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those customers included in Part E of Rule 2 above, it (a) shall file on or before April 1 of each year, under oath, the information called for in Rule 1, for the preceeding year, and (b) shall not, without Commission approval, make sales of gas to any new customers or increase volumes sold to existing customers, except those new or existing customers defined in Parts A & B of Rule 2 above. IT IS FURTHER ORDERED that this cause be held open for such other and further orders as may be deemed necessary. ENTERED AT AUSTIN, TEXAS, this 5th day of January, 1973.

LINE EXTENSION POLICY

<u>POLICY ID</u>	<u>DESCRIPTION</u>

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QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QSGRR1	<p>PART 1 OF GENERAL RULES AND REGULATIONS FOR NATURAL GAS SERVICE</p> <p>1. DEFINITIONS</p> <p>(a) Consumer, Consumer and Applicant are used interchangeably and mean a person or organization utilizing services or who wants to utilize services of Universal Natural Gas, Inc.</p> <p>(b) Company means Universal Natural Gas, Inc., its successors and assigns.</p> <p>(c) Cubic Foot of Gas: Unless otherwise expressly provided by rate schedule or written contract (or agreement), the amount of gas necessary to fill a cubic foot of space when the gas is at a gauge pressure of four (4) ounces above atmospheric pressure of 14.65 psia at 60 Fahrenheit.</p> <p>(d) Service Line: The pipe and attached fittings which convey gas from Company's mains to the property line of Consumer's premises.</p> <p>(e) Yard Line: The pipe and attached fittings which convey gas from the Consumer's property line to and including the stopcock on the riser for the Consumer's meter.</p> <p>(f) Consumer's Housepiping: All pipe and attached fittings which convey gas from the outlet side of the meter to the Consumer's connection for gas appliances.</p> <p>(g) Point of Delivery: The point where the gas is measured for delivery into Consumer's piping.</p> <p>2. APPLICATION OF RULES</p> <p>(a) Unless otherwise expressly stated, these rules apply to all Consumers regardless of classification, except insofar as they are changed by or are in conflict with any statute of the State of Texas, valid municipal ordinance, valid final order of any court or of the Railroad Commission of Texas, or written contract executed by Company, in which case such statute, ordinance, order or contract shall control to the extent that it is applicable to the consumer(s) in question. Whenever possible, these rules shall be construed harmoniously with such laws, contracts, ordinances, and orders.</p> <p>(b) The use of gas service shall constitute an agreement by the Consumer to utilize such service in accordance with the applicable rules of the Company as set forth herein.</p> <p>(c) These rules, and all subsequently enacted rules, may be abrogated, modified, or added to in whole or in part, by the company and such rules as abrogated, modified, or added to, shall become effective when filed with the appropriate regulatory authority.</p> <p>3. CLASSIFICATION FOR RATE AND CONTRACT PURPOSES For purposes of determining rates, Consumers shall be classified as either Residential, Commercial or Large Volume Consumers as defined in Company's applicable rate schedules. Service by Company to Consumers classified herein as Residential and Commercial is available without a written contract between Consumer and Company at the standard rates and charges applicable to such Consumers from time to time.</p> <p>Company shall have no obligation to deliver more than 5,000 cubic feet of gas in any day to any Consumer not having a written gas sales contract with Company. A contract may be required from Large Volume Consumers using less than 5,000 cubic feet per day, provided this requirement shall be uniformly applied to all such Consumers within each municipal rate jurisdiction. In the case of existing Consumers, the maximum gas usage during any one day shall be obtained from records of the Company, except in cases where the existing Consumer will be purchasing increased volumes of gas from Company because of expansions or for any other reason, in which event the Company may estimate usage by such Consumer. Also in the case of new Consumers, the Company may estimate usage by the Consumer. Any such estimates made by Company shall be binding on Consumer in determining rate classification and whether or not a contract is required. Company's obligation to provide service to any Large Volume Consumer is contingent upon Company's determination that there will be an adequate supply of</p>

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gas to serve such Large Volume Consumer, and that existing facilities are of adequate capacity and suitable pressure.

4. LIMITATION OF USE All gas delivered through Company's meters is for use only at the point of delivery and shall not be redelivered or resold to others without Company's written consent.

5. SERVICE CONNECTIONS

(a) Tap Charge: Unless otherwise prohibited by applicable ordinance or rule, Company may impose a reasonable charge for the connection of a new Consumer to its distribution mains. The service areas where a tap charge is to be collected and the amount and conditions under which such charge will be imposed are set out in the Schedule of Miscellaneous Service Charges filed with the appropriate regulatory authorities.

(b) Service Line: Company shall install and maintain all service lines and, to the extent permitted by applicable ordinance or rule, shall be entitled to make a reasonable charge for such installation as set out in the Schedule of Miscellaneous Service Charges filed with appropriate regulatory authorities. A service line may be used to supply a single building or single group of buildings which may or may not be located on a single lot, such as a group of factory buildings, hospital buildings, or institutional buildings, all under one ownership or control. However, gas service supplied to Consumer for use at separate lots physically divided by other private or public property (including streets, alleys and other public ways) must be separately metered and billed. More than one service line to supply a Consumer's premises may be constructed by agreement between Company and Consumer.

(c) Yard Line: Company shall install yard lines if so requested by Consumer. To the extent permitted by applicable ordinance or rule, Company shall be entitled to make a reasonable charge for such installation as set out in the Schedule of Miscellaneous Service Charges filed with the appropriate regulatory authorities.

(d) Housepiping: Consumer shall be responsible for installing and maintaining Consumer's housepiping. Company may refuse service to any consumer whose housepiping is inadequate or unsafe, but Company shall have no responsibility for inspecting or testing Consumer's housepiping, determining whether or not Consumer has complied with applicable safety codes, or in any way establishing or enforcing housepiping specifications. Information relating to piping may be obtained at the Company's local offices.

(e) Gas Main Extensions: Company shall extend its gas mains to provide new or additional service and shall be entitled to make a reasonable charge for such installation as set out in the Schedule of Miscellaneous Service Charges filed with appropriate regulatory authorities. Gas main extensions shall be made at Company's expense only where the probable expected use of all facilities necessary for such service and paid for by Company will provide a reasonable and compensatory return to Company on the value of such facilities. Otherwise, gas main extensions shall be made only under the following conditions:

(1) Individual Residential and Commercial Consumers -- upon payment of the fee for gas main extension set out in the Schedule of Miscellaneous Service Charges or upon execution of a Gas Main Extension Contract between Company and Consumer.

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(2) Developers of Residential or Business Subdivisions -- upon execution of Company's Gas Main Extension Contract or Predevelopment Gas Main Extension Contract, or under special circumstances where, in Company's opinion, such forms are not appropriate, upon execution of a special agreement providing for reimbursement to Company for cost of the necessary gas main extension.

(3) Large Volume Consumers -- upon execution of a special agreement providing for reimbursement to Company for the cost of the necessary gas main extension.

6. ADDITIONAL CHARGES RELATING TO GAS SERVICE

Charges for services other than delivering natural gas may be made in accordance with the Schedule of Miscellaneous Service Charges filed with the appropriate regulatory authorities.

7. APPLICATION FOR SERVICE

Where no written contract for service is necessary, any application by telephone, in person, or in writing may be made to request initiation of service. Upon request, Consumer shall provide information necessary for purposes of rate classification, billing, and determining whether a deposit will be required.

8. REFUSAL TO INSTITUTE SERVICE AND TERMINATION OF SERVICE.

(a) Refusal of Service.

(1) Compliance by Applicant. The Company may decline to serve an applicant for whom service is available from previously installed facilities until such applicant has complied with the state and municipal rules, regulations or laws, and with approved rules and regulations of the Company on file with the appropriate regulatory authority governing the service applied for, or for the following reasons:

(A) the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given;

(B) the applicant is indebted to any utility company for the same kind of service as that applied for; provided, however, that in the event the indebtedness of the applicant for service is in dispute, the applicant shall be served upon complying with the applicable deposit requirement;

(C) the applicant refuses to make a deposit if applicant is required to make a deposit under these rules;

(D) where an unsafe condition exists at any point on Consumer's premises;

(E) for use of gas in violation of Company's rules;

(F) in the event Company's representatives are refused access to such premises for any lawful purpose;

(G) when Company's property on the Consumer's premises is tampered with, damaged or destroyed.

(2) Applicant's Recourse. In the event that the Company shall refuse to serve an applicant

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under the provisions of these rules, the Company shall inform the applicant of the basis of its refusal and that the applicant may file a complaint with the appropriate regulatory authority thereon.

(3) Insufficient Grounds for Refusal to Serve. The following shall not constitute sufficient cause for refusal of service to a present residential or commercial Consumer or applicant:

(A) delinquency in payment for service by a previous occupant of the premises to be served;

(B) failure to pay for merchandise or charges for non-utility service purchased from the Company'

(C) failure to pay a bill to correct previous underbilling due to misapplication of rates more than six months prior to the date of application;

(D) violation of the Company's rules pertaining to the operation of nonstandard equipment of unauthorized attachments, which interfere with the service of others, unless the Consumer has first been notified and been afforded reasonable opportunity to comply with these rules;

(E) failure to pay a bill of another Consumer as guarantor thereof, unless the guarantee was made in writing to the Company as a condition precedent to service; and

(F) failure to pay the bill of another Consumer at the same address except where the change of Consumer identity is made to avoid or evade payment of a utility bill.

(b) Discontinuance of Service.

(1) Bills are due and payable when rendered; the bill shall be past due not less than 15 days after issuance or such other period of time as may be provided by order of the appropriate regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(2) The Company may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5% for payment within 10 days of their issuance. In the event of any inconsistency between these Rules and Regulations and the applicable rate tariff, the rate tariff shall control.

(3) A Consumer's utility service may not be terminated unless the Company has made a reasonable effort to offer the Consumer the option of paying a delinquent bill in installments. A Consumer's utility service may be disconnected if the bill has not been paid or a suitable written arrangement for payment in installments entered into within 5 working days after the bill has become delinquent and if proper notice has been given. Proper notice shall consist of a mailing or hand delivery thereof at least five working days prior to a stated date of disconnection. Said notice shall be provided in English (and Spanish, if the Company has any Spanish speaking Consumers) and shall include:

a) the words Disconnect Notice or similar language prominently displayed;

b) the reason service is to be terminated;

c) what Consumer must do to prevent termination;

d) in the case of a past-due bill, the amount past due and the hours, address, and telephone

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number where payment may be made; and

e) a statement that if a health or other emergency exists, the Company may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

f) Utility service may be disconnected for any of the following reasons.

g) failure to pay a delinquent account or failure to comply with the terms of a written agreement for installment payment of a delinquent account;

h) violation of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify the Consumer and the Consumer is provided with a reasonable opportunity to remedy the situation;

i) failure to comply with deposit or guarantee arrangements where required by these rules and regulations;

j) without notice where a known dangerous condition exists for as long as the condition exists;

k) tampering with the Company's meter or equipment or bypassing the same;

l) for use of gas in violation of Company's rules;

m) in the event Consumer's premises are vacated;

n) in the event Company's representatives are refused access to such premises for any lawful purpose;

o) when Company's property on the Consumer's premises is tampered with, damaged or destroyed;

p) for use of gas in violation of any law, ordinance or regulation;

q) for fraudulent misrepresentation in relation to the consumption of gas or any other fraud practiced by Consumer, with regard to the matters referred to in these rules or Consumer's contract.

(5) Utility service may not be disconnected for any of the following reasons:

r) delinquency in payment for service by a previous occupant of the premises;

s) failure to pay for merchandise or charges for non-utility service by the Company;

t) failure to pay for a different type or class of utility service unless the fee for such service is included on the same bill;

u) failure to pay the account of another Consumer as guarantor thereof, unless the Company has in writing the guarantee as condition precedent to service;

v) failure to pay charges arising from any underbilling occurring due to any misapplication of rates more than six months prior to the current billing;

w) failure to pay charges arising from any underbilling due to any faulty metering, unless the meter has been tampered with or unless such underbilling charges are due; and

x) failure to pay an estimated bill other than a bill rendered pursuant to any approved meter reading plan, unless the Company is unable to read the meter due to circumstances beyond its control.

(6) Unless a dangerous condition exists, or unless the Consumer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the Company are not available to the public for the purpose of making collections and reconnecting service.

(7) The Company shall not abandon a Consumer without written approval from the regulatory authority.

(8) The Company shall not discontinue service to a delinquent residential Consumer permanently

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residing in an individually metered dwelling unit when that Consumer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if service is discontinued. Any Consumer seeking to avoid termination of service under this provision must make a written request to the Company supported by a written statement from a licensed physician. Both the request and the statement must be received by the Company within five working days of the issuance of the utility bill. The prohibition against service termination as provided herein shall last twenty (20) days from the date of receipt by the Company of the request and statement or such lesser period as may be agreed upon by the Company and the Consumer. The Consumer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(9) The Railroad Commission of Texas (RRC) regulates all natural gas utilities in Texas. The RRC has adopted Emergency Rule 7. 60 (valid through April 30, 2001) to insure that gas consumers are not disconnected due to failure to pay their gas bills when the temperature is so cold that it could affect the customer's health. Rule 7. 60 can be summarized as follows:a) Except where there is a known dangerous condition or a use of natural gas in a manner that is dangerous or unreasonably interferes with service to others, a provider (UniGas) shall not disconnect natural gas service to:b) Any customer on a day when the previous day's temperature in the county where the customer takes service fell below 40 degrees F. and the National Weather Service predicts that the temperature in that county will fall below that level during the next 24 hours; orc) A delinquent residential customer for a billing period in which the provider receives a pledge, letter of intent, purchase order, or other notification from an energy assistance provider that it is forwarding sufficient payment to continue service; ord) A delinquent residential customer on a day, or on a day immediately preceding a day, when personnel of the provider are not available for the purpose of receiving payment or making collections and reconnecting service.

(10) Residential customers of UniGas may avoid disconnection of gas service (where Rule 7. 60 does not apply) for failure to pay a delinquent gas bill in the following ways:

a) The customer can execute a deferred payment agreement. Under that agreement, the residential customer has the option to pay her delinquent bill in not more than three (3) equal installments without interest, provided that it is the customer's first delinquent bill in the preceding twelve (12) months. Under the Plan, current bills must be paid before they become delinquent.

b) The customer can give notice to the provider (UniGas) that disconnection of gas service would cause a person at the customer's residence to become seriously ill or more seriously ill, provided that the customer executes a deferred payment agreement (see previous paragraph) and provides a written request not to disconnect service supported by a written statement from a licensed medical doctor. This will have the effect of suspending disconnection of gas service for twenty (20) days (assuming Rule 7. 60 is not otherwise applicable).

9. LOCATION OF METERS

Wherever practical and if requested by the Consumer, all new meter installations shall be installed near the building in which Consumer's gas appliances are located. All meters shall be accessible at all times for inspection, reading, and change out for testing. Whenever the Company shall permanently discontinue the delivery of gas to any of Consumer's premises, it shall have the right at any reasonable time thereafter to enter upon the premises

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and remove its meter and related equipment.

10. METER TESTS AND BILL ADJUSTMENTS WITH RESPECT TO METER ACCURACY

(a) Meter Requirement.

(1) Use of meter. All gas sold by the Company shall be charged for my meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority or tariff.

(2) Installation by Company. Unless otherwise authorized by the regulatory authority, the Company shall provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its Consumers.

(3) Standard type. The Company shall not furnish, set up, or put in use any meter which is not reliable and of a standard type which meets generally accepted industry standards; provided, however, special meters not necessarily conforming to such standard types may be used for investigation, testing, or experimental purposes.

(b) Meter records.

The Company shall keep the following records:

(1) Meter equipment records.

The Company shall keep a record of all its meters, showing the Consumer's address and date of the last test.

(2) Records of meter tests.

All meter tests must be properly referenced to the meter record provided for therein. The record of e each test made on request of a Consumer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, and date and kind of test made, by whom made, the error (or percentage of accuracy) at each load tested, and sufficient data to permit verification of all calculations.

(c) Meter readings.

(1) Meter unit location.

In general, each meter must indicate clearly the units of service for which charge is made to the Consumer.

(d) Test for Accuracy.

(1) The Company shall, upon request of a Consumer make a test of the accuracy of the meter serving that Consumer. The Company shall inform the Consumer of the time and place of the test, and permit the Consumer or his authorized representative to be present if the Consumer so desires. If no such test has been performed within the previous four years for the same Consumer at the same location, the test shall be performed without charge. If such a test has been performed for the same Consumer at the same location within the previous four years, the Company may charge a fee for the test as set forth in the Company's tariff properly on file with the regulatory authority. The Consumer must be properly informed of the result of any test on a meter that serves him.

(2) Notwithstanding Paragraph (1), above, if the meter is found to be more than nominally defective, to either Consumer's or the Company's disadvantage, any fee charged for a meter test must be refunded to the Consumer. More than nominally defective means a deviation of more than 2% from accurate registration.

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(3) If any meter test requested by a Consumer reveals a meter to be more than nominally defective, the Company shall correct previous readings consistent with the inaccuracy found in the meter for the period of either (i) the last six months, or (ii) the last test of the meter, whichever is shorter. Any resulting underbillings or overbillings are to be corrected in subsequent bills, unless service is terminated, in which event a monetary adjustment is to be made. This requirement for a correction may be waived by the Company if the error is to the Company's disadvantage.

(4) If a meter is found not to register for any period of time, the Company may make a charge for units used but not metered, for a period not to exceed three months previous to the time the meter is found not be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same Consumer at the same location when available, and on consumption under similar conditions at the same location or of other similarly situated Consumers when not available.

(e) Meter Exchange.

(1) The Company follows the practice of testing and repairing its meters on periodic schedules in accordance with good operating practice. the periodic meter test interval is based on the results of accuracy tests of its meters randomly sampled of varying ages. The period of presumed accuracy is the period during which not less than 70% of the randomly sampled meters exhibit accuracy in the range of 2% fast to 2% slow.

QSGRR2

PART 2 OF GENERAL RULES AND REGULATIONS FOR NATURAL GAS SERVICE

11. DEPOSITS FROM CONSUMERS TO GUARANTEE PAYMENTS OF BILLS

(a) Establishment of Credit for Residential Applicants.

(1) The Company may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the Consumer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to make a deposit;

(A) if the residential applicant has been a Consumer of any utility for the same kind of service within the last two years and is not delinquent in payment of any such utility service account and during the last twelve consecutive months of service did not have more than one occasion in which a bill for such utility service was paid after becoming delinquent and never had service disconnected for nonpayment; or

(B) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; (C) if the residential applicant demonstrates a satisfactory credit rating by appropriate means, including but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the utility, or ownership of substantial equity.

(b) Re-establishment of credit.

Every applicant who has previously been a Consumer of the Company and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all amounts due the Company or execute a written deferred payment agreement, if offered, and reestablish credit as provided herein.

(c) Amount of deposit and interest for residential service and exemption from deposit.

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(1) The required residential deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings (rounded up to the nearest \$5.00). If actual use is at least twice the amount of the estimated billings, a new deposit requirement may be calculated and an additional deposit may be required within two days. If such additional deposit is not made, the Company may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements. Estimated Annual Billings as such term is used in this Section shall be either (i) the 12-month billing history at the service address involved (if a billing history is available for the service address), or (ii) the average annual residential bill in the Division serving the Consumer (if a billing history is not available at the service address); provided, that such average annual residential bill determined pursuant to clause ii hereof, shall be determined periodically but no less frequently than annually.

(2) All applicants for residential service who are sixty-five years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the Company or another utility for the same utility service which accrued within the last two years. No cash deposit shall be required of such applicant under these conditions.

(3) The Company shall pay a minimum interest on such deposits according to the rate as established by law; provided, if refund of deposit is made within thirty days of receipt of deposit, no interest payment shall be made. If the Company retains the deposit more than thirty days, payment of interest shall be made retroactive to the date of deposit.

(A) payment of interest to the Consumer shall be annually or at the time the deposit is returned or credited to the Consumer's account.

(B) the deposit shall cease to draw interest on the date it is returned or credited to the Consumer's account.

(d) For commercial and large volume Consumers, Company may require a deposit where the applicant is unable to establish good credit by standards generally accepted as evidence of credit worthiness. The amount of any deposit, where required, shall be in an amount sufficient to protect Company but shall not exceed the amount of the estimated highest two (2) months' billing. Interest shall be paid at the legal rate on all deposits. Deposits shall be refunded after three (3) years of prompt payment, with refund including any interest to be made in cash or by credit to the Consumer's bill. Deposits may be refunded sooner if Consumer can establish a record of credit worthiness which would have entitled him to initial service without a deposit and otherwise has a record of prompt payment.

(e) Deposits for temporary or seasonal service and for weekend or seasonal residences. The Company may require a deposit sufficient to reasonably protect it against the assumed risk, provided, such a policy is applied in a uniform and nondiscriminatory manner.

(f) Records of deposits.

(1) The Company shall keep records to show:

(A) the name and address of each depositor;

(B) the amount and date of the deposit; and

(C) each transaction concerning the deposit.

(2) The Company shall issue a receipt of deposit to each applicant from whom a deposit is received and shall provide means whereby a depositor may establish claim if the receipt is lost.

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(3) A record of each unclaimed deposit shall be maintained for at least four years, during which time the Company shall make a reasonable effort to return the deposit.

(g) Refund of deposit.

(1) If service is not connected or after disconnection of service, the Company shall promptly and automatically refund the Consumer's deposit plus accrued interest or the balance, if any, in excess of the unpaid bills for service furnished. The transfer of service from one premises to another within the service area of the Company shall not be deemed a disconnection within the meaning of these rules, and no additional deposit may be demanded unless permitted by these rules.

(2) When the residential Consumer has paid bills for service for twelve consecutive residential bills without having service disconnected for nonpayment of bills and without having more than two occasions in which a bill was delinquent and when the Consumer is not delinquent in the payment of the current bills, the Company shall promptly and automatically refund the deposit plus accrued interest to the Consumer in the form of cash or credit to a Consumer's account. Deposits may be refunded sooner if Consumer can establish a record of credit worthiness which would have entitled him to install service without a deposit and otherwise has a record of prompt payment.

(h) Upon sale or transfer of Company.

Upon the sale or transfer of the Company or operating units thereof, the Company shall file with the Commission under oath, in addition to other information, a list showing the names and addresses of all Consumers served by the Company or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(i) Complaint by applicant or Consumer.

The Company shall direct its personnel engaged in initial contact with an applicant or Consumer for service seeking to establish or re-establish credit under the provisions of these rules to inform the Consumer, if dissatisfaction is expressed with the Company decision, of the Consumer's right to file a complaint with the regulatory authority thereon.

12. DISCONTINUANCE BY CONSUMER

A Consumer who wishes to discontinue the use of gas (provided he otherwise has the right to do so) must give notice of his intent to do so to Company at its nearest office. Consumer shall be obligated to pay for all service which is rendered by the Company (including applicable minimum charges therefor) prior to time Company receives such notice.

13. RECORDS OF GAS SUPPLIED

Company shall keep accurate records of the amount of gas registered by its meters, and such records shall be accepted at all times and in all places as prima facie evidence of the true amount of gas consumed.

14. ESCAPING GAS

Immediate notice must be given to Company by Consumer of any escaping gas on Consumer's premises. No flame shall be taken near the point where gas is escaping and as an added precaution, the gas should immediately be shut off at the meter by Consumer. Company shall not be liable for any damage or loss caused by the escape of gas from Consumer's housepiping or Consumer's appliances.

15. DAMAGE AND REPAIR TO AND TAMPERING WITH COMPANY'S FACILITIES

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Consumer shall immediately notify Company in the event of damage to Company's property on Consumer's premises. Consumer shall not permit anyone other than authorized employee of Company to adjust, repair, connect, or disconnect, or in any way tamper with the meter, lines or any other equipment of Company used in serving Consumer's premises.

16. ACCESS TO PREMISES

The Company's representatives shall have the right at all reasonable hours to enter upon the premises and property of Consumer to read the meter; and to remove, to inspect, or to make necessary repairs and adjustment to, or replacements of, service lines, meter loop, and any property of the Company located thereon, and for any other purpose connected with Company's operation. The Company's representatives shall have the right at all times to enter upon the premises and property of Consumer in emergencies pertaining to Company's service. All dogs and other animals which might hinder the performance of such operations on the Consumer's property shall be kept away from such operations by the Consumer upon notice by the Company representatives of their intention to enter upon the Consumer's premises.

17. NON-LIABILITY

(a) The Company shall not be liable for any loss or damage caused by variation in gas pressure, defects in pipes, connection and appliances, escape or leakage of gas, sticking of valves or regulators, or for any other loss or damage not caused by the Company's negligence arising out of or incident to the furnishing of gas to any Consumer.

(b) Company shall not be liable for any damage or injury resulting from gas or its use after such gas leaves the point of delivery other than damage caused by the fault of the Company in the manner of installation of the service lines, in the manner in which such service lines are repaired by the Company, and in the negligence of the Company in maintaining its meter loop. All other risks after the gas left the point of delivery shall be assumed by the Consumer, his agents, servants, employees, or other persons.

(c) The Company agrees to use reasonable diligence in rendering continuous gas service to all Consumers, but the Company does not guarantee such service and shall not be liable for damages resulting from any interruption to such service.

(d) Company shall not be liable for any damage or loss caused by stoppage or curtailment of the gas supply pursuant to order of a governmental agency having jurisdiction over Company or Company's suppliers, or caused by an event of force majeure. The term force majeure as employed herein means acts of God; strikes, lockouts, or other industrial disturbances; acts of the public enemy; wars; blockages; insurrections; riots; epidemics; landslides; lightning; earthquakes; fires; storms; floods; washouts; arrests and restraints of the government, either federal or state, civil or military; civil disturbances; explosions; breakage or accident to machinery or lines of pipe; freezing of wells or lines of pipe; shortage of gas supply, whether resulting from inability or failure of a supplier to deliver gas; partial or entire failure of natural gas wells or gas supply; depletion of gas reserves; and any other causes; whether of the kind herein enumerated or otherwise.

18. TEMPORARY INTERRUPTION OF SERVICE

(a) The Company shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the Company shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of Consumers are affected.

(b) The Company shall make reasonable provisions to meet emergencies resulting from failure of service, and shall issue instructions to its employees covering procedures to be followed in the event of an emergency in order to prevent or mitigate interruption or impairment of

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service.

(c) In the event of national emergency or local disaster resulting in disruption of normal service, the Company may, in the public interest, interrupt service to other Consumers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.

(1) Record of interruption.

Except for momentary interruptions which do not cause a major disruption of service, the Company shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of such interruptions, date, time duration, location, approximate number of Consumers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence.

(2) Report to Commission.

The Commission shall be notified in writing within forty-eight hours of interruptions in service affecting the entire system or any major division thereof lasting more than four hours. The notice shall also state the cause of such interruptions. If any service interruption is reported to the Commission otherwise (for example, as a curtailment report or safety report), such other report is sufficient to comply with the terms of this paragraph.

19. WAIVER OF RULES

No agent or representative of the Company is authorized to add to, alter, waive, or otherwise change any of the foregoing rules except by agreement in writing signed by an officer in the Company.

20. BILLING

(a) Bills for gas service shall be rendered monthly, unless otherwise authorized or unless service is rendered for a period less than a month. Bills shall be rendered as promptly as possible following the reading of meters.

(b) The Consumer's bill must show all the following information:

- (1) If the meter is read by the Company, the date and reading of the meter at the beginning and end of the period for which rendered;
- (2) The number and kind of units billed;
- (3) The applicable rate schedule, title or code;
- (4) The total base bill;
- (5) The total of any adjustments to the base bill and the amount of adjustments per billing unit;
- (6) The date by which the Consumer must pay the bill in order to avoid penalty;
- (7) The total amount due after addition of any penalty for nonpayment within a designated period; and
- (8) A distinct marking to identify an estimated bill. The information required above shall be arranged and displayed in such a manner as to allow the Consumer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the Consumer on request of the Consumer. The Company may exhaust its stock of non-conforming bill forms existing on the effective date hereof before compliance is required with this section.

(c) Where there is a good reason for doing so, estimated bills may be submitted provided that an actual meter reading is taken at least every six months. For the second consecutive month in which the meter reader is unable to gain access to the premises to read the meter on

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regular meter reading trips, or in months where meters are not read otherwise, the Company shall provide the Consumer with a postcard and request that the Consumer read the meter and return the card to the utility if the meter is of a type that can be read by the Consumer without significant inconvenience or special tools or equipment. If such a postcard is not received by the Company in time for billing, the Company may estimate the meter reading and render the bill accordingly.

(d) Disputed bills.

(1) In the event of a dispute between the Consumer and the Company regarding the bill, the Company shall forthwith make such investigation as is required by the particular case and report the results thereof to the Consumer. If the Consumer wishes to obtain the benefit of subsection (2) hereunder, notification of the dispute must be given to the Company prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the Company shall inform the Consumer of the complaint procedures of the appropriate regulatory authority.

(2) Notwithstanding any other provisions of these rules and regulations, the Consumer shall not be required to pay the disputed portion of the bill which exceeds the amount of that Consumer's average usage for the billing period at current rates until the earlier of the following:

(1) resolution of the dispute; or

(2) the expiration of the sixty day period beginning on the day the disputed bill is issued. For purposes of this section only, the Consumer's average usage for the billing period shall be the average of the Consumer's usage for the same billing period during the preceding two years. Where no previous usage history exists, the average usage shall be estimated on the basis of usage levels of similar Consumers and under similar conditions.

21. NEW CONSTRUCTION

(a) Standards of construction. The Company shall construct, install, operate, and maintain its plant, structures, equipment and lines in accordance with the provisions of such codes and standards as are generally accepted by the industry, as modified by rule or regulation of the regulatory authority, or otherwise by law, and in such manner to best accommodate the public and to prevent interference with service furnished by other public utilities insofar as practical.

(b) Response to request for residential and commercial service. The Company shall serve each qualified residential and commercial applicant for service within its service area as rapidly as practical. As a general policy, those applications not involving line extensions or new facilities should be filled within seven working days from the date all antecedent requirements are met. Those applications for individual residential service requiring line extensions should be filled within ninety days unless unavailability of materials, insufficient pipeline capacity, or other causes beyond the control of the Company result in unavoidable delays. In the event that residential service is delayed in excess of ninety days after an applicant has met credit requirements and made satisfactory arrangements for payment of any required construction charges, a report must be made to the regulatory authority listing the name of the applicant, location, and cause for delay. Unless such delays are due to causes which are reasonably beyond the control of the Company, a delay in excess of ninety days may be found to constitute a refusal to serve.

22. CURTAILMENT POLICY

The Company adopts and shall adhere to the curtailment program set forth in Rule 2 of Texas Railroad Commission Gas Utilities Division Docket No. 489 as well as all other rules and

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regulations adopted from time to time by governmental agencies having authority over the operations of Company.

23. CONSUMER RELATIONS

(a) Information to Consumers.

The Company shall:

- (1) Maintain a current set of maps showing the physical location of its facilities. All distribution facilities shall be labeled to indicate the size or any pertinent information which will accurately describe the utility's facilities. These maps, or such other maps as may be required by the regulatory authority, shall be kept by the Company in a central location and will be available for inspection by the regulatory authority during normal working hours. Each business office or service center shall have available up-to-date maps, plans or records of its immediate area, with such other information as may be necessary to enable the utility to advise applicants and other entitled to the information as to the facilities available for serving that locality;
- (2) Assist the Consumer or applicant in selecting the most economical rate schedule;
- (3) In compliance with applicable law or regulations, notify Consumers affected by a change in rates or schedule or classification;
- (4) Post a notice in a conspicuous place in each business office of the utility where applications for service are received informing the public that copies of the current rate schedules and rules relating to the service of the Company, as filed with the Commission, are available for inspection;
- (5) Furnish such additional information on rates and services as the Consumer may reasonably request;
- (6) Upon request, inform its Consumers as to the method of reading meters; and
- (7) As required by law or the rules of the appropriate regulatory authority, provide its Consumers with Consumer service information. A sample of the Consumer Service Information mail-out is attached hereto. At least once each calendar year, the Company shall notify its Consumers that Consumer service information is available on request and without charge.

(b) Consumer Complaints.

Upon complaint to the Company by residential or small commercial Consumers either at its office, by letter, or by telephone, the Company shall promptly make a suitable investigation and advise the complainant of the results thereof. The Company shall make its initial response to the Consumer no later than the end of the business day following the date of the complaint. The Company shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment and disposition thereof for a period of two years subsequent to the final disposition of the complaint.

(c) Company Response.

Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a Consumer, the Company shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response shall be made not later than the next business day following receipt of the complaint. The Commission encourages all Consumer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of the Company.

(d) Deferred Payment Plan.

The Company may, but is not required to, offer a written deferred payment plan for delinquent residential accounts. If such a plan is offered, it shall conform to the following

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guidelines:

- (1) Every deferred payment plan entered into due to the Consumer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the Consumer pays current bills and a reasonable amount of the outstanding bill and agrees to pay the balance in reasonable installments until the bill is paid.
- (2) For purposes of determining reasonableness under these rules the following shall be considered: size of delinquent account; Consumer's ability to pay; Consumer's payment history; time that the debt has been outstanding; reasons why the debt has been outstanding; and other relevant factors concerning the circumstances of the Consumer.
- (3) A deferred payment plan offered by the Company shall state, immediately preceding the space provided for the Consumer's signature and in bold face print at least two sizes larger than any other used, that If you are not satisfied with this agreement, do not sign. If you are satisfied with this agreement, you give up your right to dispute the amount due under the agreement except for the utility's failure or refusal to comply with the terms of this agreement.
- (4) A deferred payment plan may include a one time five percent penalty for late payment on the original amount of the outstanding bill except in cases where the outstanding bill is unusually high as a result of the Company's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.
- (5) If a Consumer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same, the Company shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstance, it shall not be required to offer a subsequent negotiation of a deferred payment plan prior to disconnection.
- (6) If the Company institutes a deferred payment plan it shall not refuse a Consumer participation in such a program on the basis of race, color, creed, sex or marital status.

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
277509	ms-1		Institution of Service \$15.00
277510	ms-2		Restore Service After Termination for Non-Payment \$15.00
277511	ms-3		Restore Service After Cut Off by Customer or His Agent \$15.00
277512	ms-5		Change Meter for Special Test at Customer's Request(See Rules for special situations) \$15.00
277513	ms-7		Change Residential Meter Location (Minimum Charge) \$75.00
277514	ms-8		Repair Damaged Meters & Regulators: Damage to Top Cover and/or index \$25.00 Damage in excess of damage to cover and/or index \$50.00
277515	ms-9		Install, reroute or extend yard lines under normal conditions 1-1/4 or smaller (per foot) \$2.00
277516	ms-10		Installation and extension of new mains and service lines under normal conditions: Mains 2 or smaller (per foot) \$2.25 First 100' of Service line (on public easement) 1-1/4 or smaller N/C Additional footage for Service line 1-1/4 or smaller (per foot) \$2.00
277517	ms-11		Tap charge (applies to Company mains only) \$50.00
277518	ms-12		All other service work on customer's installations (No charge for leak check or bill inquiry): During Normal Hours (1 hour minimum) \$20.00 Each additional 1/2 hour (or part thereof) \$10.00
277519	ms-13		All other service work on customer's installations (No charge for leak check or bill inquiry): After normal business hours (1 hour minimum) \$30.00 Each additional 1/2 hour (or part thereof) \$15.00
277520	ms-15		Collection Call or Missed Appointment \$15.00
277521	ms-16		Returned Check Charge \$10.00
277522	ms-17		Residential Customer deposit equal to 1/6th of estimated annual bill (if a billing history is not available) not to exceed \$75.00
277523	ms-18		Small Commercial Deposit \$200.00
277524	ms-19		NON-NORMAL LINE EXTENSION CONDITIONS Additional charges for installation, rerouting, and extending mains, service and yard lines may be imposed in the following circumstances: a) Road, sidewalk and under-pavement bores (per foot) \$16.00 b) All bores requiring casing (per foot) \$22.00 c) Surveys required by governmental agencies @ cost d) Cost of easements @ cost e) Cost of over-sized

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		<p>pipe, fittings and high pressure equipment @ cost f) Third-party pipeline tap, meter, regulation and odorization costs @ cost g) Any other expenses not generally encountered by Company @ cost (NOTE: Operating Manager will provide a detailed list of charges for non-normal conditions, if any, to each party requesting natural gas service and shall obtain the party's consent to such charges prior to making the installation required to provide gas service.)</p>
277525	ms-21	<p>New Residential and Commercial Service: Includes installation of a 250 cfh meter at 4.5 oz. delivery pressure, up to 15 feet of 3/4 inch service line, regulator riser, fittings, and pressure test of Customers piping. All other capacity and delivery pressure requirements at cost including material and labor to be approved by Customer in advance of work. Note: all delivery pressure and capacities are subject to limitations of Company's facilities. \$50.00</p>
277516	ms-10	<p>Installation and extension of new mains and service lines under normal conditions: At cost</p>
277517	ms-11	<p>Tap Company Main (dry, no bores or obstacles) \$100.00</p>
277520	ms-15	<p>Collection Call or Missed Appointment \$25.00</p>
277521	ms-16	<p>Returned Check Charge \$25.00</p>
277522	ms-17	<p>Residential Customer deposit equal to 1/6th of estimated annual bill (if a billing history is not available).</p>
277523	ms-18	<p>Small Commercial Deposit equal to two times highest monthly bill or 1/6th of estimated annual bill (if a billing history is not available).</p>
277524	ms-19	<p>Non-Normal Line Extension Conditions - Additional charges for installation, rerouting, and extending mains, service and yard lines may be imposed in the following circumstances: road, sidewalk and under pavement bores (per foot) \$16.00. All bores requiring casing (per foot) \$22.00. Surveys required by governmental agencies at cost. Cost of easements at cost. Cost of over-sized pipe fittings and high pressure equipment at cost. Third-party pipeline tap, meter, regulation and odorization costs at cost.</p>
277510	ms-2	<p>Restore Service After Termination for Non-Payment \$50.00</p>
277511	ms-3	<p>Restore Service After Cut Off by Customer or His Agent</p>

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277512	ms-5	<p>\$50.00</p> <p>Change Meter for Special Test at Customer's Request \$45.00</p>
		<p>NOTE: Change Meter for Special Test at Customer's Request(See Rules for special situations) If no such test has been performed within the previous four years for the same customer at the same location, the test is to be performed without charge. If such a test has been performed for the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him.</p>
277513	ms-7	<p>Change meter size, delivery pressure, and/or location due to change in Customer service requirements, and/or inability of Company Personnel to access meter at all times due to actions taken by Customer: At Cost of Material and Labor to be approved by Customer in advance of work.</p>
277514	ms-8	<p>Repair Damaged Meters & Regulators: Damage to Top Cover and/or Index. \$25.00</p> <p>Damage in excess of damage to cover and/or index \$50.00.</p>
		<p>NOTE: These charges may only be assessed to customer if the damage is caused by the customer.</p>
277515	ms-9	<p>Install, reroute or extend yard lines under normal conditions 1-1/4 or smaller (per foot) at cost. NOTE: This charge may only be assessed to customer if the damage is caused by customer.</p>
277509	ms-1	<p>New Residential and Commercial Service: Includes installation of the meter, regulator and associated parts with the appropriate delivery capacity and pressure, and a pressure test of Customer`s piping,as follows: a) Up to 250 CF/H Meter with up to 4-1/2 oz. Delivery Pressure \$350.00 b) Over 250 to 450 CF/H Meter at 5 PSIG Delivery Pressure \$575.00 c) Over 450 to 1,100 CF/H Meter at 5 PSIG Delivery Pressure \$1,150.00 d) Over 1,100 to 3,000 CF/H Meter at 5 PSIG Delivery Pressure \$2,250.00 e) Over 3,000 to 7,500 CF/H Meter at 5 PSIG Delivery Pressure \$3,950.00 f) All Other Capacity and Delivery Pressure Applications</p>

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		At Cost Note: All delivery pressures and capacities are subject to pressure and capacity limitations of Company facilities.
277510	ms-2	Tap Company Main (dry, no bores or obstacles) \$80.00
277511	ms-3	First 15 feet of service line (3/4 inch pipe, dry, no bores or obstacles) \$175.00
277512	ms-5	Restore Service: a) Unlock or turn on meter to restore service (includes Customer Piping pressure test) \$80.00
277513	ms-7	Change meter for special test at Customer`s request (Minimum) \$75.00 Note: See Company Quality of Service Rules for payment responsibility
277514	ms-8	Returned check charge \$35.00
277515	ms-9	Application for Gas Service, including account set up and credit inquiry \$50.00
277516	ms-10	Special meter reading at Customer`s request \$25.00
277517	ms-11	Transfer Service at an existing service address, including special meter reading and processing Application for Gas Service (Paid by Transferee) \$50.00
277518	ms-12	Additional Customer piping pressure test due to failure to pass previous test (per Trip) \$50.00
277519	ms-13	Light Customer`s appliance pilot lights at customer`s request (excludes relighting due to gas outage): a) First appliance \$50.00 b) Each additional appliance \$25.00
277520	ms-15	Change meter size, delivery pressure, and/or location due to change in Customer service requirements, and/or inability of Company Personnel to access meter At all times due to actions taken by Customer (Minimum) \$300.00
277521	ms-16	Installation of service lines over 15 feet in length, gas mains, and yard lines At Cost* *Must be approved by Customer in advance of work.
277526	ms-22	Special meter reading at Customer's request \$25.00. NOTE: The charge will not be assessed if the volume billed on the customer's bill was estimated.
277509	ms-1	Application for Service, Including special meter reading, account set up and credit inquiry. \$15.00

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DESCRIPTION: Distribution Sales STATUS: A
 EFFECTIVE DATE: 04/10/2017 ORIGINAL CONTRACT DATE: RECEIVED DATE: 04/24/2017
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 878395
 BILLS RENDERED: N INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
Commercial121608-1	<p>APPLICATION OF SCHEDULE - This schedule is applicable to all commercial customers receiving gas service through a single meter in Montgomery, Walker and Houston Counties, Texas. Natural gas supplied is for the individual use of the customer at one point of delivery and shall not be resold or shared with others. Service under this schedule shall be furnished in accordance with the Company's General Rules and Regulations.</p> <p>MONTHLY RATE - The price payable by each commercial customer for all consumption each month shall be \$2.42 per MCF (Commodity Rate), subject to the Gas Cost Adjustment set forth below.</p> <p>MONTHLY CUSTOMER OR METER CHARGE: \$25.00</p> <p>PAYMENT: All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.</p> <p>COST OF GAS ADJUSTMENT: The customer's bill shall be adjusted upward (downward) based on the Company's Cost of Gas Adjustment Clause.</p> <p>NET MONTHLY RATE: The Net Monthly Rate is the Monthly Rate plus the Monthly Customer or Meter Charge excluding the Cost of Gas Adjustment, discounted by Five Percent (5%). All bills shall be rendered on the Monthly Rate basis. The difference between the Monthly and Net Monthly Rates, representing a discount, shall be allowed for payment of bills received in the companies offices within ten (10) days from the date of the bill.</p>
COG121608	<p>A. APPLICABILITY -</p> <p>This Cost of Gas Clause shall apply to all general service rate schedules of Universal Natural Gas, Inc. (The Company) in the Montgomery, Walker and Houston Counties, Texas.</p> <p>B. DEFINITIONS -</p> <p>1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a reconciliation component, and other purchased gas expenses.</p> <p>2. Commodity Cost - The Cost of Purchased Gas multiplied by the Purchase Sales Ratio.</p>

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RATE SCHEDULESCHEDULE IDDESCRIPTION

3. Cost of Purchased Gas - The estimated cost for gas purchased by the Company from its supplier or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, and storage necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from October through June as a result of the Reconciliation Audit.

5. Reconciliation Audit - An annual review of the Company's books and records for each twelve month period ending with the production month of June to determine the amount of over or under collection occurring during such twelve month period. The audit shall determine: (a) the total amount paid for gas purchased by the Company per Section B(3) Cost of Purchased Gas to provide service to its general service customers during the period, (b) the revenues received from operation of the provisions of this cost of gas clause, (c) the total amount of refunds made to customers during the period and any other revenues or credits received by the Company as a result of relevant gas purchases or operation of this Cost of Gas Clause, (d) the total amount accrued during the period for imbalances under the transportation rate schedule(s) net of franchise fees and applicable taxes, and (e) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

6. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers during the same period. For the purpose of this computation all volumes shall be stated at 14.65 psia. Such ratio as determined shall in no event exceed 5 percent lost and unaccounted for gas.

7. Reconciliation Account - The account maintained by the Company to assure that over time it will neither over nor under collect revenues as a result of the operation of the cost of gas clause. Entries shall be made monthly to reflect, (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records (per Section B(3), (b) the revenues produced by the operation of this Cost of Gas Clause, (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, (d) the total amount accrued during the period for imbalances under the transportation rate schedule(s) net of franchise fees and applicable taxes, (e) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - those customers served under general service rate schedules.

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RATE SCHEDULE

SCHEDULE ID

DESCRIPTION

C. COST OF GAS - In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF THE RECONCILIATION COMPONENT - If the Reconciliation Audit reflects either an over recovery or under recovery of revenues, such amount, plus or minus the amount of interest calculated pursuant to Section E PAYMENT FOR FUNDS, if any, shall be divided by the general service sales volumes, adjusted for the effects of weather for the period beginning with the October billing cycle last preceding through the June billing cycle. The Reconciliation Component so determined to collect any revenue shortfall or to return any excess revenue shall be applied for a nine (9) month period beginning with the next following October billing cycle and continuing through the next following June billing cycle at which time it will terminate until a new Reconciliation Component is determined

E. PAYMENT FOR FUNDS - If, on the average, the Company had overcollected during the period, it shall credit into the Reconciliation Account during September an amount equal to the average balance multiplied by a percentage representing interest. This percentage shall be the same interest rate percentage that is set annually by the Public Utility Commission for Deposit Interest. If on the average, the Company had undercollected during the period, it shall debit into the Reconciliation Account during September an amount equal to the average balance multiplied by a percentage representing interest. This percentage shall be the same interest rate percentage that is set annually by the Public Utility Commission for Deposit Interest.

F. SURCHARGE OR REFUND PROCEDURES - In the event that the rates and charges of the Company's supplier are retroactively reduced and a refund of any previous payments is made to the Company, the Company shall make a similar refund to its general service customers. Similarly, the Company may surcharge its general service customers for retroactive payments made for gas previously delivered into the system. Any surcharge or refund amount will be included in the Reconciliation Account. Refunds or charges shall be entered into the Reconciliation Account as they are collected from or returned to the customers. For the purpose of this Section F, the entry shall be made on the same basis used to determine the refund or charge component of the Cost of Gas and shall be subject to the calculation set forth in Section (E) Payment for Funds.

G. COST OF GAS STATEMENT - The Company shall file a Cost of Gas Statement with the Regulatory Authority by the beginning of each billing month. (The Company shall file such initial statement as soon as is reasonably possible). The Cost of Gas Statement shall set forth (a) the estimated Cost of Purchased Gas; (b) that cost multiplied by the Purchase/Sales Ratio; (c) the amount of the cost of gas caused by any surcharge or refund; (d) the Reconciliation Component; and (e) the Cost of Gas calculation. The statement shall include all data necessary for the Regulatory

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RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.

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RATE SCHEDULE

SCHEDULE ID

DESCRIPTION

Authority to review and verify the calculation of the Cost of Gas. The date on which billing using the Cost of Gas is to begin (bills prepared) is to be specified in the statement.

H. ANNUAL RECONCILIATION REPORT - The Company shall file an Annual Reconciliation Report with the Regulatory Authority which shall include but not necessarily be limited to: 1. A tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve months ending June 30. 2. A tabulation of gas units sold to general service customers and related Cost of Gas Clause revenues. 3. A description of all other costs and refunds made during the year and their effect on the Cost of Gas Clause to date. 4. A description of the imbalance payments made to and received from the Company's transportation customers within the service area, including monthly imbalances incurred, the monthly imbalances resolved, and the amount of the cumulative imbalance. The description should reflect the system imbalance and imbalance amount for each supplier using the Company's distribution system during the reconciliation period. This report shall be filed concurrently with the Cost of Gas Statement for October.

PSF2016UNI

The Company will pass on the one-time customer charge for the Pipeline Safety Inspection Fee in the amount of \$0.99 for each service line reported to be in service at the end of calendar year 2016, pursuant to the Texas Utilities Code 121.211 of the Commission's Rules and Regulations. That fee is based on the \$1.00 per service line.

RATE ADJUSTMENT PROVISIONS

None

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CUSTOMERS

<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
27595	N	MCF	\$6.4960	11/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Montgomery County, Texas			
27595	N	MCF	\$6.3690	12/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Montgomery County, Texas			
27595	N	MCF	\$6.9500	09/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Montgomery County, Texas			
27595	N	MCF	\$7.0030	08/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Montgomery County, Texas			
27595	N	MCF	\$6.6780	05/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Montgomery County, Texas			
27595	N	MCF	\$7.2270	07/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Montgomery County, Texas			
27595	N	MCF	\$6.7650	04/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Montgomery County, Texas			
27595	N	MCF	\$6.9360	10/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Montgomery County, Texas			
27595	N	MCF	\$7.1950	06/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Montgomery County, Texas			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 9797

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): To Update the Pipeline Safety Fee.

SERVICES

<u>TYPE OF SERVICE</u>	<u>SERVICE DESCRIPTION</u>
B	Commercial Sales
<u>OTHER TYPE DESCRIPTION</u>	

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01/16/2018

RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.**TARIFF CODE: DS RRC TARIFF NO: 20670****PREPARER - PERSON FILING****RRC NO: 469****ACTIVE FLAG: Y****INACTIVE DATE:****FIRST NAME: Amy****MIDDLE: L****LAST NAME: Doyal****TITLE: Director of Business Dev****ADDRESS LINE 1: 9750 FM 1488****ADDRESS LINE 2:****CITY: Magnolia****STATE: TX****ZIP: 77354****ZIP4: 1619****AREA CODE: 281****PHONE NO: 252-6700****EXTENSION:**

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CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
489	Universal Natural Gas, Inc. has adopted Gas Utilities Docket No. 489 <div style="text-align: right;">RAILROAD COMMISSION OF TEXAS OIL AND GAS DIVISION GAS UTILITIES</div> DIVISION OIL AND GAS DOCKET <div style="text-align: center;">GAS UTILITIES DIVISION</div> NO. 20-62,505 <div style="text-align: center;">DOCKET NO. 489</div>

ORDER

RELATING TO THE APPROVAL BY THE COMMISSION OF CURTAILMENT PROGRAMS FOR NATURAL GAS TRANSPORTED AND SOLD WITHIN THE STATE OF TEXAS

After due notice the Railroad Commission of Texas on the 30th day of November, 1972, heard testimony and requested written curtailment priorities from representatives of investor owned and municipal gas utilities companies, private industry consumers and others responsible for directing available natural gas supplies to the consumers of natural gas in the State of Texas.

WHEREAS, pursuant to the authority granted to the Railroad Commission of Texas in Article 6050 to 6066, inclusive, R.C.S., as amended; and

WHEREAS, the Commission has determined the need for a curtailment program to assure effective control of the flow of natural gas to the proper destinations to avoid suffering and hardship of domestic consumers; and

WHEREAS, the Commission has determined a need to make natural gas available to all gas consumers on a reasonable but limited basis during times of needed curtailment to the end that the public will be best served; and

WHEREAS, the Commission has determined that the transportation delivery and/or sale of natural gas in the State of Texas for any purpose other than human need consumption will be curtailed to whatever extent and for whatever periods the Commission may find necessary for the primary benefit of human needs customers (domestic and commercial consumption) and such small industries as cannot practically be curtailed without curtailing human needs.

IT IS THEREFORE, ORDERED BY THE RAILROAD COMMISSION OF TEXAS that the following rules relating to the approval by the Commission of curtailment programs for gas transported and sold within the State of Texas shall apply to all parties responsible for directing available and future natural gas supplies to the consumers of natural gas in the State of Texas.

RULE 1.

Every natural gas utility, as that term is defined in Article 6050, R.C.S. of Texas, as amended, intrastate operations only, shall file with the Railroad Commission on or before Feb. 12, 1973, its curtailment program. The Commission may approve the program without a hearing;

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set the matter for a public hearing on its own motion or on the motion of any affected customer of said utility.

The curtailment program to be filed shall include, in verified form, the following information:

A. Volume of gas reserves attached to its system together with a brief description of each separate source of gas reserves setting forth the following:

1. the name of the supplier,
2. the term of each contract in years, and the years remaining on said contract,
3. the volume of recoverable reserve contracted for, and
4. rated deliverability of such reserves in MCF.

B. Capacity and location of underground storage, if any, attached to its system with a statement of whether the company's storage balance is above or below its desired level for this time, and, if below, what plans has the company made to restore the balance.

C. Peak day and average daily deliverability on an annual basis of its wells, gas plants and underground storage attached to its system.

D. Peak day capacity of its system.

E. Forecast of additions to reserves for each of the next two succeeding years.

F. Location and size of the line pipes, compressor stations, operating maximum line pressures, and a map showing delivery points along the system.

G. Disposition of all gas entering its system, with names of all customers other than residential customers and volumes delivered to each during the past calendar year. Identify those customers using 3,000 MCF gas per day, or more, which are under a service contract, and if such contract includes an Interruptible Service clause, and if so, attach a reproduced copy of the relevant provisions of such contract.

H. Steps taken in past years, being taken at the present, and to be taken to alleviate curtailments. RULE 2. Until such time as the Commission has specifically approved a utilities curtailment program, the following priorities in descending order shall be observed: A. Deliveries for residences, hospitals, schools, churches and other human needs customers. B. Deliveries of gas to small industrials and regular commercial loads (defined as those customers using less than 3,000 MCF per day) and delivery of gas for use as pilot lights or in accessory or auxiliary equipment essential to avoid serious damage to industrial plants. C. Large users of gas for fuel or as a raw material where an alternate cannot be used and operation and plant production would be curtailed or shut down completely when gas is curtailed. D. Large users of gas for boiler fuel or other fuel users where alternate fuels can be used. This category is not to be determined by whether or not a user has actually installed alternate fuel facilities, but whether or not an alternate fuel could be used. E. Interruptible sales made subject to interruption or curtailment at Seller's sole discretion under contracts or tariffs which provide in effect for the sale of such gas as Seller may be agreeable to selling and Buyer may be agreeable to buying from time to time. RULE 3. Each gas utility that has obtained Commission approval of a curtailment program shall conduct operations in compliance with such program. So long as any gas utility which has obtained Commission approval of a curtailment program continues to curtail deliveries to its customers, except as provided by contract or

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those customers included in Part E of Rule 2 above, it (a) shall file on or before April 1 of each year, under oath, the information called for in Rule 1, for the preceeding year, and (b) shall not, without Commission approval, make sales of gas to any new customers or increase volumes sold to existing customers, except those new or existing customers defined in Parts A & B of Rule 2 above. IT IS FURTHER ORDERED that this cause be held open for such other and further orders as may be deemed necessary. ENTERED AT AUSTIN, TEXAS, this 5th day of January, 1973.

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LINE EXTENSION POLICY

<u>POLICY ID</u>	<u>DESCRIPTION</u>
1023	Gas Main Extensions: Company shall extend its gas mains to provide new or additional service and shall be entitled to make a reasonable charge for such installation as set out in the Schedule of Miscellaneous Service Charges filed with appropriate regulatory authorities. Gas main extensions shall be made at Company's expense only where the probable expected use of all facilities necessary for such service and paid for by Company will provide a reasonable and compensatory return to Company on the value of such facilities. Otherwise, gas main extensions shall be made only under the following conditions: (1) Individual Residential and Commercial Consumers -- upon payment of the fee for gas main extension set out in the Schedule of Miscellaneous Service Charges or upon execution of a Gas Main Extension Contract between Company and Consumer; (2) Developers of Residential or Business Subdivisions -- upon execution of Company's Gas Main Extension Contract or Predevelopment Gas Main Extension Contract, or under special circumstances where, in Company's opinion, such forms are not appropriate, upon execution of a special agreement providing for reimbursement to Company for cost of the necessary gas main extension; (3) Large Volume Consumers -- upon execution of a special agreement providing for reimbursement to Company for the cost of the necessary gas main extension.
1024	Big Tree Estates Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$400.00 and a refund of \$25.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
1025	Cumberland Estates Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$400.00 and a refund of \$25.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
1026	Estates of Clear Creek Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$540.00 and a refund of \$3.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
1027	Indigo Lake Estates Sections 1 and 5 Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$450.00 and a refund of \$4.50 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
1028	Indigo Lake Estates Sections 2 and 3 Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$390.00 and a refund of \$3.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.

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- 1029 Indigo Lake Estates Section 4 Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$410.00 and a refund of \$5.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1030 Indigo Lake Estates Section 6 Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$430.00 and a refund of \$5.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1031 Lake Creek Forest Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$330.00 and a refund of \$11.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1032 Lake Windcrest Estates Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$360.00 and a refund of \$3.60 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1033 Millers Crossing Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$380.00 and a refund of \$5.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1034 Montgomery Trace Sections 1, 2, and 3 Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$440.00 and a refund of \$4.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1035 Red Oak Ranch Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$540.00 and a refund of \$6.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1036 Westwood Sections 1 and 2 Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$380.00 and a refund of \$2.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of

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the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.

- 1037 Westwood Sections 3 and 4 Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$300.00 and a refund of \$2.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1038 Windcrest Estates Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$420.00 and a refund of \$7.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1039 Woodland Oaks Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$300.00 and a refund of \$2.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1040 Crown Oaks Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$440.00 and a refund of \$2.75 per additional customer in the subdivision using gas for general heating purposes for 7 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1041 Montgomery Trace Section 4 Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$440.00 and a refund of \$4.40 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1042 Ranches at Pinehurst, Rancho Los Encinos, and Hardin-Store Road and Dobbin-Huffsmith Road Subdivisions-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$450.00 and a refund of \$9.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1043 Ridgewood Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$550.00 and a refund of \$25.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the

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following 3 years without interest.

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QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QSGRR1	<p>PART 1 OF GENERAL RULES AND REGULATIONS FOR NATURAL GAS SERVICE</p> <p>1. DEFINITIONS</p> <p>(a) Consumer, Consumer and Applicant are used interchangeably and mean a person or organization utilizing services or who wants to utilize services of Universal Natural Gas, Inc.</p> <p>(b) Company means Universal Natural Gas, Inc., its successors and assigns.</p> <p>(c) Cubic Foot of Gas: Unless otherwise expressly provided by rate schedule or written contract (or agreement), the amount of gas necessary to fill a cubic foot of space when the gas is at a gauge pressure of four (4) ounces above atmospheric pressure of 14.65 psia at 60 Fahrenheit.</p> <p>(d) Service Line: The pipe and attached fittings which convey gas from Company's mains to the property line of Consumer's premises.</p> <p>(e) Yard Line: The pipe and attached fittings which convey gas from the Consumer's property line to and including the stopcock on the riser for the Consumer's meter.</p> <p>(f) Consumer's Housepiping: All pipe and attached fittings which convey gas from the outlet side of the meter to the Consumer's connection for gas appliances.</p> <p>(g) Point of Delivery: The point where the gas is measured for delivery into Consumer's piping.</p> <p>2. APPLICATION OF RULES</p> <p>(a) Unless otherwise expressly stated, these rules apply to all Consumers regardless of classification, except insofar as they are changed by or are in conflict with any statute of the State of Texas, valid municipal ordinance, valid final order of any court or of the Railroad Commission of Texas, or written contract executed by Company, in which case such statute, ordinance, order or contract shall control to the extent that it is applicable to the consumer(s) in question. Whenever possible, these rules shall be construed harmoniously with such laws, contracts, ordinances, and orders.</p> <p>(b) The use of gas service shall constitute an agreement by the Consumer to utilize such service in accordance with the applicable rules of the Company as set forth herein.</p> <p>(c) These rules, and all subsequently enacted rules, may be abrogated, modified, or added to in whole or in part, by the company and such rules as abrogated, modified, or added to, shall become effective when filed with the appropriate regulatory authority.</p> <p>3. CLASSIFICATION FOR RATE AND CONTRACT PURPOSES For purposes of determining rates, Consumers shall be classified as either Residential, Commercial or Large Volume Consumers as defined in Company's applicable rate schedules. Service by Company to Consumers classified herein as Residential and Commercial is available without a written contract between Consumer and Company at the standard rates and charges applicable to such Consumers from time to time.</p> <p>Company shall have no obligation to deliver more than 5,000 cubic feet of gas in any day to any Consumer not having a written gas sales contract with Company. A contract may be required from Large Volume Consumers using less than 5,000 cubic feet per day, provided this requirement shall be uniformly applied to all such Consumers within each municipal rate jurisdiction. In the case of existing Consumers, the maximum gas usage during any one day shall be obtained from records of the Company, except in cases where the existing Consumer will be purchasing increased volumes of gas from Company because of expansions or for any other reason, in which event the Company may estimate usage by such Consumer. Also in the case of new Consumers, the Company may estimate usage by the Consumer. Any such estimates made by Company shall be binding on Consumer in determining rate classification and whether or not a contract is required. Company's obligation to provide service to any Large Volume Consumer is contingent upon Company's determination that there will be an adequate supply of</p>

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gas to serve such Large Volume Consumer, and that existing facilities are of adequate capacity and suitable pressure.

4. LIMITATION OF USE All gas delivered through Company's meters is for use only at the point of delivery and shall not be redelivered or resold to others without Company's written consent.

5. SERVICE CONNECTIONS

(a) Tap Charge: Unless otherwise prohibited by applicable ordinance or rule, Company may impose a reasonable charge for the connection of a new Consumer to its distribution mains. The service areas where a tap charge is to be collected and the amount and conditions under which such charge will be imposed are set out in the Schedule of Miscellaneous Service Charges filed with the appropriate regulatory authorities.

(b) Service Line: Company shall install and maintain all service lines and, to the extent permitted by applicable ordinance or rule, shall be entitled to make a reasonable charge for such installation as set out in the Schedule of Miscellaneous Service Charges filed with appropriate regulatory authorities. A service line may be used to supply a single building or single group of buildings which may or may not be located on a single lot, such as a group of factory buildings, hospital buildings, or institutional buildings, all under one ownership or control. However, gas service supplied to Consumer for use at separate lots physically divided by other private or public property (including streets, alleys and other public ways) must be separately metered and billed. More than one service line to supply a Consumer's premises may be constructed by agreement between Company and Consumer.

(c) Yard Line: Company shall install yard lines if so requested by Consumer. To the extent permitted by applicable ordinance or rule, Company shall be entitled to make a reasonable charge for such installation as set out in the Schedule of Miscellaneous Service Charges filed with the appropriate regulatory authorities.

(d) Housepiping: Consumer shall be responsible for installing and maintaining Consumer's housepiping. Company may refuse service to any consumer whose housepiping is inadequate or unsafe, but Company shall have no responsibility for inspecting or testing Consumer's housepiping, determining whether or not Consumer has complied with applicable safety codes, or in any way establishing or enforcing housepiping specifications. Information relating to piping may be obtained at the Company's local offices.

(e) Gas Main Extensions: Company shall extend its gas mains to provide new or additional service and shall be entitled to make a reasonable charge for such installation as set out in the Schedule of Miscellaneous Service Charges filed with appropriate regulatory authorities. Gas main extensions shall be made at Company's expense only where the probable expected use of all facilities necessary for such service and paid for by Company will provide a reasonable and compensatory return to Company on the value of such facilities. Otherwise, gas main extensions shall be made only under the following conditions:

(1) Individual Residential and Commercial Consumers -- upon payment of the fee for gas main extension set out in the Schedule of Miscellaneous Service Charges or upon execution of a Gas Main Extension Contract between Company and Consumer.

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(2) Developers of Residential or Business Subdivisions -- upon execution of Company's Gas Main Extension Contract or Predevelopment Gas Main Extension Contract, or under special circumstances where, in Company's opinion, such forms are not appropriate, upon execution of a special agreement providing for reimbursement to Company for cost of the necessary gas main extension.

(3) Large Volume Consumers -- upon execution of a special agreement providing for reimbursement to Company for the cost of the necessary gas main extension.

6. ADDITIONAL CHARGES RELATING TO GAS SERVICE

Charges for services other than delivering natural gas may be made in accordance with the Schedule of Miscellaneous Service Charges filed with the appropriate regulatory authorities.

7. APPLICATION FOR SERVICE

Where no written contract for service is necessary, any application by telephone, in person, or in writing may be made to request initiation of service. Upon request, Consumer shall provide information necessary for purposes of rate classification, billing, and determining whether a deposit will be required.

8. REFUSAL TO INSTITUTE SERVICE AND TERMINATION OF SERVICE.

(a) Refusal of Service.

(1) Compliance by Applicant. The Company may decline to serve an applicant for whom service is available from previously installed facilities until such applicant has complied with the state and municipal rules, regulations or laws, and with approved rules and regulations of the Company on file with the appropriate regulatory authority governing the service applied for, or for the following reasons:

(A) the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given;

(B) the applicant is indebted to any utility company for the same kind of service as that applied for; provided, however, that in the event the indebtedness of the applicant for service is in dispute, the applicant shall be served upon complying with the applicable deposit requirement;

(C) the applicant refuses to make a deposit if applicant is required to make a deposit under these rules;

(D) where an unsafe condition exists at any point on Consumer's premises;

(E) for use of gas in violation of Company's rules;

(F) in the event Company's representatives are refused access to such premises for any lawful purpose;

(G) when Company's property on the Consumer's premises is tampered with, damaged or destroyed.

(2) Applicant's Recourse. In the event that the Company shall refuse to serve an applicant

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under the provisions of these rules, the Company shall inform the applicant of the basis of its refusal and that the applicant may file a complaint with the appropriate regulatory authority thereon.

(3) Insufficient Grounds for Refusal to Serve. The following shall not constitute sufficient cause for refusal of service to a present residential or commercial Consumer or applicant:

(A) delinquency in payment for service by a previous occupant of the premises to be served;

(B) failure to pay for merchandise or charges for non-utility service purchased from the Company'

(C) failure to pay a bill to correct previous underbilling due to misapplication of rates more than six months prior to the date of application;

(D) violation of the Company's rules pertaining to the operation of nonstandard equipment of unauthorized attachments, which interfere with the service of others, unless the Consumer has first been notified and been afforded reasonable opportunity to comply with these rules;

(E) failure to pay a bill of another Consumer as guarantor thereof, unless the guarantee was made in writing to the Company as a condition precedent to service; and

(F) failure to pay the bill of another Consumer at the same address except where the change of Consumer identity is made to avoid or evade payment of a utility bill.

(b) Discontinuance of Service.

(1) Bills are due and payable when rendered; the bill shall be past due not less than 15 days after issuance or such other period of time as may be provided by order of the appropriate regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(2) The Company may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5% for payment within 10 days of their issuance. In the event of any inconsistency between these Rules and Regulations and the applicable rate tariff, the rate tariff shall control.

(3) A Consumer's utility service may not be terminated unless the Company has made a reasonable effort to offer the Consumer the option of paying a delinquent bill in installments. A Consumer's utility service may be disconnected if the bill has not been paid or a suitable written arrangement for payment in installments entered into within 5 working days after the bill has become delinquent and if proper notice has been given. Proper notice shall consist of a mailing or hand delivery thereof at least five working days prior to a stated date of disconnection. Said notice shall be provided in English (and Spanish, if the Company has any Spanish speaking Consumers) and shall include:

a) the words Disconnect Notice or similar language prominently displayed;

b) the reason service is to be terminated;

c) what Consumer must do to prevent termination;

d) in the case of a past-due bill, the amount past due and the hours, address, and telephone

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number where payment may be made; and

e) a statement that if a health or other emergency exists, the Company may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

f) Utility service may be disconnected for any of the following reasons.

g) failure to pay a delinquent account or failure to comply with the terms of a written agreement for installment payment of a delinquent account;

h) violation of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify the Consumer and the Consumer is provided with a reasonable opportunity to remedy the situation;

i) failure to comply with deposit or guarantee arrangements where required by these rules and regulations;

j) without notice where a known dangerous condition exists for as long as the condition exists;

k) tampering with the Company's meter or equipment or bypassing the same;

l) for use of gas in violation of Company's rules;

m) in the event Consumer's premises are vacated;

n) in the event Company's representatives are refused access to such premises for any lawful purpose;

o) when Company's property on the Consumer's premises is tampered with, damaged or destroyed;

p) for use of gas in violation of any law, ordinance or regulation;

q) for fraudulent misrepresentation in relation to the consumption of gas or any other fraud practiced by Consumer, with regard to the matters referred to in these rules or Consumer's contract.

(5) Utility service may not be disconnected for any of the following reasons:

r) delinquency in payment for service by a previous occupant of the premises;

s) failure to pay for merchandise or charges for non-utility service by the Company;

t) failure to pay for a different type or class of utility service unless the fee for such service is included on the same bill;

u) failure to pay the account of another Consumer as guarantor thereof, unless the Company has in writing the guarantee as condition precedent to service;

v) failure to pay charges arising from any underbilling occurring due to any misapplication of rates more than six months prior to the current billing;

w) failure to pay charges arising from any underbilling due to any faulty metering, unless the meter has been tampered with or unless such underbilling charges are due; and

x) failure to pay an estimated bill other than a bill rendered pursuant to any approved meter reading plan, unless the Company is unable to read the meter due to circumstances beyond its control.

(6) Unless a dangerous condition exists, or unless the Consumer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the Company are not available to the public for the purpose of making collections and reconnecting service.

(7) The Company shall not abandon a Consumer without written approval from the regulatory authority.

(8) The Company shall not discontinue service to a delinquent residential Consumer permanently

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residing in an individually metered dwelling unit when that Consumer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if service is discontinued. Any Consumer seeking to avoid termination of service under this provision must make a written request to the Company supported by a written statement from a licensed physician. Both the request and the statement must be received by the Company within five working days of the issuance of the utility bill. The prohibition against service termination as provided herein shall last twenty (20) days from the date of receipt by the Company of the request and statement or such lesser period as may be agreed upon by the Company and the Consumer. The Consumer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(9) The Railroad Commission of Texas (RRC) regulates all natural gas utilities in Texas. The RRC has adopted Emergency Rule 7. 60 (valid through April 30, 2001) to insure that gas consumers are not disconnected due to failure to pay their gas bills when the temperature is so cold that it could affect the customer's health. Rule 7. 60 can be summarized as follows:a) Except where there is a known dangerous condition or a use of natural gas in a manner that is dangerous or unreasonably interferes with service to others, a provider (UniGas) shall not disconnect natural gas service to:b) Any customer on a day when the previous day's temperature in the county where the customer takes service fell below 40 degrees F. and the National Weather Service predicts that the temperature in that county will fall below that level during the next 24 hours; orc) A delinquent residential customer for a billing period in which the provider receives a pledge, letter of intent, purchase order, or other notification from an energy assistance provider that it is forwarding sufficient payment to continue service; ord) A delinquent residential customer on a day, or on a day immediately preceding a day, when personnel of the provider are not available for the purpose of receiving payment or making collections and reconnecting service.

(10) Residential customers of UniGas may avoid disconnection of gas service (where Rule 7. 60 does not apply) for failure to pay a delinquent gas bill in the following ways:

a) The customer can execute a deferred payment agreement. Under that agreement, the residential customer has the option to pay her delinquent bill in not more than three (3) equal installments without interest, provided that it is the customer's first delinquent bill in the preceding twelve (12) months. Under the Plan, current bills must be paid before they become delinquent.

b) The customer can give notice to the provider (UniGas) that disconnection of gas service would cause a person at the customer's residence to become seriously ill or more seriously ill, provided that the customer executes a deferred payment agreement (see previous paragraph) and provides a written request not to disconnect service supported by a written statement from a licensed medical doctor. This will have the effect of suspending disconnection of gas service for twenty (20) days (assuming Rule 7. 60 is not otherwise applicable).

9. LOCATION OF METERS

Wherever practical and if requested by the Consumer, all new meter installations shall be installed near the building in which Consumer's gas appliances are located. All meters shall be accessible at all times for inspection, reading, and change out for testing. Whenever the Company shall permanently discontinue the delivery of gas to any of Consumer's premises, it shall have the right at any reasonable time thereafter to enter upon the premises

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and remove its meter and related equipment.

10. METER TESTS AND BILL ADJUSTMENTS WITH RESPECT TO METER ACCURACY

(a) Meter Requirement.

(1) Use of meter. All gas sold by the Company shall be charged for my meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority or tariff.

(2) Installation by Company. Unless otherwise authorized by the regulatory authority, the Company shall provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its Consumers.

(3) Standard type. The Company shall not furnish, set up, or put in use any meter which is not reliable and of a standard type which meets generally accepted industry standards; provided, however, special meters not necessarily conforming to such standard types may be used for investigation, testing, or experimental purposes.

(b) Meter records.

The Company shall keep the following records:

(1) Meter equipment records.

The Company shall keep a record of all its meters, showing the Consumer's address and date of the last test.

(2) Records of meter tests.

All meter tests must be properly referenced to the meter record provided for therein. The record of e each test made on request of a Consumer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, and date and kind of test made, by whom made, the error (or percentage of accuracy) at each load tested, and sufficient data to permit verification of all calculations.

(c) Meter readings.

(1) Meter unit location.

In general, each meter must indicate clearly the units of service for which charge is made to the Consumer.

(d) Test for Accuracy.

(1) The Company shall, upon request of a Consumer make a test of the accuracy of the meter serving that Consumer. The Company shall inform the Consumer of the time and place of the test, and permit the Consumer or his authorized representative to be present if the Consumer so desires. If no such test has been performed within the previous four years for the same Consumer at the same location, the test shall be performed without charge. If such a test has been performed for the same Consumer at the same location within the previous four years, the Company may charge a fee for the test as set forth in the Company's tariff properly on file with the regulatory authority. The Consumer must be properly informed of the result of any test on a meter that serves him.

(2) Notwithstanding Paragraph (1), above, if the meter is found to be more than nominally defective, to either Consumer's or the Company's disadvantage, any fee charged for a meter test must be refunded to the Consumer. More than nominally defective means a deviation of more than 2% from accurate registration.

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(3) If any meter test requested by a Consumer reveals a meter to be more than nominally defective, the Company shall correct previous readings consistent with the inaccuracy found in the meter for the period of either (i) the last six months, or (ii) the last test of the meter, whichever is shorter. Any resulting underbillings or overbillings are to be corrected in subsequent bills, unless service is terminated, in which event a monetary adjustment is to be made. This requirement for a correction may be waived by the Company if the error is to the Company's disadvantage.

(4) If a meter is found not to register for any period of time, the Company may make a charge for units used but not metered, for a period not to exceed three months previous to the time the meter is found not be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same Consumer at the same location when available, and on consumption under similar conditions at the same location or of other similarly situated Consumers when not available.

(e) Meter Exchange.

(1) The Company follows the practice of testing and repairing its meters on periodic schedules in accordance with good operating practice. the periodic meter test interval is based on the results of accuracy tests of its meters randomly sampled of varying ages. The period of presumed accuracy is the period during which not less than 70% of the randomly sampled meters exhibit accuracy in the range of 2% fast to 2% slow.

QSGRR2

PART 2 OF GENERAL RULES AND REGULATIONS FOR NATURAL GAS SERVICE

11. DEPOSITS FROM CONSUMERS TO GUARANTEE PAYMENTS OF BILLS

(a) Establishment of Credit for Residential Applicants.

(1) The Company may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the Consumer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to make a deposit;

(A) if the residential applicant has been a Consumer of any utility for the same kind of service within the last two years and is not delinquent in payment of any such utility service account and during the last twelve consecutive months of service did not have more than one occasion in which a bill for such utility service was paid after becoming delinquent and never had service disconnected for nonpayment; or

(B) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; (C) if the residential applicant demonstrates a satisfactory credit rating by appropriate means, including but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the utility, or ownership of substantial equity.

(b) Re-establishment of credit.

Every applicant who has previously been a Consumer of the Company and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all amounts due the Company or execute a written deferred payment agreement, if offered, and reestablish credit as provided herein.

(c) Amount of deposit and interest for residential service and exemption from deposit.

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(1) The required residential deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings (rounded up to the nearest \$5.00). If actual use is at least twice the amount of the estimated billings, a new deposit requirement may be calculated and an additional deposit may be required within two days. If such additional deposit is not made, the Company may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements. Estimated Annual Billings as such term is used in this Section shall be either (i) the 12-month billing history at the service address involved (if a billing history is available for the service address), or (ii) the average annual residential bill in the Division serving the Consumer (if a billing history is not available at the service address); provided, that such average annual residential bill determined pursuant to clause ii hereof, shall be determined periodically but no less frequently than annually.

(2) All applicants for residential service who are sixty-five years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the Company or another utility for the same utility service which accrued within the last two years. No cash deposit shall be required of such applicant under these conditions.

(3) The Company shall pay a minimum interest on such deposits according to the rate as established by law; provided, if refund of deposit is made within thirty days of receipt of deposit, no interest payment shall be made. If the Company retains the deposit more than thirty days, payment of interest shall be made retroactive to the date of deposit.

(A) payment of interest to the Consumer shall be annually or at the time the deposit is returned or credited to the Consumer's account.

(B) the deposit shall cease to draw interest on the date it is returned or credited to the Consumer's account.

(d) For commercial and large volume Consumers, Company may require a deposit where the applicant is unable to establish good credit by standards generally accepted as evidence of credit worthiness. The amount of any deposit, where required, shall be in an amount sufficient to protect Company but shall not exceed the amount of the estimated highest two (2) months' billing. Interest shall be paid at the legal rate on all deposits. Deposits shall be refunded after three (3) years of prompt payment, with refund including any interest to be made in cash or by credit to the Consumer's bill. Deposits may be refunded sooner if Consumer can establish a record of credit worthiness which would have entitled him to initial service without a deposit and otherwise has a record of prompt payment.

(e) Deposits for temporary or seasonal service and for weekend or seasonal residences. The Company may require a deposit sufficient to reasonably protect it against the assumed risk, provided, such a policy is applied in a uniform and nondiscriminatory manner.

(f) Records of deposits.

(1) The Company shall keep records to show:

(A) the name and address of each depositor;

(B) the amount and date of the deposit; and

(C) each transaction concerning the deposit.

(2) The Company shall issue a receipt of deposit to each applicant from whom a deposit is received and shall provide means whereby a depositor may establish claim if the receipt is lost.

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(3) A record of each unclaimed deposit shall be maintained for at least four years, during which time the Company shall make a reasonable effort to return the deposit.

(g) Refund of deposit.

(1) If service is not connected or after disconnection of service, the Company shall promptly and automatically refund the Consumer's deposit plus accrued interest or the balance, if any, in excess of the unpaid bills for service furnished. The transfer of service from one premises to another within the service area of the Company shall not be deemed a disconnection within the meaning of these rules, and no additional deposit may be demanded unless permitted by these rules.

(2) When the residential Consumer has paid bills for service for twelve consecutive residential bills without having service disconnected for nonpayment of bills and without having more than two occasions in which a bill was delinquent and when the Consumer is not delinquent in the payment of the current bills, the Company shall promptly and automatically refund the deposit plus accrued interest to the Consumer in the form of cash or credit to a Consumer's account. Deposits may be refunded sooner if Consumer can establish a record of credit worthiness which would have entitled him to install service without a deposit and otherwise has a record of prompt payment.

(h) Upon sale or transfer of Company.

Upon the sale or transfer of the Company or operating units thereof, the Company shall file with the Commission under oath, in addition to other information, a list showing the names and addresses of all Consumers served by the Company or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(i) Complaint by applicant or Consumer.

The Company shall direct its personnel engaged in initial contact with an applicant or Consumer for service seeking to establish or re-establish credit under the provisions of these rules to inform the Consumer, if dissatisfaction is expressed with the Company decision, of the Consumer's right to file a complaint with the regulatory authority thereon.

12. DISCONTINUANCE BY CONSUMER

A Consumer who wishes to discontinue the use of gas (provided he otherwise has the right to do so) must give notice of his intent to do so to Company at its nearest office. Consumer shall be obligated to pay for all service which is rendered by the Company (including applicable minimum charges therefor) prior to time Company receives such notice.

13. RECORDS OF GAS SUPPLIED

Company shall keep accurate records of the amount of gas registered by its meters, and such records shall be accepted at all times and in all places as prima facie evidence of the true amount of gas consumed.

14. ESCAPING GAS

Immediate notice must be given to Company by Consumer of any escaping gas on Consumer's premises. No flame shall be taken near the point where gas is escaping and as an added precaution, the gas should immediately be shut off at the meter by Consumer. Company shall not be liable for any damage or loss caused by the escape of gas from Consumer's housepiping or Consumer's appliances.

15. DAMAGE AND REPAIR TO AND TAMPERING WITH COMPANY'S FACILITIES

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Consumer shall immediately notify Company in the event of damage to Company's property on Consumer's premises. Consumer shall not permit anyone other than authorized employee of Company to adjust, repair, connect, or disconnect, or in any way tamper with the meter, lines or any other equipment of Company used in serving Consumer's premises.

16. ACCESS TO PREMISES

The Company's representatives shall have the right at all reasonable hours to enter upon the premises and property of Consumer to read the meter; and to remove, to inspect, or to make necessary repairs and adjustment to, or replacements of, service lines, meter loop, and any property of the Company located thereon, and for any other purpose connected with Company's operation. The Company's representatives shall have the right at all times to enter upon the premises and property of Consumer in emergencies pertaining to Company's service. All dogs and other animals which might hinder the performance of such operations on the Consumer's property shall be kept away from such operations by the Consumer upon notice by the Company representatives of their intention to enter upon the Consumer's premises.

17. NON-LIABILITY

(a) The Company shall not be liable for any loss or damage caused by variation in gas pressure, defects in pipes, connection and appliances, escape or leakage of gas, sticking of valves or regulators, or for any other loss or damage not caused by the Company's negligence arising out of or incident to the furnishing of gas to any Consumer.

(b) Company shall not be liable for any damage or injury resulting from gas or its use after such gas leaves the point of delivery other than damage caused by the fault of the Company in the manner of installation of the service lines, in the manner in which such service lines are repaired by the Company, and in the negligence of the Company in maintaining its meter loop. All other risks after the gas left the point of delivery shall be assumed by the Consumer, his agents, servants, employees, or other persons.

(c) The Company agrees to use reasonable diligence in rendering continuous gas service to all Consumers, but the Company does not guarantee such service and shall not be liable for damages resulting from any interruption to such service.

(d) Company shall not be liable for any damage or loss caused by stoppage or curtailment of the gas supply pursuant to order of a governmental agency having jurisdiction over Company or Company's suppliers, or caused by an event of force majeure. The term force majeure as employed herein means acts of God; strikes, lockouts, or other industrial disturbances; acts of the public enemy; wars; blockages; insurrections; riots; epidemics; landslides; lightning; earthquakes; fires; storms; floods; washouts; arrests and restraints of the government, either federal or state, civil or military; civil disturbances; explosions; breakage or accident to machinery or lines of pipe; freezing of wells or lines of pipe; shortage of gas supply, whether resulting from inability or failure of a supplier to deliver gas; partial or entire failure of natural gas wells or gas supply; depletion of gas reserves; and any other causes; whether of the kind herein enumerated or otherwise.

18. TEMPORARY INTERRUPTION OF SERVICE

(a) The Company shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the Company shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of Consumers are affected.

(b) The Company shall make reasonable provisions to meet emergencies resulting from failure of service, and shall issue instructions to its employees covering procedures to be followed in the event of an emergency in order to prevent or mitigate interruption or impairment of

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service.

(c) In the event of national emergency or local disaster resulting in disruption of normal service, the Company may, in the public interest, interrupt service to other Consumers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.

(1) Record of interruption.

Except for momentary interruptions which do not cause a major disruption of service, the Company shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of such interruptions, date, time duration, location, approximate number of Consumers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence.

(2) Report to Commission.

The Commission shall be notified in writing within forty-eight hours of interruptions in service affecting the entire system or any major division thereof lasting more than four hours. The notice shall also state the cause of such interruptions. If any service interruption is reported to the Commission otherwise (for example, as a curtailment report or safety report), such other report is sufficient to comply with the terms of this paragraph.

19. WAIVER OF RULES

No agent or representative of the Company is authorized to add to, alter, waive, or otherwise change any of the foregoing rules except by agreement in writing signed by an officer in the Company.

20. BILLING

(a) Bills for gas service shall be rendered monthly, unless otherwise authorized or unless service is rendered for a period less than a month. Bills shall be rendered as promptly as possible following the reading of meters.

(b) The Consumer's bill must show all the following information:

(1) If the meter is read by the Company, the date and reading of the meter at the beginning and end of the period for which rendered;

(2) The number and kind of units billed;

(3) The applicable rate schedule, title or code;

(4) The total base bill;

(5) The total of any adjustments to the base bill and the amount of adjustments per billing unit;

(6) The date by which the Consumer must pay the bill in order to avoid penalty;

(7) The total amount due after addition of any penalty for nonpayment within a designated period; and

(8) A distinct marking to identify an estimated bill. The information required above shall be arranged and displayed in such a manner as to allow the Consumer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the Consumer on request of the Consumer. The Company may exhaust its stock of non-conforming bill forms existing on the effective date hereof before compliance is required with this section.

(c) Where there is a good reason for doing so, estimated bills may be submitted provided that an actual meter reading is taken at least every six months. For the second consecutive month in which the meter reader is unable to gain access to the premises to read the meter on

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regular meter reading trips, or in months where meters are not read otherwise, the Company shall provide the Consumer with a postcard and request that the Consumer read the meter and return the card to the utility if the meter is of a type that can be read by the Consumer without significant inconvenience or special tools or equipment. If such a postcard is not received by the Company in time for billing, the Company may estimate the meter reading and render the bill accordingly.

(d) Disputed bills.

(1) In the event of a dispute between the Consumer and the Company regarding the bill, the Company shall forthwith make such investigation as is required by the particular case and report the results thereof to the Consumer. If the Consumer wishes to obtain the benefit of subsection (2) hereunder, notification of the dispute must be given to the Company prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the Company shall inform the Consumer of the complaint procedures of the appropriate regulatory authority.

(2) Notwithstanding any other provisions of these rules and regulations, the Consumer shall not be required to pay the disputed portion of the bill which exceeds the amount of that Consumer's average usage for the billing period at current rates until the earlier of the following:

(1) resolution of the dispute; or

(2) the expiration of the sixty day period beginning on the day the disputed bill is issued. For purposes of this section only, the Consumer's average usage for the billing period shall be the average of the Consumer's usage for the same billing period during the preceding two years. Where no previous usage history exists, the average usage shall be estimated on the basis of usage levels of similar Consumers and under similar conditions.

21. NEW CONSTRUCTION

(a) Standards of construction. The Company shall construct, install, operate, and maintain its plant, structures, equipment and lines in accordance with the provisions of such codes and standards as are generally accepted by the industry, as modified by rule or regulation of the regulatory authority, or otherwise by law, and in such manner to best accommodate the public and to prevent interference with service furnished by other public utilities insofar as practical.

(b) Response to request for residential and commercial service. The Company shall serve each qualified residential and commercial applicant for service within its service area as rapidly as practical. As a general policy, those applications not involving line extensions or new facilities should be filled within seven working days from the date all antecedent requirements are met. Those applications for individual residential service requiring line extensions should be filled within ninety days unless unavailability of materials, insufficient pipeline capacity, or other causes beyond the control of the Company result in unavoidable delays. In the event that residential service is delayed in excess of ninety days after an applicant has met credit requirements and made satisfactory arrangements for payment of any required construction charges, a report must be made to the regulatory authority listing the name of the applicant, location, and cause for delay. Unless such delays are due to causes which are reasonably beyond the control of the Company, a delay in excess of ninety days may be found to constitute a refusal to serve.

22. CURTAILMENT POLICY

The Company adopts and shall adhere to the curtailment program set forth in Rule 2 of Texas Railroad Commission Gas Utilities Division Docket No. 489 as well as all other rules and

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regulations adopted from time to time by governmental agencies having authority over the operations of Company.

23. CONSUMER RELATIONS

(a) Information to Consumers.

The Company shall:

- (1) Maintain a current set of maps showing the physical location of its facilities. All distribution facilities shall be labeled to indicate the size or any pertinent information which will accurately describe the utility's facilities. These maps, or such other maps as may be required by the regulatory authority, shall be kept by the Company in a central location and will be available for inspection by the regulatory authority during normal working hours. Each business office or service center shall have available up-to-date maps, plans or records of its immediate area, with such other information as may be necessary to enable the utility to advise applicants and other entitled to the information as to the facilities available for serving that locality;
- (2) Assist the Consumer or applicant in selecting the most economical rate schedule;
- (3) In compliance with applicable law or regulations, notify Consumers affected by a change in rates or schedule or classification;
- (4) Post a notice in a conspicuous place in each business office of the utility where applications for service are received informing the public that copies of the current rate schedules and rules relating to the service of the Company, as filed with the Commission, are available for inspection;
- (5) Furnish such additional information on rates and services as the Consumer may reasonably request;
- (6) Upon request, inform its Consumers as to the method of reading meters; and
- (7) As required by law or the rules of the appropriate regulatory authority, provide its Consumers with Consumer service information. A sample of the Consumer Service Information mail-out is attached hereto. At least once each calendar year, the Company shall notify its Consumers that Consumer service information is available on request and without charge.

(b) Consumer Complaints.

Upon complaint to the Company by residential or small commercial Consumers either at its office, by letter, or by telephone, the Company shall promptly make a suitable investigation and advise the complainant of the results thereof. The Company shall make its initial response to the Consumer no later than the end of the business day following the date of the complaint. The Company shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment and disposition thereof for a period of two years subsequent to the final disposition of the complaint.

(c) Company Response.

Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a Consumer, the Company shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response shall be made not later than the next business day following receipt of the complaint. The Commission encourages all Consumer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of the Company.

(d) Deferred Payment Plan.

The Company may, but is not required to, offer a written deferred payment plan for delinquent residential accounts. If such a plan is offered, it shall conform to the following

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01/16/2018

RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.

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guidelines:

- (1) Every deferred payment plan entered into due to the Consumer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the Consumer pays current bills and a reasonable amount of the outstanding bill and agrees to pay the balance in reasonable installments until the bill is paid.
- (2) For purposes of determining reasonableness under these rules the following shall be considered: size of delinquent account; Consumer's ability to pay; Consumer's payment history; time that the debt has been outstanding; reasons why the debt has been outstanding; and other relevant factors concerning the circumstances of the Consumer.
- (3) A deferred payment plan offered by the Company shall state, immediately preceding the space provided for the Consumer's signature and in bold face print at least two sizes larger than any other used, that If you are not satisfied with this agreement, do not sign. If you are satisfied with this agreement, you give up your right to dispute the amount due under the agreement except for the utility's failure or refusal to comply with the terms of this agreement.
- (4) A deferred payment plan may include a one time five percent penalty for late payment on the original amount of the outstanding bill except in cases where the outstanding bill is unusually high as a result of the Company's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.
- (5) If a Consumer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same, the Company shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstance, it shall not be required to offer a subsequent negotiation of a deferred payment plan prior to disconnection.
- (6) If the Company institutes a deferred payment plan it shall not refuse a Consumer participation in such a program on the basis of race, color, creed, sex or marital status.

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
277528	ms-1		Institution of Service \$15.00
277529	ms-2		Restore Service After Termination for Non-Payment \$15.00
277530	ms-3		Restore Service After Cut Off by Customer or His Agent \$15.00
277531	ms-5		Change Meter for Special Test at Customer's Request(See Rules for special situations) \$15.00
277532	ms-7		Change Residential Meter Location (Minimum Charge) \$75.00
277533	ms-8		Repair Damaged Meters & Regulators: Damage to Top Cover and/or index \$25.00 Damage in excess of damage to cover and/or index \$50.00
277534	ms-9		Install, reroute or extend yard lines under normal conditions 1-1/4 or smaller (per foot) \$2.00
277535	ms-10		Installation and extension of new mains and service lines under normal conditions: Mains 2 or smaller (per foot) \$2.25 First 100' of Service line (on public easement) 1-1/4 or smaller N/C Additional footage for Service line 1-1/4 or smaller (per foot) \$2.00
277536	ms-11		Tap charge (applies to Company mains only) \$50.00
277537	ms-12		All other service work on customer's installations (No charge for leak check or bill inquiry): During Normal Hours (1 hour minimum) \$20.00 Each additional 1/2 hour (or part thereof) \$10.00
277538	ms-13		All other service work on customer's installations (No charge for leak check or bill inquiry): After normal business hours (1 hour minimum) \$30.00 Each additional 1/2 hour (or part thereof) \$15.00
277539	ms-15		Collection Call or Missed Appointment \$15.00
277540	ms-16		Returned Check Charge \$10.00
277541	ms-17		Residential Customer deposit equal to 1/6th of estimated annual bill (if a billing history is not available) not to exceed \$75.00
277542	ms-18		Small Commercial Deposit \$200.00
277543	ms-19		NON-NORMAL LINE EXTENSION CONDITIONS Additional charges for installation, rerouting, and extending mains, service and yard lines may be imposed in the following circumstances: a) Road, sidewalk and under-pavement bores (per foot) \$16.00 b) All bores requiring casing (per foot) \$22.00 c) Surveys required by governmental agencies @ cost d) Cost of easements @ cost e) Cost of over-sized

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		<p>pipe, fittings and high pressure equipment @ cost f) Third-party pipeline tap, meter, regulation and odorization costs @ cost g) Any other expenses not generally encountered by Company @ cost (NOTE: Operating Manager will provide a detailed list of charges for non-normal conditions, if any, to each party requesting natural gas service and shall obtain the party's consent to such charges prior to making the installation required to provide gas service.)</p>
277544	ms-21	<p>New Residential and Commercial Service: Includes installation of a 250 cfh meter at 4.5 oz. delivery pressure, up to 15 feet of 3/4 inch service line, regulator riser, fittings, and pressure test of Customers piping. All other capacity and delivery pressure requirements at cost including material and labor to be approved by Customer in advance of work. Note: all delivery pressure and capacities are subject to limitations of Company's facilities. \$50.00</p>
277535	ms-10	<p>Installation and extension of new mains and service lines under normal conditions: At cost</p>
277536	ms-11	<p>Tap Company Main (dry, no bores or obstacles) \$100.00</p>
277539	ms-15	<p>Collection Call or Missed Appointment \$25.00</p>
277540	ms-16	<p>Returned Check Charge \$25.00</p>
277541	ms-17	<p>Residential Customer deposit equal to 1/6th of estimated annual bill (if a billing history is not available).</p>
277542	ms-18	<p>Small Commercial Deposit equal to two times highest monthly bill or 1/6th of estimated annual bill (if a billing history is not available).</p>
277543	ms-19	<p>Non-Normal Line Extension Conditions - Additional charges for installation, rerouting, and extending mains, service and yard lines may be imposed in the following circumstances: road, sidewalk and under pavement bores (per foot) \$16.00. All bores requiring casing (per foot) \$22.00. Surveys required by governmental agencies at cost. Cost of easements at cost. Cost of over-sized pipe fittings and high pressure equipment at cost. Third-party pipeline tap, meter, regulation and odorization costs at cost.</p>
277529	ms-2	<p>Restore Service After Termination for Non-Payment \$50.00</p>
277530	ms-3	<p>Restore Service After Cut Off by Customer or His Agent</p>

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277531	ms-5	<p>\$50.00</p> <p>Change Meter for Special Test at Customer's Request \$45.00</p>
		<p>NOTE: Change Meter for Special Test at Customer's Request(See Rules for special situations) If no such test has been performed within the previous four years for the same customer at the same location, the test is to be performed without charge. If such a test has been performed for the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him.</p>
277532	ms-7	<p>Change meter size, delivery pressure, and/or location due to change in Customer service requirements, and/or inability of Company Personnel to access meter at all times due to actions taken by Customer: At Cost of Material and Labor to be approved by Customer in advance of work.</p>
277533	ms-8	<p>Repair Damaged Meters & Regulators: Damage to Top Cover and/or Index. \$25.00</p> <p>Damage in excess of damage to cover and/or index \$50.00.</p>
		<p>NOTE: These charges may only be assessed to customer if the damage is caused by the customer.</p>
277534	ms-9	<p>Install, reroute or extend yard lines under normal conditions 1-1/4 or smaller (per foot) at cost. NOTE: This charge may only be assessed to customer if the damage is caused by customer.</p>
277528	ms-1	<p>New Residential and Commercial Service: Includes installation of the meter, regulator and associated parts with the appropriate delivery capacity and pressure, and a pressure test of Customer`s piping,as follows: a) Up to 250 CF/H Meter with up to 4-1/2 oz. Delivery Pressure \$350.00 b) Over 250 to 450 CF/H Meter at 5 PSIG Delivery Pressure \$575.00 c) Over 450 to 1,100 CF/H Meter at 5 PSIG Delivery Pressure \$1,150.00 d) Over 1,100 to 3,000 CF/H Meter at 5 PSIG Delivery Pressure \$2,250.00 e) Over 3,000 to 7,500 CF/H Meter at 5 PSIG Delivery Pressure \$3,950.00 f) All Other Capacity and Delivery Pressure Applications</p>

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		At Cost Note: All delivery pressures and capacities are subject to pressure and capacity limitations of Company facilities.
277529	ms-2	Tap Company Main (dry, no bores or obstacles) \$80.00
277530	ms-3	First 15 feet of service line (3/4 inch pipe, dry, no bores or obstacles) \$175.00
277531	ms-5	Restore Service: a) Unlock or turn on meter to restore service (includes Customer Piping pressure test) \$80.00
277532	ms-7	Change meter for special test at Customer`s request (Minimum) \$75.00 Note: See Company Quality of Service Rules for payment responsibility
277533	ms-8	Returned check charge \$35.00
277534	ms-9	Application for Gas Service, including account set up and credit inquiry \$50.00
277535	ms-10	Special meter reading at Customer`s request \$25.00
277536	ms-11	Transfer Service at an existing service address, including special meter reading and processing Application for Gas Service (Paid by Transferee) \$50.00
277537	ms-12	Additional Customer piping pressure test due to failure to pass previous test (per Trip) \$50.00
277538	ms-13	Light Customer`s appliance pilot lights at customer`s request (excludes relighting due to gas outage): a) First appliance \$50.00 b) Each additional appliance \$25.00
277539	ms-15	Change meter size, delivery pressure, and/or location due to change in Customer service requirements, and/or inability of Company Personnel to access meter At all times due to actions taken by Customer (Minimum) \$300.00
277540	ms-16	Installation of service lines over 15 feet in length, gas mains, and yard lines At Cost* *Must be approved by Customer in advance of work.
277545	ms-22	Special meter reading at Customer's request \$25.00. NOTE: The charge will not be assessed if the volume billed on the customer's bill was estimated.
277528	ms-1	Application for Service, Including special meter reading, account set up and credit inquiry. \$15.00

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RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.

TARIFF CODE: DS RRC TARIFF NO: 20671

DESCRIPTION: Distribution Sales STATUS: A
 EFFECTIVE DATE: 04/10/2017 ORIGINAL CONTRACT DATE: RECEIVED DATE: 04/24/2017
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 878395
 BILLS RENDERED: N INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID DESCRIPTION
 Residential121608-1

APPLICATION OF SCHEDULE - This schedule is applicable to all residential customers receiving gas service through a single meter in Montgomery, Walker and Houston Counties, Texas. Natural gas supplied is for the individual use of the customer at one point of delivery and shall not be resold or shared with others. Service under this schedule shall be furnished in accordance with the Company's General Rules and Regulations. MONTHLY RATE - The price payable by each residential customer for all consumption each month shall be \$2.42 per MCF (Commodity Rate), subject to the Gas Cost Adjustment set forth below. MONTHLY CUSTOMER OR METER CHARGE: \$12.00 PAYMENT: All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill. COST OF GAS ADJUSTMENT: The customer's bill shall be adjusted upward (downward) based on the Company's Cost of Gas Adjustment Clause. NET MONTHLY RATE: The Net Monthly Rate is the Monthly Rate plus the Monthly Customer or Meter Charge excluding the Cost of Gas Adjustment, discounted by Five Percent (5%). All bills shall be rendered on the Monthly Rate basis. The difference between the Monthly and Net Monthly Rates, representing a discount, shall be allowed for payment of bills received in the companies offices within ten (10) days from the date of the bill.

COG121608

A. APPLICABILITY -

This Cost of Gas Clause shall apply to all general service rate schedules of Universal Natural Gas, Inc. (The Company) in the Montgomery, Walker and Houston Counties, Texas.

B. DEFINITIONS -

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a reconciliation component, and other purchased gas expenses.

2. Commodity Cost - The Cost of Purchased Gas multiplied by the Purchase Sales Ratio.

3. Cost of Purchased Gas - The estimated cost for gas purchased by the Company from its supplier or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, and storage necessary for the movement of gas to the Company's city gate delivery points.

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RATE SCHEDULESCHEDULE IDDESCRIPTION

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from October through June as a result of the Reconciliation Audit.

5. Reconciliation Audit - An annual review of the Company's books and records for each twelve month period ending with the production month of June to determine the amount of over or under collection occurring during such twelve month period. The audit shall determine: (a) the total amount paid for gas purchased by the Company per Section B(3) Cost of Purchased Gas to provide service to its general service customers during the period, (b) the revenues received from operation of the provisions of this cost of gas clause, (c) the total amount of refunds made to customers during the period and any other revenues or credits received by the Company as a result of relevant gas purchases or operation of this Cost of Gas Clause, (d) the total amount accrued during the period for imbalances under the transportation rate schedule(s) net of franchise fees and applicable taxes, and (e) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

6. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers during the same period. For the purpose of this computation all volumes shall be stated at 14.65 psia. Such ratio as determined shall in no event exceed 5 percent lost and unaccounted for gas.

7. Reconciliation Account - The account maintained by the Company to assure that over time it will neither over nor under collect revenues as a result of the operation of the cost of gas clause. Entries shall be made monthly to reflect, (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records (per Section B(3)), (b) the revenues produced by the operation of this Cost of Gas Clause, (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, (d) the total amount accrued during the period for imbalances under the transportation rate schedule(s) net of franchise fees and applicable taxes, (e) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - those customers served under general service rate schedules.

C. COST OF GAS - In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF THE RECONCILIATION COMPONENT - If the Reconciliation Audit reflects either an over recovery or under recovery of

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RATE SCHEDULE

SCHEDULE ID

DESCRIPTION

revenues, such amount, plus or minus the amount of interest calculated pursuant to Section E PAYMENT FOR FUNDS, if any, shall be divided by the general service sales volumes, adjusted for the effects of weather for the period beginning with the October billing cycle last preceding through the June billing cycle. The Reconciliation Component so determined to collect any revenue shortfall or to return any excess revenue shall be applied for a nine (9) month period beginning with the next following October billing cycle and continuing through the next following June billing cycle at which time it will terminate until a new Reconciliation Component is determined

E. PAYMENT FOR FUNDS - If, on the average, the Company had overcollected during the period, it shall credit into the Reconciliation Account during September an amount equal to the average balance multiplied by a percentage representing interest. This percentage shall be the same interest rate percentage that is set annually by the Public Utility Commission for Deposit Interest. If on the average, the Company had undercollected during the period, it shall debit into the Reconciliation Account during September an amount equal to the average balance multiplied by a percentage representing interest. This percentage shall be the same interest rate percentage that is set annually by the Public Utility Commission for Deposit Interest.

F. SURCHARGE OR REFUND PROCEDURES - In the event that the rates and charges of the Company's supplier are retroactively reduced and a refund of any previous payments is made to the Company, the Company shall make a similar refund to its general service customers. Similarly, the Company may surcharge its general service customers for retroactive payments made for gas previously delivered into the system. Any surcharge or refund amount will be included in the Reconciliation Account. Refunds or charges shall be entered into the Reconciliation Account as they are collected from or returned to the customers. For the purpose of this Section F, the entry shall be made on the same basis used to determine the refund or charge component of the Cost of Gas and shall be subject to the calculation set forth in Section (E) Payment for Funds.

G. COST OF GAS STATEMENT - The Company shall file a Cost of Gas Statement with the Regulatory Authority by the beginning of each billing month. (The Company shall file such initial statement as soon as is reasonably possible). The Cost of Gas Statement shall set forth (a) the estimated Cost of Purchased Gas; (b) that cost multiplied by the Purchase/Sales Ratio; (c) the amount of the cost of gas caused by any surcharge or refund; (d) the Reconciliation Component; and (e) the Cost of Gas calculation. The statement shall include all data necessary for the Regulatory Authority to review and verify the calculation of the Cost of Gas. The date on which billing using the Cost of Gas is to begin (bills prepared) is to be specified in the statement.

H. ANNUAL RECONCILIATION REPORT - The Company shall file an Annual Reconciliation Report with the Regulatory Authority which shall include but not necessarily be limited to: 1. A tabulation of volumes of gas purchased and costs incurred listed

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RATE SCHEDULE

<u>SCHEDULE ID</u>	<u>DESCRIPTION</u>
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by account or type of gas, supplier and source by month for the twelve months ending June 30. 2. A tabulation of gas units sold to general service customers and related Cost of Gas Clause revenues. 3. A description of all other costs and refunds made during the year and their effect on the Cost of Gas Clause to date. 4. A description of the imbalance payments made to and received from the Company's transportation customers within the service area, including monthly imbalances incurred, the monthly imbalances resolved, and the amount of the cumulative imbalance. The description should reflect the system imbalance and imbalance amount for each supplier using the Company's distribution system during the reconciliation period. This report shall be filed concurrently with the Cost of Gas Statement for October.

PSF2016UNI

The Company will pass on the one-time customer charge for the Pipeline Safety Inspection Fee in the amount of \$0.99 for each service line reported to be in service at the end of calendar year 2016, pursuant to the Texas Utilities Code 121.211 of the Commission's Rules and Regulations. That fee is based on the \$1.00 per service line.

RATE ADJUSTMENT PROVISIONS

None

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CUSTOMERS

<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
27593	N	MCF	\$6.4960	11/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Montgomery County, Texas			
27593	N	MCF	\$6.3690	12/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Montgomery County, Texas			
27593	N	MCF	\$6.9500	09/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Montgomery County, Texas			
27593	N	MCF	\$7.0030	08/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Montgomery County, Texas			
27593	N	MCF	\$6.6780	05/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Montgomery County, Texas			
27593	N	MCF	\$7.2270	07/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Montgomery County, Texas			
27593	N	MCF	\$6.7650	04/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Montgomery County, Texas			
27593	N	MCF	\$6.9360	10/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Montgomery County, Texas			
27593	N	MCF	\$7.1950	06/01/2017
<u>CUSTOMER NAME</u>	Residential Customers located in Montgomery County, Texas			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 9797

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): To Update the Pipeline Safety Fee.

SERVICES

<u>TYPE OF SERVICE</u>	<u>SERVICE DESCRIPTION</u>
A	Residential Sales
<u>OTHER TYPE DESCRIPTION</u>	

RAILROAD COMMISSION OF TEXAS
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01/16/2018

RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.**TARIFF CODE: DS RRC TARIFF NO: 20671****PREPARER - PERSON FILING****RRC NO: 469****ACTIVE FLAG: Y****INACTIVE DATE:****FIRST NAME: Amy****MIDDLE: L****LAST NAME: Doyal****TITLE: Director of Business Dev****ADDRESS LINE 1: 9750 FM 1488****ADDRESS LINE 2:****CITY: Magnolia****STATE: TX****ZIP: 77354****ZIP4: 1619****AREA CODE: 281****PHONE NO: 252-6700****EXTENSION:**

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CURTAILMENT PLAN

PLAN ID	DESCRIPTION
489	Universal Natural Gas, Inc. has adopted Gas Utilities Docket No. 489

RAILROAD COMMISSION OF TEXAS
 OIL AND GAS DIVISION
 GAS UTILITIES

DIVISION

OIL AND GAS DOCKET

GAS UTILITIES DIVISION

NO. 20-62,505

DOCKET NO. 489

ORDER

RELATING TO THE APPROVAL BY THE COMMISSION OF CURTAILMENT PROGRAMS FOR NATURAL GAS TRANSPORTED AND SOLD WITHIN THE STATE OF TEXAS

After due notice the Railroad Commission of Texas on the 30th day of November, 1972, heard testimony and requested written curtailment priorities from representatives of investor owned and municipal gas utilities companies, private industry consumers and others responsible for directing available natural gas supplies to the consumers of natural gas in the State of Texas.

WHEREAS, pursuant to the authority granted to the Railroad Commission of Texas in Article 6050 to 6066, inclusive, R.C.S., as amended; and

WHEREAS, the Commission has determined the need for a curtailment program to assure effective control of the flow of natural gas to the proper destinations to avoid suffering and hardship of domestic consumers; and

WHEREAS, the Commission has determined a need to make natural gas available to all gas consumers on a reasonable but limited basis during times of needed curtailment to the end that the public will be best served; and

WHEREAS, the Commission has determined that the transportation delivery and/or sale of natural gas in the State of Texas for any purpose other than human need consumption will be curtailed to whatever extent and for whatever periods the Commission may find necessary for the primary benefit of human needs customers (domestic and commercial consumption) and such small industries as cannot practically be curtailed without curtailing human needs.

IT IS THEREFORE, ORDERED BY THE RAILROAD COMMISSION OF TEXAS that the following rules relating to the approval by the Commission of curtailment programs for gas transported and sold within the State of Texas shall apply to all parties responsible for directing available and future natural gas supplies to the consumers of natural gas in the State of Texas.

RULE 1.

Every natural gas utility, as that term is defined in Article 6050, R.C.S. of Texas, as amended, intrastate operations only, shall file with the Railroad Commission on or before Feb. 12, 1973, its curtailment program. The Commission may approve the program without a hearing;

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set the matter for a public hearing on its own motion or on the motion of any affected customer of said utility.

The curtailment program to be filed shall include, in verified form, the following information:

A. Volume of gas reserves attached to its system together with a brief description of each separate source of gas reserves setting forth the following:

1. the name of the supplier,
2. the term of each contract in years, and the years remaining on said contract,
3. the volume of recoverable reserve contracted for, and
4. rated deliverability of such reserves in MCF.

B. Capacity and location of underground storage, if any, attached to its system with a statement of whether the company's storage balance is above or below its desired level for this time, and, if below, what plans has the company made to restore the balance.

C. Peak day and average daily deliverability on an annual basis of its wells, gas plants and underground storage attached to its system.

D. Peak day capacity of its system.

E. Forecast of additions to reserves for each of the next two succeeding years.

F. Location and size of the line pipes, compressor stations, operating maximum line pressures, and a map showing delivery points along the system.

G. Disposition of all gas entering its system, with names of all customers other than residential customers and volumes delivered to each during the past calendar year. Identify those customers using 3,000 MCF gas per day, or more, which are under a service contract, and if such contract includes an Interruptible Service clause, and if so, attach a reproduced copy of the relevant provisions of such contract.

H. Steps taken in past years, being taken at the present, and to be taken to alleviate curtailments. RULE 2. Until such time as the Commission has specifically approved a utilities curtailment program, the following priorities in descending order shall be observed: A. Deliveries for residences, hospitals, schools, churches and other human needs customers. B. Deliveries of gas to small industrials and regular commercial loads (defined as those customers using less than 3,000 MCF per day) and delivery of gas for use as pilot lights or in accessory or auxiliary equipment essential to avoid serious damage to industrial plants. C. Large users of gas for fuel or as a raw material where an alternate cannot be used and operation and plant production would be curtailed or shut down completely when gas is curtailed. D. Large users of gas for boiler fuel or other fuel users where alternate fuels can be used. This category is not to be determined by whether or not a user has actually installed alternate fuel facilities, but whether or not an alternate fuel could be used. E. Interruptible sales made subject to interruption or curtailment at Seller's sole discretion under contracts or tariffs which provide in effect for the sale of such gas as Seller may be agreeable to selling and Buyer may be agreeable to buying from time to time. RULE 3. Each gas utility that has obtained Commission approval of a curtailment program shall conduct operations in compliance with such program. So long as any gas utility which has obtained Commission approval of a curtailment program continues to curtail deliveries to its customers, except as provided by contract or

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those customers included in Part E of Rule 2 above, it (a) shall file on or before April 1 of each year, under oath, the information called for in Rule 1, for the preceeding year, and (b) shall not, without Commission approval, make sales of gas to any new customers or increase volumes sold to existing customers, except those new or existing customers defined in Parts A & B of Rule 2 above. IT IS FURTHER ORDERED that this cause be held open for such other and further orders as may be deemed necessary. ENTERED AT AUSTIN, TEXAS, this 5th day of January, 1973.

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LINE EXTENSION POLICY

<u>POLICY ID</u>	<u>DESCRIPTION</u>
1023	Gas Main Extensions: Company shall extend its gas mains to provide new or additional service and shall be entitled to make a reasonable charge for such installation as set out in the Schedule of Miscellaneous Service Charges filed with appropriate regulatory authorities. Gas main extensions shall be made at Company's expense only where the probable expected use of all facilities necessary for such service and paid for by Company will provide a reasonable and compensatory return to Company on the value of such facilities. Otherwise, gas main extensions shall be made only under the following conditions: (1) Individual Residential and Commercial Consumers -- upon payment of the fee for gas main extension set out in the Schedule of Miscellaneous Service Charges or upon execution of a Gas Main Extension Contract between Company and Consumer; (2) Developers of Residential or Business Subdivisions -- upon execution of Company's Gas Main Extension Contract or Predevelopment Gas Main Extension Contract, or under special circumstances where, in Company's opinion, such forms are not appropriate, upon execution of a special agreement providing for reimbursement to Company for cost of the necessary gas main extension; (3) Large Volume Consumers -- upon execution of a special agreement providing for reimbursement to Company for the cost of the necessary gas main extension.
1024	Big Tree Estates Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$400.00 and a refund of \$25.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
1025	Cumberland Estates Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$400.00 and a refund of \$25.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
1026	Estates of Clear Creek Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$540.00 and a refund of \$3.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
1027	Indigo Lake Estates Sections 1 and 5 Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$450.00 and a refund of \$4.50 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
1031	Lake Creek Forest Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$330.00 and a refund of \$11.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.

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- 1028 Indigo Lake Estates Sections 2 and 3 Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$390.00 and a refund of \$3.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1029 Indigo Lake Estates Section 4 Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$410.00 and a refund of \$5.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1030 Indigo Lake Estates Section 6 Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$430.00 and a refund of \$5.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1032 Lake Windcrest Estates Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$360.00 and a refund of \$3.60 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1033 Millers Crossing Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$380.00 and a refund of \$5.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1034 Montgomery Trace Sections 1, 2, and 3 Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$440.00 and a refund of \$4.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1035 Red Oak Ranch Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$540.00 and a refund of \$6.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1036 Westwood Sections 1 and 2 Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$380.00 and a refund of \$2.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of

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the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.

- 1037 Westwood Sections 3 and 4 Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$300.00 and a refund of \$2.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1038 Windcrest Estates Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$420.00 and a refund of \$7.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1039 Woodland Oaks Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$300.00 and a refund of \$2.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1040 Crown Oaks Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$440.00 and a refund of \$2.75 per additional customer in the subdivision using gas for general heating purposes for 7 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1041 Montgomery Trace Section 4 Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$440.00 and a refund of \$4.40 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1042 Ranches at Pinehurst, Rancho Los Encinos, and Hardin-Store Road and Dobbin-Huffsmith Road Subdivisions-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$450.00 and a refund of \$9.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the following 3 years without interest.
- 1043 Ridgewood Subdivision-Wide Gas Main Extension Policy. Refundable non-interest bearing deposit of \$550.00 and a refund of \$25.00 per additional customer in the subdivision using gas for general heating purposes for 5 years after receipt of deposit and if at the end of the 5-year period 85% of the lots in the subdivision are active natural gas customers using gas for general purposes, then any refund shortfall at the end of the 5-year period shall be refunded over the

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following 3 years without interest.

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QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QSGRR1	<p>PART 1 OF GENERAL RULES AND REGULATIONS FOR NATURAL GAS SERVICE</p> <p>1. DEFINITIONS</p> <p>(a) Consumer, Consumer and Applicant are used interchangeably and mean a person or organization utilizing services or who wants to utilize services of Universal Natural Gas, Inc.</p> <p>(b) Company means Universal Natural Gas, Inc., its successors and assigns.</p> <p>(c) Cubic Foot of Gas: Unless otherwise expressly provided by rate schedule or written contract (or agreement), the amount of gas necessary to fill a cubic foot of space when the gas is at a gauge pressure of four (4) ounces above atmospheric pressure of 14.65 psia at 60 Fahrenheit.</p> <p>(d) Service Line: The pipe and attached fittings which convey gas from Company's mains to the property line of Consumer's premises.</p> <p>(e) Yard Line: The pipe and attached fittings which convey gas from the Consumer's property line to and including the stopcock on the riser for the Consumer's meter.</p> <p>(f) Consumer's Housepiping: All pipe and attached fittings which convey gas from the outlet side of the meter to the Consumer's connection for gas appliances.</p> <p>(g) Point of Delivery: The point where the gas is measured for delivery into Consumer's piping.</p> <p>2. APPLICATION OF RULES</p> <p>(a) Unless otherwise expressly stated, these rules apply to all Consumers regardless of classification, except insofar as they are changed by or are in conflict with any statute of the State of Texas, valid municipal ordinance, valid final order of any court or of the Railroad Commission of Texas, or written contract executed by Company, in which case such statute, ordinance, order or contract shall control to the extent that it is applicable to the consumer(s) in question. Whenever possible, these rules shall be construed harmoniously with such laws, contracts, ordinances, and orders.</p> <p>(b) The use of gas service shall constitute an agreement by the Consumer to utilize such service in accordance with the applicable rules of the Company as set forth herein.</p> <p>(c) These rules, and all subsequently enacted rules, may be abrogated, modified, or added to in whole or in part, by the company and such rules as abrogated, modified, or added to, shall become effective when filed with the appropriate regulatory authority.</p> <p>3. CLASSIFICATION FOR RATE AND CONTRACT PURPOSES For purposes of determining rates, Consumers shall be classified as either Residential, Commercial or Large Volume Consumers as defined in Company's applicable rate schedules. Service by Company to Consumers classified herein as Residential and Commercial is available without a written contract between Consumer and Company at the standard rates and charges applicable to such Consumers from time to time.</p> <p>Company shall have no obligation to deliver more than 5,000 cubic feet of gas in any day to any Consumer not having a written gas sales contract with Company. A contract may be required from Large Volume Consumers using less than 5,000 cubic feet per day, provided this requirement shall be uniformly applied to all such Consumers within each municipal rate jurisdiction. In the case of existing Consumers, the maximum gas usage during any one day shall be obtained from records of the Company, except in cases where the existing Consumer will be purchasing increased volumes of gas from Company because of expansions or for any other reason, in which event the Company may estimate usage by such Consumer. Also in the case of new Consumers, the Company may estimate usage by the Consumer. Any such estimates made by Company shall be binding on Consumer in determining rate classification and whether or not a contract is required. Company's obligation to provide service to any Large Volume Consumer is contingent upon Company's determination that there will be an adequate supply of</p>

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gas to serve such Large Volume Consumer, and that existing facilities are of adequate capacity and suitable pressure.

4. LIMITATION OF USE All gas delivered through Company's meters is for use only at the point of delivery and shall not be redelivered or resold to others without Company's written consent.

5. SERVICE CONNECTIONS

(a) Tap Charge: Unless otherwise prohibited by applicable ordinance or rule, Company may impose a reasonable charge for the connection of a new Consumer to its distribution mains. The service areas where a tap charge is to be collected and the amount and conditions under which such charge will be imposed are set out in the Schedule of Miscellaneous Service Charges filed with the appropriate regulatory authorities.

(b) Service Line: Company shall install and maintain all service lines and, to the extent permitted by applicable ordinance or rule, shall be entitled to make a reasonable charge for such installation as set out in the Schedule of Miscellaneous Service Charges filed with appropriate regulatory authorities. A service line may be used to supply a single building or single group of buildings which may or may not be located on a single lot, such as a group of factory buildings, hospital buildings, or institutional buildings, all under one ownership or control. However, gas service supplied to Consumer for use at separate lots physically divided by other private or public property (including streets, alleys and other public ways) must be separately metered and billed. More than one service line to supply a Consumer's premises may be constructed by agreement between Company and Consumer.

(c) Yard Line: Company shall install yard lines if so requested by Consumer. To the extent permitted by applicable ordinance or rule, Company shall be entitled to make a reasonable charge for such installation as set out in the Schedule of Miscellaneous Service Charges filed with the appropriate regulatory authorities.

(d) Housepiping: Consumer shall be responsible for installing and maintaining Consumer's housepiping. Company may refuse service to any consumer whose housepiping is inadequate or unsafe, but Company shall have no responsibility for inspecting or testing Consumer's housepiping, determining whether or not Consumer has complied with applicable safety codes, or in any way establishing or enforcing housepiping specifications. Information relating to piping may be obtained at the Company's local offices.

(e) Gas Main Extensions: Company shall extend its gas mains to provide new or additional service and shall be entitled to make a reasonable charge for such installation as set out in the Schedule of Miscellaneous Service Charges filed with appropriate regulatory authorities. Gas main extensions shall be made at Company's expense only where the probable expected use of all facilities necessary for such service and paid for by Company will provide a reasonable and compensatory return to Company on the value of such facilities. Otherwise, gas main extensions shall be made only under the following conditions:

(1) Individual Residential and Commercial Consumers -- upon payment of the fee for gas main extension set out in the Schedule of Miscellaneous Service Charges or upon execution of a Gas Main Extension Contract between Company and Consumer.

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(2) Developers of Residential or Business Subdivisions -- upon execution of Company's Gas Main Extension Contract or Predevelopment Gas Main Extension Contract, or under special circumstances where, in Company's opinion, such forms are not appropriate, upon execution of a special agreement providing for reimbursement to Company for cost of the necessary gas main extension.

(3) Large Volume Consumers -- upon execution of a special agreement providing for reimbursement to Company for the cost of the necessary gas main extension.

6. ADDITIONAL CHARGES RELATING TO GAS SERVICE

Charges for services other than delivering natural gas may be made in accordance with the Schedule of Miscellaneous Service Charges filed with the appropriate regulatory authorities.

7. APPLICATION FOR SERVICE

Where no written contract for service is necessary, any application by telephone, in person, or in writing may be made to request initiation of service. Upon request, Consumer shall provide information necessary for purposes of rate classification, billing, and determining whether a deposit will be required.

8. REFUSAL TO INSTITUTE SERVICE AND TERMINATION OF SERVICE.

(a) Refusal of Service.

(1) Compliance by Applicant. The Company may decline to serve an applicant for whom service is available from previously installed facilities until such applicant has complied with the state and municipal rules, regulations or laws, and with approved rules and regulations of the Company on file with the appropriate regulatory authority governing the service applied for, or for the following reasons:

(A) the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given;

(B) the applicant is indebted to any utility company for the same kind of service as that applied for; provided, however, that in the event the indebtedness of the applicant for service is in dispute, the applicant shall be served upon complying with the applicable deposit requirement;

(C) the applicant refuses to make a deposit if applicant is required to make a deposit under these rules;

(D) where an unsafe condition exists at any point on Consumer's premises;

(E) for use of gas in violation of Company's rules;

(F) in the event Company's representatives are refused access to such premises for any lawful purpose;

(G) when Company's property on the Consumer's premises is tampered with, damaged or destroyed.

(2) Applicant's Recourse. In the event that the Company shall refuse to serve an applicant

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under the provisions of these rules, the Company shall inform the applicant of the basis of its refusal and that the applicant may file a complaint with the appropriate regulatory authority thereon.

(3) Insufficient Grounds for Refusal to Serve. The following shall not constitute sufficient cause for refusal of service to a present residential or commercial Consumer or applicant:

(A) delinquency in payment for service by a previous occupant of the premises to be served;

(B) failure to pay for merchandise or charges for non-utility service purchased from the Company'

(C) failure to pay a bill to correct previous underbilling due to misapplication of rates more than six months prior to the date of application;

(D) violation of the Company's rules pertaining to the operation of nonstandard equipment of unauthorized attachments, which interfere with the service of others, unless the Consumer has first been notified and been afforded reasonable opportunity to comply with these rules;

(E) failure to pay a bill of another Consumer as guarantor thereof, unless the guarantee was made in writing to the Company as a condition precedent to service; and

(F) failure to pay the bill of another Consumer at the same address except where the change of Consumer identity is made to avoid or evade payment of a utility bill.

(b) Discontinuance of Service.

(1) Bills are due and payable when rendered; the bill shall be past due not less than 15 days after issuance or such other period of time as may be provided by order of the appropriate regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(2) The Company may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5% for payment within 10 days of their issuance. In the event of any inconsistency between these Rules and Regulations and the applicable rate tariff, the rate tariff shall control.

(3) A Consumer's utility service may not be terminated unless the Company has made a reasonable effort to offer the Consumer the option of paying a delinquent bill in installments. A Consumer's utility service may be disconnected if the bill has not been paid or a suitable written arrangement for payment in installments entered into within 5 working days after the bill has become delinquent and if proper notice has been given. Proper notice shall consist of a mailing or hand delivery thereof at least five working days prior to a stated date of disconnection. Said notice shall be provided in English (and Spanish, if the Company has any Spanish speaking Consumers) and shall include:

a) the words Disconnect Notice or similar language prominently displayed;

b) the reason service is to be terminated;

c) what Consumer must do to prevent termination;

d) in the case of a past-due bill, the amount past due and the hours, address, and telephone

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number where payment may be made; and

e) a statement that if a health or other emergency exists, the Company may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

f) Utility service may be disconnected for any of the following reasons.

g) failure to pay a delinquent account or failure to comply with the terms of a written agreement for installment payment of a delinquent account;

h) violation of the Company's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify the Consumer and the Consumer is provided with a reasonable opportunity to remedy the situation;

i) failure to comply with deposit or guarantee arrangements where required by these rules and regulations;

j) without notice where a known dangerous condition exists for as long as the condition exists;

k) tampering with the Company's meter or equipment or bypassing the same;

l) for use of gas in violation of Company's rules;

m) in the event Consumer's premises are vacated;

n) in the event Company's representatives are refused access to such premises for any lawful purpose;

o) when Company's property on the Consumer's premises is tampered with, damaged or destroyed;

p) for use of gas in violation of any law, ordinance or regulation;

q) for fraudulent misrepresentation in relation to the consumption of gas or any other fraud practiced by Consumer, with regard to the matters referred to in these rules or Consumer's contract.

(5) Utility service may not be disconnected for any of the following reasons:

r) delinquency in payment for service by a previous occupant of the premises;

s) failure to pay for merchandise or charges for non-utility service by the Company;

t) failure to pay for a different type or class of utility service unless the fee for such service is included on the same bill;

u) failure to pay the account of another Consumer as guarantor thereof, unless the Company has in writing the guarantee as condition precedent to service;

v) failure to pay charges arising from any underbilling occurring due to any misapplication of rates more than six months prior to the current billing;

w) failure to pay charges arising from any underbilling due to any faulty metering, unless the meter has been tampered with or unless such underbilling charges are due; and

x) failure to pay an estimated bill other than a bill rendered pursuant to any approved meter reading plan, unless the Company is unable to read the meter due to circumstances beyond its control.

(6) Unless a dangerous condition exists, or unless the Consumer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the Company are not available to the public for the purpose of making collections and reconnecting service.

(7) The Company shall not abandon a Consumer without written approval from the regulatory authority.

(8) The Company shall not discontinue service to a delinquent residential Consumer permanently

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residing in an individually metered dwelling unit when that Consumer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if service is discontinued. Any Consumer seeking to avoid termination of service under this provision must make a written request to the Company supported by a written statement from a licensed physician. Both the request and the statement must be received by the Company within five working days of the issuance of the utility bill. The prohibition against service termination as provided herein shall last twenty (20) days from the date of receipt by the Company of the request and statement or such lesser period as may be agreed upon by the Company and the Consumer. The Consumer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(9) The Railroad Commission of Texas (RRC) regulates all natural gas utilities in Texas. The RRC has adopted Emergency Rule 7. 60 (valid through April 30, 2001) to insure that gas consumers are not disconnected due to failure to pay their gas bills when the temperature is so cold that it could affect the customer's health. Rule 7. 60 can be summarized as follows:a) Except where there is a known dangerous condition or a use of natural gas in a manner that is dangerous or unreasonably interferes with service to others, a provider (UniGas) shall not disconnect natural gas service to:b) Any customer on a day when the previous day's temperature in the county where the customer takes service fell below 40 degrees F. and the National Weather Service predicts that the temperature in that county will fall below that level during the next 24 hours; orc) A delinquent residential customer for a billing period in which the provider receives a pledge, letter of intent, purchase order, or other notification from an energy assistance provider that it is forwarding sufficient payment to continue service; ord) A delinquent residential customer on a day, or on a day immediately preceding a day, when personnel of the provider are not available for the purpose of receiving payment or making collections and reconnecting service.

(10) Residential customers of UniGas may avoid disconnection of gas service (where Rule 7. 60 does not apply) for failure to pay a delinquent gas bill in the following ways:

a) The customer can execute a deferred payment agreement. Under that agreement, the residential customer has the option to pay her delinquent bill in not more than three (3) equal installments without interest, provided that it is the customer's first delinquent bill in the preceding twelve (12) months. Under the Plan, current bills must be paid before they become delinquent.

b) The customer can give notice to the provider (UniGas) that disconnection of gas service would cause a person at the customer's residence to become seriously ill or more seriously ill, provided that the customer executes a deferred payment agreement (see previous paragraph) and provides a written request not to disconnect service supported by a written statement from a licensed medical doctor. This will have the effect of suspending disconnection of gas service for twenty (20) days (assuming Rule 7. 60 is not otherwise applicable).

9. LOCATION OF METERS

Wherever practical and if requested by the Consumer, all new meter installations shall be installed near the building in which Consumer's gas appliances are located. All meters shall be accessible at all times for inspection, reading, and change out for testing. Whenever the Company shall permanently discontinue the delivery of gas to any of Consumer's premises, it shall have the right at any reasonable time thereafter to enter upon the premises

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and remove its meter and related equipment.

10. METER TESTS AND BILL ADJUSTMENTS WITH RESPECT TO METER ACCURACY

(a) Meter Requirement.

(1) Use of meter. All gas sold by the Company shall be charged for my meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority or tariff.

(2) Installation by Company. Unless otherwise authorized by the regulatory authority, the Company shall provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its Consumers.

(3) Standard type. The Company shall not furnish, set up, or put in use any meter which is not reliable and of a standard type which meets generally accepted industry standards; provided, however, special meters not necessarily conforming to such standard types may be used for investigation, testing, or experimental purposes.

(b) Meter records.

The Company shall keep the following records:

(1) Meter equipment records.

The Company shall keep a record of all its meters, showing the Consumer's address and date of the last test.

(2) Records of meter tests.

All meter tests must be properly referenced to the meter record provided for therein. The record of e each test made on request of a Consumer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, and date and kind of test made, by whom made, the error (or percentage of accuracy) at each load tested, and sufficient data to permit verification of all calculations.

(c) Meter readings.

(1) Meter unit location.

In general, each meter must indicate clearly the units of service for which charge is made to the Consumer.

(d) Test for Accuracy.

(1) The Company shall, upon request of a Consumer make a test of the accuracy of the meter serving that Consumer. The Company shall inform the Consumer of the time and place of the test, and permit the Consumer or his authorized representative to be present if the Consumer so desires. If no such test has been performed within the previous four years for the same Consumer at the same location, the test shall be performed without charge. If such a test has been performed for the same Consumer at the same location within the previous four years, the Company may charge a fee for the test as set forth in the Company's tariff properly on file with the regulatory authority. The Consumer must be properly informed of the result of any test on a meter that serves him.

(2) Notwithstanding Paragraph (1), above, if the meter is found to be more than nominally defective, to either Consumer's or the Company's disadvantage, any fee charged for a meter test must be refunded to the Consumer. More than nominally defective means a deviation of more than 2% from accurate registration.

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(3) If any meter test requested by a Consumer reveals a meter to be more than nominally defective, the Company shall correct previous readings consistent with the inaccuracy found in the meter for the period of either (i) the last six months, or (ii) the last test of the meter, whichever is shorter. Any resulting underbillings or overbillings are to be corrected in subsequent bills, unless service is terminated, in which event a monetary adjustment is to be made. This requirement for a correction may be waived by the Company if the error is to the Company's disadvantage.

(4) If a meter is found not to register for any period of time, the Company may make a charge for units used but not metered, for a period not to exceed three months previous to the time the meter is found not be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same Consumer at the same location when available, and on consumption under similar conditions at the same location or of other similarly situated Consumers when not available.

(e) Meter Exchange.

(1) The Company follows the practice of testing and repairing its meters on periodic schedules in accordance with good operating practice. the periodic meter test interval is based on the results of accuracy tests of its meters randomly sampled of varying ages. The period of presumed accuracy is the period during which not less than 70% of the randomly sampled meters exhibit accuracy in the range of 2% fast to 2% slow.

QSGRR2

PART 2 OF GENERAL RULES AND REGULATIONS FOR NATURAL GAS SERVICE

11. DEPOSITS FROM CONSUMERS TO GUARANTEE PAYMENTS OF BILLS

(a) Establishment of Credit for Residential Applicants.

(1) The Company may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the Consumer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to make a deposit;

(A) if the residential applicant has been a Consumer of any utility for the same kind of service within the last two years and is not delinquent in payment of any such utility service account and during the last twelve consecutive months of service did not have more than one occasion in which a bill for such utility service was paid after becoming delinquent and never had service disconnected for nonpayment; or

(B) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; (C) if the residential applicant demonstrates a satisfactory credit rating by appropriate means, including but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the utility, or ownership of substantial equity.

(b) Re-establishment of credit.

Every applicant who has previously been a Consumer of the Company and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all amounts due the Company or execute a written deferred payment agreement, if offered, and reestablish credit as provided herein.

(c) Amount of deposit and interest for residential service and exemption from deposit.

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(1) The required residential deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings (rounded up to the nearest \$5.00). If actual use is at least twice the amount of the estimated billings, a new deposit requirement may be calculated and an additional deposit may be required within two days. If such additional deposit is not made, the Company may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements. Estimated Annual Billings as such term is used in this Section shall be either (i) the 12-month billing history at the service address involved (if a billing history is available for the service address), or (ii) the average annual residential bill in the Division serving the Consumer (if a billing history is not available at the service address); provided, that such average annual residential bill determined pursuant to clause ii hereof, shall be determined periodically but no less frequently than annually.

(2) All applicants for residential service who are sixty-five years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the Company or another utility for the same utility service which accrued within the last two years. No cash deposit shall be required of such applicant under these conditions.

(3) The Company shall pay a minimum interest on such deposits according to the rate as established by law; provided, if refund of deposit is made within thirty days of receipt of deposit, no interest payment shall be made. If the Company retains the deposit more than thirty days, payment of interest shall be made retroactive to the date of deposit.

(A) payment of interest to the Consumer shall be annually or at the time the deposit is returned or credited to the Consumer's account.

(B) the deposit shall cease to draw interest on the date it is returned or credited to the Consumer's account.

(d) For commercial and large volume Consumers, Company may require a deposit where the applicant is unable to establish good credit by standards generally accepted as evidence of credit worthiness. The amount of any deposit, where required, shall be in an amount sufficient to protect Company but shall not exceed the amount of the estimated highest two (2) months' billing. Interest shall be paid at the legal rate on all deposits. Deposits shall be refunded after three (3) years of prompt payment, with refund including any interest to be made in cash or by credit to the Consumer's bill. Deposits may be refunded sooner if Consumer can establish a record of credit worthiness which would have entitled him to initial service without a deposit and otherwise has a record of prompt payment.

(e) Deposits for temporary or seasonal service and for weekend or seasonal residences. The Company may require a deposit sufficient to reasonably protect it against the assumed risk, provided, such a policy is applied in a uniform and nondiscriminatory manner.

(f) Records of deposits.

(1) The Company shall keep records to show:

(A) the name and address of each depositor;

(B) the amount and date of the deposit; and

(C) each transaction concerning the deposit.

(2) The Company shall issue a receipt of deposit to each applicant from whom a deposit is received and shall provide means whereby a depositor may establish claim if the receipt is lost.

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(3) A record of each unclaimed deposit shall be maintained for at least four years, during which time the Company shall make a reasonable effort to return the deposit.

(g) Refund of deposit.

(1) If service is not connected or after disconnection of service, the Company shall promptly and automatically refund the Consumer's deposit plus accrued interest or the balance, if any, in excess of the unpaid bills for service furnished. The transfer of service from one premises to another within the service area of the Company shall not be deemed a disconnection within the meaning of these rules, and no additional deposit may be demanded unless permitted by these rules.

(2) When the residential Consumer has paid bills for service for twelve consecutive residential bills without having service disconnected for nonpayment of bills and without having more than two occasions in which a bill was delinquent and when the Consumer is not delinquent in the payment of the current bills, the Company shall promptly and automatically refund the deposit plus accrued interest to the Consumer in the form of cash or credit to a Consumer's account. Deposits may be refunded sooner if Consumer can establish a record of credit worthiness which would have entitled him to install service without a deposit and otherwise has a record of prompt payment.

(h) Upon sale or transfer of Company.

Upon the sale or transfer of the Company or operating units thereof, the Company shall file with the Commission under oath, in addition to other information, a list showing the names and addresses of all Consumers served by the Company or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(i) Complaint by applicant or Consumer.

The Company shall direct its personnel engaged in initial contact with an applicant or Consumer for service seeking to establish or re-establish credit under the provisions of these rules to inform the Consumer, if dissatisfaction is expressed with the Company decision, of the Consumer's right to file a complaint with the regulatory authority thereon.

12. DISCONTINUANCE BY CONSUMER

A Consumer who wishes to discontinue the use of gas (provided he otherwise has the right to do so) must give notice of his intent to do so to Company at its nearest office. Consumer shall be obligated to pay for all service which is rendered by the Company (including applicable minimum charges therefor) prior to time Company receives such notice.

13. RECORDS OF GAS SUPPLIED

Company shall keep accurate records of the amount of gas registered by its meters, and such records shall be accepted at all times and in all places as prima facie evidence of the true amount of gas consumed.

14. ESCAPING GAS

Immediate notice must be given to Company by Consumer of any escaping gas on Consumer's premises. No flame shall be taken near the point where gas is escaping and as an added precaution, the gas should immediately be shut off at the meter by Consumer. Company shall not be liable for any damage or loss caused by the escape of gas from Consumer's housepiping or Consumer's appliances.

15. DAMAGE AND REPAIR TO AND TAMPERING WITH COMPANY'S FACILITIES

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Consumer shall immediately notify Company in the event of damage to Company's property on Consumer's premises. Consumer shall not permit anyone other than authorized employee of Company to adjust, repair, connect, or disconnect, or in any way tamper with the meter, lines or any other equipment of Company used in serving Consumer's premises.

16. ACCESS TO PREMISES

The Company's representatives shall have the right at all reasonable hours to enter upon the premises and property of Consumer to read the meter; and to remove, to inspect, or to make necessary repairs and adjustment to, or replacements of, service lines, meter loop, and any property of the Company located thereon, and for any other purpose connected with Company's operation. The Company's representatives shall have the right at all times to enter upon the premises and property of Consumer in emergencies pertaining to Company's service. All dogs and other animals which might hinder the performance of such operations on the Consumer's property shall be kept away from such operations by the Consumer upon notice by the Company representatives of their intention to enter upon the Consumer's premises.

17. NON-LIABILITY

(a) The Company shall not be liable for any loss or damage caused by variation in gas pressure, defects in pipes, connection and appliances, escape or leakage of gas, sticking of valves or regulators, or for any other loss or damage not caused by the Company's negligence arising out of or incident to the furnishing of gas to any Consumer.

(b) Company shall not be liable for any damage or injury resulting from gas or its use after such gas leaves the point of delivery other than damage caused by the fault of the Company in the manner of installation of the service lines, in the manner in which such service lines are repaired by the Company, and in the negligence of the Company in maintaining its meter loop. All other risks after the gas left the point of delivery shall be assumed by the Consumer, his agents, servants, employees, or other persons.

(c) The Company agrees to use reasonable diligence in rendering continuous gas service to all Consumers, but the Company does not guarantee such service and shall not be liable for damages resulting from any interruption to such service.

(d) Company shall not be liable for any damage or loss caused by stoppage or curtailment of the gas supply pursuant to order of a governmental agency having jurisdiction over Company or Company's suppliers, or caused by an event of force majeure. The term force majeure as employed herein means acts of God; strikes, lockouts, or other industrial disturbances; acts of the public enemy; wars; blockages; insurrections; riots; epidemics; landslides; lightning; earthquakes; fires; storms; floods; washouts; arrests and restraints of the government, either federal or state, civil or military; civil disturbances; explosions; breakage or accident to machinery or lines of pipe; freezing of wells or lines of pipe; shortage of gas supply, whether resulting from inability or failure of a supplier to deliver gas; partial or entire failure of natural gas wells or gas supply; depletion of gas reserves; and any other causes; whether of the kind herein enumerated or otherwise.

18. TEMPORARY INTERRUPTION OF SERVICE

(a) The Company shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the Company shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of Consumers are affected.

(b) The Company shall make reasonable provisions to meet emergencies resulting from failure of service, and shall issue instructions to its employees covering procedures to be followed in the event of an emergency in order to prevent or mitigate interruption or impairment of

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service.

(c) In the event of national emergency or local disaster resulting in disruption of normal service, the Company may, in the public interest, interrupt service to other Consumers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.

(1) Record of interruption.

Except for momentary interruptions which do not cause a major disruption of service, the Company shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of such interruptions, date, time duration, location, approximate number of Consumers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence.

(2) Report to Commission.

The Commission shall be notified in writing within forty-eight hours of interruptions in service affecting the entire system or any major division thereof lasting more than four hours. The notice shall also state the cause of such interruptions. If any service interruption is reported to the Commission otherwise (for example, as a curtailment report or safety report), such other report is sufficient to comply with the terms of this paragraph.

19. WAIVER OF RULES

No agent or representative of the Company is authorized to add to, alter, waive, or otherwise change any of the foregoing rules except by agreement in writing signed by an officer in the Company.

20. BILLING

(a) Bills for gas service shall be rendered monthly, unless otherwise authorized or unless service is rendered for a period less than a month. Bills shall be rendered as promptly as possible following the reading of meters.

(b) The Consumer's bill must show all the following information:

(1) If the meter is read by the Company, the date and reading of the meter at the beginning and end of the period for which rendered;

(2) The number and kind of units billed;

(3) The applicable rate schedule, title or code;

(4) The total base bill;

(5) The total of any adjustments to the base bill and the amount of adjustments per billing unit;

(6) The date by which the Consumer must pay the bill in order to avoid penalty;

(7) The total amount due after addition of any penalty for nonpayment within a designated period; and

(8) A distinct marking to identify an estimated bill. The information required above shall be arranged and displayed in such a manner as to allow the Consumer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the Consumer on request of the Consumer. The Company may exhaust its stock of non-conforming bill forms existing on the effective date hereof before compliance is required with this section.

(c) Where there is a good reason for doing so, estimated bills may be submitted provided that an actual meter reading is taken at least every six months. For the second consecutive month in which the meter reader is unable to gain access to the premises to read the meter on

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regular meter reading trips, or in months where meters are not read otherwise, the Company shall provide the Consumer with a postcard and request that the Consumer read the meter and return the card to the utility if the meter is of a type that can be read by the Consumer without significant inconvenience or special tools or equipment. If such a postcard is not received by the Company in time for billing, the Company may estimate the meter reading and render the bill accordingly.

(d) Disputed bills.

(1) In the event of a dispute between the Consumer and the Company regarding the bill, the Company shall forthwith make such investigation as is required by the particular case and report the results thereof to the Consumer. If the Consumer wishes to obtain the benefit of subsection (2) hereunder, notification of the dispute must be given to the Company prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the Company shall inform the Consumer of the complaint procedures of the appropriate regulatory authority.

(2) Notwithstanding any other provisions of these rules and regulations, the Consumer shall not be required to pay the disputed portion of the bill which exceeds the amount of that Consumer's average usage for the billing period at current rates until the earlier of the following:

(1) resolution of the dispute; or

(2) the expiration of the sixty day period beginning on the day the disputed bill is issued. For purposes of this section only, the Consumer's average usage for the billing period shall be the average of the Consumer's usage for the same billing period during the preceding two years. Where no previous usage history exists, the average usage shall be estimated on the basis of usage levels of similar Consumers and under similar conditions.

21. NEW CONSTRUCTION

(a) Standards of construction. The Company shall construct, install, operate, and maintain its plant, structures, equipment and lines in accordance with the provisions of such codes and standards as are generally accepted by the industry, as modified by rule or regulation of the regulatory authority, or otherwise by law, and in such manner to best accommodate the public and to prevent interference with service furnished by other public utilities insofar as practical.

(b) Response to request for residential and commercial service. The Company shall serve each qualified residential and commercial applicant for service within its service area as rapidly as practical. As a general policy, those applications not involving line extensions or new facilities should be filled within seven working days from the date all antecedent requirements are met. Those applications for individual residential service requiring line extensions should be filled within ninety days unless unavailability of materials, insufficient pipeline capacity, or other causes beyond the control of the Company result in unavoidable delays. In the event that residential service is delayed in excess of ninety days after an applicant has met credit requirements and made satisfactory arrangements for payment of any required construction charges, a report must be made to the regulatory authority listing the name of the applicant, location, and cause for delay. Unless such delays are due to causes which are reasonably beyond the control of the Company, a delay in excess of ninety days may be found to constitute a refusal to serve.

22. CURTAILMENT POLICY

The Company adopts and shall adhere to the curtailment program set forth in Rule 2 of Texas Railroad Commission Gas Utilities Division Docket No. 489 as well as all other rules and

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regulations adopted from time to time by governmental agencies having authority over the operations of Company.

23. CONSUMER RELATIONS

(a) Information to Consumers.

The Company shall:

- (1) Maintain a current set of maps showing the physical location of its facilities. All distribution facilities shall be labeled to indicate the size or any pertinent information which will accurately describe the utility's facilities. These maps, or such other maps as may be required by the regulatory authority, shall be kept by the Company in a central location and will be available for inspection by the regulatory authority during normal working hours. Each business office or service center shall have available up-to-date maps, plans or records of its immediate area, with such other information as may be necessary to enable the utility to advise applicants and other entitled to the information as to the facilities available for serving that locality;
- (2) Assist the Consumer or applicant in selecting the most economical rate schedule;
- (3) In compliance with applicable law or regulations, notify Consumers affected by a change in rates or schedule or classification;
- (4) Post a notice in a conspicuous place in each business office of the utility where applications for service are received informing the public that copies of the current rate schedules and rules relating to the service of the Company, as filed with the Commission, are available for inspection;
- (5) Furnish such additional information on rates and services as the Consumer may reasonably request;
- (6) Upon request, inform its Consumers as to the method of reading meters; and
- (7) As required by law or the rules of the appropriate regulatory authority, provide its Consumers with Consumer service information. A sample of the Consumer Service Information mail-out is attached hereto. At least once each calendar year, the Company shall notify its Consumers that Consumer service information is available on request and without charge.

(b) Consumer Complaints.

Upon complaint to the Company by residential or small commercial Consumers either at its office, by letter, or by telephone, the Company shall promptly make a suitable investigation and advise the complainant of the results thereof. The Company shall make its initial response to the Consumer no later than the end of the business day following the date of the complaint. The Company shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment and disposition thereof for a period of two years subsequent to the final disposition of the complaint.

(c) Company Response.

Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a Consumer, the Company shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response shall be made not later than the next business day following receipt of the complaint. The Commission encourages all Consumer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of the Company.

(d) Deferred Payment Plan.

The Company may, but is not required to, offer a written deferred payment plan for delinquent residential accounts. If such a plan is offered, it shall conform to the following

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guidelines:

- (1) Every deferred payment plan entered into due to the Consumer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the Consumer pays current bills and a reasonable amount of the outstanding bill and agrees to pay the balance in reasonable installments until the bill is paid.
- (2) For purposes of determining reasonableness under these rules the following shall be considered: size of delinquent account; Consumer's ability to pay; Consumer's payment history; time that the debt has been outstanding; reasons why the debt has been outstanding; and other relevant factors concerning the circumstances of the Consumer.
- (3) A deferred payment plan offered by the Company shall state, immediately preceding the space provided for the Consumer's signature and in bold face print at least two sizes larger than any other used, that If you are not satisfied with this agreement, do not sign. If you are satisfied with this agreement, you give up your right to dispute the amount due under the agreement except for the utility's failure or refusal to comply with the terms of this agreement.
- (4) A deferred payment plan may include a one time five percent penalty for late payment on the original amount of the outstanding bill except in cases where the outstanding bill is unusually high as a result of the Company's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.
- (5) If a Consumer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same, the Company shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstance, it shall not be required to offer a subsequent negotiation of a deferred payment plan prior to disconnection.
- (6) If the Company institutes a deferred payment plan it shall not refuse a Consumer participation in such a program on the basis of race, color, creed, sex or marital status.

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
277547	ms-1		Institution of Service \$15.00
277548	ms-2		Restore Service After Termination for Non-Payment \$15.00
277549	ms-3		Restore Service After Cut Off by Customer or His Agent \$15.00
277550	ms-5		Change Meter for Special Test at Customer's Request(See Rules for special situations) \$15.00
277551	ms-7		Change Residential Meter Location (Minimum Charge) \$75.00
277552	ms-8		Repair Damaged Meters & Regulators: Damage to Top Cover and/or index \$25.00 Damage in excess of damage to cover and/or index \$50.00
277553	ms-9		Install, reroute or extend yard lines under normal conditions 1-1/4 or smaller (per foot) \$2.00
277554	ms-10		Installation and extension of new mains and service lines under normal conditions: Mains 2 or smaller (per foot) \$2.25 First 100' of Service line (on public easement) 1-1/4 or smaller N/C Additional footage for Service line 1-1/4 or smaller (per foot) \$2.00
277555	ms-11		Tap charge (applies to Company mains only) \$50.00
277556	ms-12		All other service work on customer's installations (No charge for leak check or bill inquiry): During Normal Hours (1 hour minimum) \$20.00 Each additional 1/2 hour (or part thereof) \$10.00
277557	ms-13		All other service work on customer's installations (No charge for leak check or bill inquiry): After normal business hours (1 hour minimum) \$30.00 Each additional 1/2 hour (or part thereof) \$15.00
277558	ms-15		Collection Call or Missed Appointment \$15.00
277559	ms-16		Returned Check Charge \$10.00
277560	ms-17		Residential Customer deposit equal to 1/6th of estimated annual bill (if a billing history is not available) not to exceed \$75.00
277561	ms-18		Small Commercial Deposit \$200.00
277562	ms-19		NON-NORMAL LINE EXTENSION CONDITIONS Additional charges for installation, rerouting, and extending mains, service and yard lines may be imposed in the following circumstances: a) Road, sidewalk and under-pavement bores (per foot) \$16.00 b) All bores requiring casing (per foot) \$22.00 c) Surveys required by governmental agencies @ cost d) Cost of easements @ cost e) Cost of over-sized

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		pipe, fittings and high pressure equipment @ cost f) Third-party pipeline tap, meter, regulation and odorization costs @ cost g) Any other expenses not generally encountered by Company @ cost (NOTE: Operating Manager will provide a detailed list of charges for non-normal conditions, if any, to each party requesting natural gas service and shall obtain the party's consent to such charges prior to making the installation required to provide gas service.)
277563	ms-21	New Residential and Commercial Service: Includes installation of a 250 cfh meter at 4.5 oz. delivery pressure, up to 15 feet of 3/4 inch service line, regulator riser, fittings, and pressure test of Customers piping. All other capacity and delivery pressure requirements at cost including material and labor to be approved by Customer in advance of work. Note: all delivery pressure and capacities are subject to limitations of Company's facilities. \$50.00
277554	ms-10	Installation and extension of new mains and service lines under normal conditions: At cost
277555	ms-11	Tap Company Main (dry, no bores or obstacles) \$100.00
277558	ms-15	Collection Call or Missed Appointment \$25.00
277559	ms-16	Returned Check Charge \$25.00
277560	ms-17	Residential Customer deposit equal to 1/6th of estimated annual bill (if a billing history is not available).
277561	ms-18	Small Commercial Deposit equal to two times highest monthly bill or 1/6th of estimated annual bill (if a billing history is not available).
277562	ms-19	Non-Normal Line Extension Conditions - Additional charges for installation, rerouting, and extending mains, service and yard lines may be imposed in the following circumstances: road, sidewalk and under pavement bores (per foot) \$16.00. All bores requiring casing (per foot) \$22.00. Surveys required by governmental agencies at cost. Cost of easements at cost. Cost of over-sized pipe fittings and high pressure equipment at cost. Third-party pipeline tap, meter, regulation and odorization costs at cost.
277548	ms-2	Restore Service After Termination for Non-Payment \$50.00
277549	ms-3	Restore Service After Cut Off by Customer or His Agent

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277550	ms-5	<p>\$50.00</p> <p>Change Meter for Special Test at Customer's Request \$45.00</p>
		<p>NOTE: Change Meter for Special Test at Customer's Request(See Rules for special situations) If no such test has been performed within the previous four years for the same customer at the same location, the test is to be performed without charge. If such a test has been performed for the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him.</p>
277551	ms-7	<p>Change meter size, delivery pressure, and/or location due to change in Customer service requirements, and/or inability of Company Personnel to access meter at all times due to actions taken by Customer: At Cost of Material and Labor to be approved by Customer in advance of work.</p>
277552	ms-8	<p>Repair Damaged Meters & Regulators: Damage to Top Cover and/or Index. \$25.00</p> <p>Damage in excess of damage to cover and/or index \$50.00.</p>
		<p>NOTE: These charges may only be assessed to customer if the damage is caused by the customer.</p>
277553	ms-9	<p>Install, reroute or extend yard lines under normal conditions 1-1/4 or smaller (per foot) at cost. NOTE: This charge may only be assessed to customer if the damage is caused by customer.</p>
277547	ms-1	<p>New Residential and Commercial Service: Includes installation of the meter, regulator and associated parts with the appropriate delivery capacity and pressure, and a pressure test of Customer`s piping,as follows: a) Up to 250 CF/H Meter with up to 4-1/2 oz. Delivery Pressure \$350.00 b) Over 250 to 450 CF/H Meter at 5 PSIG Delivery Pressure \$575.00 c) Over 450 to 1,100 CF/H Meter at 5 PSIG Delivery Pressure \$1,150.00 d) Over 1,100 to 3,000 CF/H Meter at 5 PSIG Delivery Pressure \$2,250.00 e) Over 3,000 to 7,500 CF/H Meter at 5 PSIG Delivery Pressure \$3,950.00 f) All Other Capacity and Delivery Pressure Applications</p>

GAS SERVICES DIVISION

GSD - 1 TARIFF REPORT

RRC COID: 3524	COMPANY NAME: UNIVERSAL NATURAL GAS, INC.
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TARIFF CODE: DS	RRC TARIFF NO: 20671
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		At Cost	Note: All delivery pressures and capacities are subject to pressure and capacity limitations of Company facilities.
277548	ms-2		Tap Company Main (dry, no bores or obstacles) \$80.00
277549	ms-3		First 15 feet of service line (3/4 inch pipe, dry, no bores or obstacles) \$175.00
277550	ms-5		Restore Service: a) Unlock or turn on meter to restore service (includes Customer Piping pressure test) \$80.00
277551	ms-7		Change meter for special test at Customer`s request (Minimum) \$75.00 Note: See Company Quality of Service Rules for payment responsibility
277552	ms-8		Returned check charge \$35.00
277553	ms-9		Application for Gas Service, including account set up and credit inquiry \$50.00
277554	ms-10		Special meter reading at Customer`s request \$25.00
277555	ms-11		Transfer Service at an existing service address, including special meter reading and processing Application for Gas Service (Paid by Transferee) \$50.00
277556	ms-12		Additional Customer piping pressure test due to failure to pass previous test (per Trip) \$50.00
277557	ms-13		Light Customer`s appliance pilot lights at customer`s request (excludes relighting due to gas outage): a) First appliance \$50.00 b) Each additional appliance \$25.00
277558	ms-15		Change meter size, delivery pressure, and/or location due to change in Customer service requirements, and/or inability of Company Personnel to access meter At all times due to actions taken by Customer (Minimum) \$300.00
277559	ms-16		Installation of service lines over 15 feet in length, gas mains, and yard lines At Cost* *Must be approved by Customer in advance of work.
277564	ms-22		Special meter reading at Customer's request \$25.00. NOTE: The charge will not be assessed if the volume billed on the customer's bill was estimated.
277547	ms-1		Application for Service, Including special meter reading, account set up and credit inquiry. \$15.00

GAS SERVICES DIVISION
 GSD - 1 TARIFF REPORT

RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.

TARIFF CODE: DS RRC TARIFF NO: 20672

DESCRIPTION: Distribution Sales STATUS: A
 EFFECTIVE DATE: 04/10/2017 ORIGINAL CONTRACT DATE: RECEIVED DATE: 04/24/2017
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 878395
 BILLS RENDERED: N INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID

DESCRIPTION

Commercial121608-1

APPLICATION OF SCHEDULE -

This schedule is applicable to all commercial customers receiving gas service through a single meter in Montgomery, Walker and Houston Counties, Texas. Natural gas supplied is for the individual use of the customer at one point of delivery and shall not be resold or shared with others. Service under this schedule shall be furnished in accordance with the Company's General Rules and Regulations.

MONTHLY RATE - The price payable by each commercial customer for all consumption each month shall be \$2.42 per MCF (Commodity Rate), subject to the Gas Cost Adjustment set forth below.

MONTHLY CUSTOMER OR METER CHARGE: \$25.00

PAYMENT: All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

COST OF GAS ADJUSTMENT: The customer's bill shall be adjusted upward (downward) based on the Company's Cost of Gas Adjustment Clause.

NET MONTHLY RATE: The Net Monthly Rate is the Monthly Rate plus the Monthly Customer or Meter Charge excluding the Cost of Gas Adjustment, discounted by Five Percent (5%). All bills shall be rendered on the Monthly Rate basis. The difference between the Monthly and Net Monthly Rates, representing a discount, shall be allowed for payment of bills received in the companies offices within ten (10) days from the date of the bill.

COG121608

A. APPLICABILITY -

This Cost of Gas Clause shall apply to all general service rate schedules of Universal Natural Gas, Inc. (The Company) in the Montgomery, Walker and Houston Counties, Texas.

B. DEFINITIONS -

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a reconciliation component, and other purchased gas expenses.

2. Commodity Cost - The Cost of Purchased Gas multiplied by the Purchase Sales Ratio.

GAS SERVICES DIVISION
 GSD - 1 TARIFF REPORT

RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.

TARIFF CODE: DS RRC TARIFF NO: 20672

RATE SCHEDULE

SCHEDULE ID

DESCRIPTION

3. Cost of Purchased Gas - The estimated cost for gas purchased by the Company from its supplier or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, and storage necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from October through June as a result of the Reconciliation Audit.

5. Reconciliation Audit - An annual review of the Company's books and records for each twelve month period ending with the production month of June to determine the amount of over or under collection occurring during such twelve month period. The audit shall determine: (a) the total amount paid for gas purchased by the Company per Section B(3) Cost of Purchased Gas to provide service to its general service customers during the period, (b) the revenues received from operation of the provisions of this cost of gas clause, (c) the total amount of refunds made to customers during the period and any other revenues or credits received by the Company as a result of relevant gas purchases or operation of this Cost of Gas Clause, (d) the total amount accrued during the period for imbalances under the transportation rate schedule(s) net of franchise fees and applicable taxes, and (e) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

6. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers during the same period. For the purpose of this computation all volumes shall be stated at 14.65 psia. Such ratio as determined shall in no event exceed 5 percent lost and unaccounted for gas.

7. Reconciliation Account - The account maintained by the Company to assure that over time it will neither over nor under collect revenues as a result of the operation of the cost of gas clause. Entries shall be made monthly to reflect, (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records (per Section B(3), (b) the revenues produced by the operation of this Cost of Gas Clause, (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, (d) the total amount accrued during the period for imbalances under the transportation rate schedule(s) net of franchise fees and applicable taxes, (e) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - those customers served under general service rate schedules.

GAS SERVICES DIVISION
 GSD - 1 TARIFF REPORT

RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.

TARIFF CODE: DS RRC TARIFF NO: 20672

RATE SCHEDULE

SCHEDULE ID

DESCRIPTION

C. COST OF GAS - In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF THE RECONCILIATION COMPONENT - If the Reconciliation Audit reflects either an over recovery or under recovery of revenues, such amount, plus or minus the amount of interest calculated pursuant to Section E PAYMENT FOR FUNDS, if any, shall be divided by the general service sales volumes, adjusted for the effects of weather for the period beginning with the October billing cycle last preceding through the June billing cycle. The Reconciliation Component so determined to collect any revenue shortfall or to return any excess revenue shall be applied for a nine (9) month period beginning with the next following October billing cycle and continuing through the next following June billing cycle at which time it will terminate until a new Reconciliation Component is determined

E. PAYMENT FOR FUNDS - If, on the average, the Company had overcollected during the period, it shall credit into the Reconciliation Account during September an amount equal to the average balance multiplied by a percentage representing interest. This percentage shall be the same interest rate percentage that is set annually by the Public Utility Commission for Deposit Interest. If on the average, the Company had undercollected during the period, it shall debit into the Reconciliation Account during September an amount equal to the average balance multiplied by a percentage representing interest. This percentage shall be the same interest rate percentage that is set annually by the Public Utility Commission for Deposit Interest.

F. SURCHARGE OR REFUND PROCEDURES - In the event that the rates and charges of the Company's supplier are retroactively reduced and a refund of any previous payments is made to the Company, the Company shall make a similar refund to its general service customers. Similarly, the Company may surcharge its general service customers for retroactive payments made for gas previously delivered into the system. Any surcharge or refund amount will be included in the Reconciliation Account. Refunds or charges shall be entered into the Reconciliation Account as they are collected from or returned to the customers. For the purpose of this Section F, the entry shall be made on the same basis used to determine the refund or charge component of the Cost of Gas and shall be subject to the calculation set forth in Section (E) Payment for Funds.

G. COST OF GAS STATEMENT - The Company shall file a Cost of Gas Statement with the Regulatory Authority by the beginning of each billing month. (The Company shall file such initial statement as soon as is reasonably possible). The Cost of Gas Statement shall set forth (a) the estimated Cost of Purchased Gas; (b) that cost multiplied by the Purchase/Sales Ratio; (c) the amount of the cost of gas caused by any surcharge or refund; (d) the Reconciliation Component; and (e) the Cost of Gas calculation. The statement shall include all data necessary for the Regulatory

GAS SERVICES DIVISION
 GSD - 1 TARIFF REPORT

RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.

TARIFF CODE: DS RRC TARIFF NO: 20672

RATE SCHEDULE

SCHEDULE ID

DESCRIPTION

Authority to review and verify the calculation of the Cost of Gas. The date on which billing using the Cost of Gas is to begin (bills prepared) is to be specified in the statement.

H. ANNUAL RECONCILIATION REPORT - The Company shall file an Annual Reconciliation Report with the Regulatory Authority which shall include but not necessarily be limited to: 1. A tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve months ending June 30. 2. A tabulation of gas units sold to general service customers and related Cost of Gas Clause revenues. 3. A description of all other costs and refunds made during the year and their effect on the Cost of Gas Clause to date. 4. A description of the imbalance payments made to and received from the Company's transportation customers within the service area, including monthly imbalances incurred, the monthly imbalances resolved, and the amount of the cumulative imbalance. The description should reflect the system imbalance and imbalance amount for each supplier using the Company's distribution system during the reconciliation period. This report shall be filed concurrently with the Cost of Gas Statement for October.

PSF2016UNI

The Company will pass on the one-time customer charge for the Pipeline Safety Inspection Fee in the amount of \$0.99 for each service line reported to be in service at the end of calendar year 2016, pursuant to the Texas Utilities Code 121.211 of the Commission's Rules and Regulations. That fee is based on the \$1.00 per service line.

RATE ADJUSTMENT PROVISIONS

None

GAS SERVICES DIVISION
GSD - 1 TARIFF REPORT

RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.

TARIFF CODE: DS RRC TARIFF NO: 20672

CUSTOMERS

<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
27597	N	MCF	\$6.4960	11/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Walker County, Texas			
27597	N	MCF	\$6.3690	12/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Walker County, Texas			
27597	N	MCF	\$6.9500	09/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Walker County, Texas			
27597	N	MCF	\$7.0030	08/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Walker County, Texas			
27597	N	MCF	\$6.6780	05/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Walker County, Texas			
27597	N	MCF	\$7.2270	07/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Walker County, Texas			
27597	N	MCF	\$6.7650	04/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Walker County, Texas			
27597	N	MCF	\$6.9360	10/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Walker County, Texas			
27597	N	MCF	\$7.1950	06/01/2017
<u>CUSTOMER NAME</u>	Commercial customers located in Walker County, Texas			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): To Update the Pipeline Safety Fee.

SERVICES

<u>TYPE OF SERVICE</u>	<u>SERVICE DESCRIPTION</u>
B	Commercial Sales
<u>OTHER TYPE DESCRIPTION</u>	

RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.

TARIFF CODE: DS RRC TARIFF NO: 20672

PREPARER - PERSON FILING

RRC NO: 469 ACTIVE FLAG: Y INACTIVE DATE:
 FIRST NAME: Amy MIDDLE: L LAST NAME: Doyal
 TITLE: Director of Business Dev
 ADDRESS LINE 1: 9750 FM 1488
 ADDRESS LINE 2:
 CITY: Magnolia STATE: TX ZIP: 77354 ZIP4: 1619
 AREA CODE: 281 PHONE NO: 252-6700 EXTENSION:

CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
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LINE EXTENSION POLICY

<u>POLICY ID</u>	<u>DESCRIPTION</u>
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QUALITY OF SERVICE

<u>QUAL_SERVICE ID</u>	<u>DESCRIPTION</u>
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GAS SERVICES DIVISION

GSD - 1 TARIFF REPORT

RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.

TARIFF CODE: DS RRC TARIFF NO: 20672

SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
277566	ms-1		Institution of Service \$15.00
277567	ms-2		Restore Service After Termination for Non-Payment \$15.00
277568	ms-3		Restore Service After Cut Off by Customer or His Agent \$15.00
277569	ms-5		Change Meter for Special Test at Customer's Request(See Rules for special situations) \$15.00
277570	ms-7		Change Residential Meter Location (Minimum Charge) \$75.00
277571	ms-8		Repair Damaged Meters & Regulators: Damage to Top Cover and/or index \$25.00 Damage in excess of damage to cover and/or index \$50.00
277572	ms-9		Install, reroute or extend yard lines under normal conditions 1-1/4 or smaller (per foot) \$2.00
277573	ms-10		Installation and extension of new mains and service lines under normal conditions: Mains 2 or smaller (per foot) \$2.25 First 100' of Service line (on public easement) 1-1/4 or smaller N/C Additional footage for Service line 1-1/4 or smaller (per foot) \$2.00
277574	ms-11		Tap charge (applies to Company mains only) \$50.00
277575	ms-12		All other service work on customer's installations (No charge for leak check or bill inquiry): During Normal Hours (1 hour minimum) \$20.00 Each additional 1/2 hour (or part thereof) \$10.00
277576	ms-13		All other service work on customer's installations (No charge for leak check or bill inquiry): After normal business hours (1 hour minimum) \$30.00 Each additional 1/2 hour (or part thereof) \$15.00
277577	ms-15		Collection Call or Missed Appointment \$15.00
277578	ms-16		Returned Check Charge \$10.00
277579	ms-17		Residential Customer deposit equal to 1/6th of estimated annual bill (if a billing history is not available) not to exceed \$75.00
277580	ms-18		Small Commercial Deposit \$200.00
277581	ms-19		NON-NORMAL LINE EXTENSION CONDITIONS Additional charges for installation, rerouting, and extending mains, service and yard lines may be imposed in the following circumstances: a) Road, sidewalk and under-pavement bores (per foot) \$16.00 b) All bores requiring casing (per foot) \$22.00 c) Surveys required by governmental agencies @ cost d) Cost of easements @ cost e) Cost of over-sized

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		pipe, fittings and high pressure equipment @ cost f) Third-party pipeline tap, meter, regulation and odorization costs @ cost g) Any other expenses not generally encountered by Company @ cost (NOTE: Operating Manager will provide a detailed list of charges for non-normal conditions, if any, to each party requesting natural gas service and shall obtain the party's consent to such charges prior to making the installation required to provide gas service.)
277582	ms-21	New Residential and Commercial Service: Includes installation of a 250 cfh meter at 4.5 oz. delivery pressure, up to 15 feet of 3/4 inch service line, regulator riser, fittings, and pressure test of Customers piping. All other capacity and delivery pressure requirements at cost including material and labor to be approved by Customer in advance of work. Note: all delivery pressure and capacities are subject to limitations of Company's facilities. \$50.00
277573	ms-10	Installation and extension of new mains and service lines under normal conditions: At cost
277574	ms-11	Tap Company Main (dry, no bores or obstacles) \$100.00
277577	ms-15	Collection Call or Missed Appointment \$25.00
277578	ms-16	Returned Check Charge \$25.00
277579	ms-17	Residential Customer deposit equal to 1/6th of estimated annual bill (if a billing history is not available).
277580	ms-18	Small Commercial Deposit equal to two times highest monthly bill or 1/6th of estimated annual bill (if a billing history is not available).
277581	ms-19	Non-Normal Line Extension Conditions - Additional charges for installation, rerouting, and extending mains, service and yard lines may be imposed in the following circumstances: road, sidewalk and under pavement bores (per foot) \$16.00. All bores requiring casing (per foot) \$22.00. Surveys required by governmental agencies at cost. Cost of easements at cost. Cost of over-sized pipe fittings and high pressure equipment at cost. Third-party pipeline tap, meter, regulation and odorization costs at cost.
277567	ms-2	Restore Service After Termination for Non-Payment \$50.00
277568	ms-3	Restore Service After Cut Off by Customer or His Agent

GAS SERVICES DIVISION

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RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.

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277569	ms-5	<p>\$50.00</p> <p>Change Meter for Special Test at Customer's Request \$45.00</p>
		<p>NOTE: Change Meter for Special Test at Customer's Request(See Rules for special situations) If no such test has been performed within the previous four years for the same customer at the same location, the test is to be performed without charge. If such a test has been performed for the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him.</p>
277570	ms-7	<p>Change meter size, delivery pressure, and/or location due to change in Customer service requirements, and/or inability of Company Personnel to access meter at all times due to actions taken by Customer: At Cost of Material and Labor to be approved by Customer in advance of work.</p>
277571	ms-8	<p>Repair Damaged Meters & Regulators: Damage to Top Cover and/or Index. \$25.00</p> <p>Damage in excess of damage to cover and/or index \$50.00.</p>
		<p>NOTE: These charges may only be assessed to customer if the damage is caused by the customer.</p>
277572	ms-9	<p>Install, reroute or extend yard lines under normal conditions 1-1/4 or smaller (per foot) at cost. NOTE: This charge may only be assessed to customer if the damage is caused by customer.</p>
277566	ms-1	<p>New Residential and Commercial Service: Includes installation of the meter, regulator and associated parts with the appropriate delivery capacity and pressure, and a pressure test of Customer`s piping,as follows: a) Up to 250 CF/H Meter with up to 4-1/2 oz. Delivery Pressure \$350.00 b) Over 250 to 450 CF/H Meter at 5 PSIG Delivery Pressure \$575.00 c) Over 450 to 1,100 CF/H Meter at 5 PSIG Delivery Pressure \$1,150.00 d) Over 1,100 to 3,000 CF/H Meter at 5 PSIG Delivery Pressure \$2,250.00 e) Over 3,000 to 7,500 CF/H Meter at 5 PSIG Delivery Pressure \$3,950.00 f) All Other Capacity and Delivery Pressure Applications</p>

GAS SERVICES DIVISION

GSD - 1 TARIFF REPORT

RRC COID: 3524 COMPANY NAME: UNIVERSAL NATURAL GAS, INC.

TARIFF CODE: DS RRC TARIFF NO: 20672

Code	Description	Rate
	At Cost Note: All delivery pressures and capacities are subject to pressure and capacity limitations of Company facilities.	
277567	ms-2 Tap Company Main (dry, no bores or obstacles)	\$80.00
277568	ms-3 First 15 feet of service line (3/4 inch pipe, dry, no bores or obstacles)	\$175.00
277569	ms-5 Restore Service: a) Unlock or turn on meter to restore service (includes Customer Piping pressure test)	\$80.00
277570	ms-7 Change meter for special test at Customer`s request (Minimum)	\$75.00 Note: See Company Quality of Service Rules for payment responsibility
277571	ms-8 Returned check charge	\$35.00
277572	ms-9 Application for Gas Service, including account set up and credit inquiry	\$50.00
277573	ms-10 Special meter reading at Customer`s request	\$25.00
277574	ms-11 Transfer Service at an existing service address, including special meter reading and processing Application for Gas Service (Paid by Transferee)	\$50.00
277575	ms-12 Additional Customer piping pressure test due to failure to pass previous test (per Trip)	\$50.00
277576	ms-13 Light Customer`s appliance pilot lights at customer`s request (excludes relighting due to gas outage): a) First appliance \$50.00 b) Each additional appliance \$25.00	
277577	ms-15 Change meter size, delivery pressure, and/or location due to change in Customer service requirements, and/or inability of Company Personnel to access meter At all times due to actions taken by Customer (Minimum)	\$300.00
277578	ms-16 Installation of service lines over 15 feet in length, gas mains, and yard lines At Cost* *Must be approved by Customer in advance of work.	
277583	ms-22 Special meter reading at Customer's request	\$25.00. NOTE: The charge will not be assessed if the volume billed on the customer's bill was estimated.
277566	ms-1 Application for Service, Including special meter reading, account set up and credit inquiry.	\$15.00