RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26581

DESCRIPTION: Distribution Sales **STATUS:** A

EFFECTIVE DATE: 11/05/2011 **ORIGINAL CONTRACT DATE:** **RECEIVED DATE:** 11/06/2015

GAS CONSUMED: N **AMENDMENT DATE:** **OPERATOR NO:**

BILLS RENDERED: Y **INACTIVE DATE:**

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
918	

Subject to applicable rate adjustment provisions listed below, the following rates are the maximum applicable to Domestic consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

Customer Charge $7.86.
All Consumption $1.7913 per Mcf.

The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

Gas Cost Adjusment is intended to allow collection of the Company's gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas.

This clause shall apply to customers in the West Gas Cost Zone.

The Purchase Gas Cost for said Gas Cost Zone shall be computed utilizing the following components for the distribution system customers -
(i)Cost of gas purchased,
(ii)Credits, Refunds, or out of Period Adjustments,
(iii) Cost of gas withdrawn from storage,
(iv) Interest on storage gas withdrawn,
(v) Upstream Gathering and Transportation Charges,
(vi) Storage Deliverability Charges,
(vii) Storage Capacity Charges,
(viii) New taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills.

The company shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. The company shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor Calculation (PGF) -
Each customer bill shall include a Purchased Gas Factor reflecting the estimated Weighted Average Cost of Gas, plus additional elements described in this section, during the period covered by the bill for said Gas Cost Zone. The PGF shall be determined to the nearest $0.001 per Mcf, and the following provisions shall apply:

(i) In addition to the estimated weighted average cost of gas for the current

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SCHEDULE ID **DESCRIPTION**

month's billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated WACOG and the actual WACOG during the previous billing period for said Gas Cost Zone,

(ii) The PGF shall also include a Reconciliation Factor an amount reflecting the customer's share of any gas cost imbalances in the preceding reconciliation period for said Gas Cost Zone,

(iii) The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill for said Gas Cost Zone.

The Purchased Gas Factor is expressed as a formula as follows:
(A+/-B)+C+D=E.
Where A = Estimated WACOG,
B = Estimated WACOG/Act. WACOG Difference,
C = Reconciliation Factor,
D = New Taxes,
E = Total PGF.

Gas Cost Reconciliation (GCR) -
The company shall keep accurate books and records of the Reconciliation Review and monthly PGF reports to the Railroad Commission of Texas shall account for the Reconciliation Component and the Reconciliation Factors for said Gas Cost Zone.

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes. Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia) for each listed municipality and associated environs:

Balmorhea 13.48, Kermit 13.68.

If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply:

(i) The company shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis for said Gas Cost Zone. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas,

(ii) Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period,

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SCHEDULE ID **DESCRIPTION**

(iii) The interest rate shall be the same rate as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June),

(iv) The sum of the monthly imbalances, plus interest for said Gas Cost Zone for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged in said Gas Cost Zone.

If the Reconciliation Review indicates a gas loss or gain of greater than 5% of that metered into the system, the following methodology shall apply:

(i) The company shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for said Gas Cost Zones Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:

1) Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period in said Gas Cost Zone.

2) Subtracting that result from 1, which when expressed as a percentage, becomes said Gas Cost Zones Actual P/S Ratio.

3) Subtracting 5.26% from said Gas Cost Zones Actual P/S Ratio, results in a Disallowance Factor for the review period.

4) Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the WACOG for each month, for said Gas Cost Zone will result in an amount to be disallowed each month.

5.) The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then muliplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above.

(ii) Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period,

(iii) The interest rate shall be the rate in effect during the last month of the audit period (June),

(iv) The sum of the monthly imbalances, plus interest for the period under review shall be the Reconciliation Amount for said Gas Cost Zone or the total amount to be refunded or surcharged.

Reconciliation Factor Calculation (RFC) -
The Reconciliation Amount for said Gas Cost Zone shall be divided by 12, resulting in the Reconciliation Component.

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SCHEDULE ID	DESCRIPTION
	The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, according to Gas Cost Zone, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review. The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf for each Gas Cost Zone. Any under or over collection from the prior month may be factored in subsequent months Reconciliation Component. Each month during the reconciliation period, the PGF for each Gas Cost Zone on customer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period. Recovery of Existing Purchased Gas Cost Imbalances - The company shall determine the amount of unrecovered purchased gas costs applicable to the customers served in each incorporated city or rural area immediately prior to the effectiveness of new Gas Cost Zones. Any resulting over-recovery or under-recovery in excess of $25,000 shall be charged or credited, as appropriate, to the customers in each such city or rural area. Any over-recovery or under-recovery of less than $25,000 in any incorporated city or rural area shall be recovered along with any Purchase Gas Costs in the applicable Gas Cost Zone. Revenue Related Tax Adjustment - Each monthly bill, as adjusted above shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes, Municipal Taxes, Fees, or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by Company.
Pipeline Safety Fee	(a) Pursuant to Texas Utilities Code, Section 121.211. PIPELINE SAFETY FEES, the railroad commission by rule may adopt an inspection fee to be assessed annually against operators of natural gas distribution pipelines and their pipeline facilities and natural gas master metered pipelines and their pipeline facilities subject to this chapter. (b) The railroad commission by rule shall establish the method by which the fee will be calculated and assessed. In adopting a fee structure, the railroad commission may consider any factors necessary to provide for the equitable allocation among operators of the costs of administering the railroad commission's pipeline safety program under this chapter.

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SCHEDULE ID **DESCRIPTION**

(c) The total amount of fees estimated to be collected under rules adopted by the railroad commission under this section may not exceed the amount estimated by the railroad commission to be necessary to recover the costs of administering the railroad commission's pipeline safety program under this chapter, excluding costs at are fully funded by federal sources.

(d) The commission may assess each operator of a natural gas distribution system subject to this chapter an annual inspection fee not to exceed $1.00 for each service line reported by the system on the Distribution Annual Report, Form RSPA F7100.1-1, due on March 15 of each year. The fee is due March 15 of each year.

(e) The railroad commission may assess each operator of a natural gas master metered system subject to this chapter an annual inspection fee not to exceed $100 for each master metered system. The fee is due June 30 of each year.

(f) The railroad commission may assess a late payment penalty of 10 percent of the total assessment due under Subsection (d) or (e) that is not paid within 30 days after the annual due date established by the applicable subsection.

(g) Each operator of a natural gas distribution system and each natural gas master meter operator shall recover as a surcharge to its existing rates the amounts paid to the commission under this section. Amounts collected under this subsection by an investor-owned natural gas distribution system or a cooperatively owned natural gas distribution system shall not be included in the revenue or gross receipts of the company for the purpose of calculating municipal franchise fees or any tax imposed under Subchapter B, Chapter 182, Tax Code, or under Chapter 122. Those amounts are not subject to a sales and use tax imposed by Chapter 151, Tax Code, or Subtitle C, Title 3, Tax Code.

(h) A fee collected under this section shall be deposited to the credit of the general revenue fund to be used for the pipeline safety program. The current fee that is being applied by WTG is a one-time customer charge per bill of $1.00, based on $1.00 per service line.

RATE ADJUSTMENT PROVISIONS

See rate schedule for the rate adjustment provision.

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
31986	N	mcf	$1.6920	09/01/2018
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.6070	08/01/2018
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.4350	03/01/2018
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.6930	01/01/2018
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.1440	07/01/2018
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.0730	11/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$1.8480	05/01/2018
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$1.7430	04/01/2018
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$1.9120	06/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	MCF	$2.6340	10/01/2015
CUSTOMER NAME	City of Lubbock			
31986	N	MCF	$2.6410	09/01/2015
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.2520	02/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$1.9380	01/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.3090	12/01/2015
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.2650	11/01/2015
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$1.7420	04/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.1060	09/01/2016
CUSTOMER NAME	City of Lubbock			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
31986	N	mcf	$3.1490	09/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$1.7440	03/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.6560	08/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.5950	07/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.1730	10/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.7830	01/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.4830	02/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$1.8870	05/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.8950	11/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.9150	05/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.9840	04/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.1560	06/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.1910	07/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.1590	12/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.7300	03/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.0350	10/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.0050	08/01/2017
CUSTOMER NAME	City of Lubbock			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
31986	N	mcf	$3.0290	02/01/2018
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.7710	12/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	MCF	$1.5160	10/01/2018
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.3340	06/01/2018
CUSTOMER NAME	City of Lubbock			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO: 2011-RO468

AMENDMENT(EXPLAIN):

OTHER(EXPLAIN): Pipeline Safety Fee Update

SERVICES

TYPE OF SERVICE	SERVICE DESCRIPTION
A	Residential Sales

OTHER TYPE DESCRIPTION

PREPARER - PERSON FILING

RRC NO: 13 **ACTIVE FLAG:** Y **INACTIVE DATE:**

FIRST NAME: J.J. **MIDDLE:** **LAST NAME:** King

TITLE: Gas Marketing Manager

ADDRESS LINE 1: 211 N. Colorado

ADDRESS LINE 2:

CITY: Midland **STATE:** TX **ZIP:** 79701 **ZIP4:**

AREA CODE: 432 **PHONE NO:** 682-4349 **EXTENSION:**

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CURTAILMENT PLAN

PLAN ID	DESCRIPTION
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; 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; 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

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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 deired 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.

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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 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

POLICY ID	DESCRIPTION
1150	In the event the cost of extending mains exceeds the free limit established by Franchise for dometic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with Section 4.1.1 of WTG's tariff, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less $150.00 credit. The actual cost will be calculated in accordance with the rates specified in Section 4.1.1 of WTG's tariff.

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QUALITY OF SERVICE

QUAL_SERVICE_ID	DESCRIPTION
1	RULE 7.45 Quality of Service For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law. (1) Continuity of service. (A) Service interruptions. (i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected. (ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility 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 service. (iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers 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. (B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence. (C) Report to commission. The commission shall be notified in writing within 48 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. (2) Customer relations. (A) Information to customers. Each utility shall: (i) maintain a current set of maps showing the physical locations 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 utility 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 others entitled to the information as to the facilities available for serving that locality; (ii) assist the customer or applicant in selecting the most economical rate schedule;

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) 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 rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I)-(XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. If 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 or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

(C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for

delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer 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.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer'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.

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, 101.003(7), 101.003(8), and 121.001-121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less

often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility 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 regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility 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.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

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

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

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

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

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

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

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0 percent for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection,

with the words Termination Notice or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility'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 customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

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

(v) tampering with the utility company's meter or equipment or bypassing the same.

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

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

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

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

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

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

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

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

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

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

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(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer 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 12 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;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing 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) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

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

(i) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. 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 utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(ii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility 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.

(iii) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

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

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility 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.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

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

(III) each transaction concerning the deposit.

(ii) The utility 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.

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

(F) Refund of deposit.

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

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) 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 customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

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

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is 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

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month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

1A (D) Disputed bills.

(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer'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 customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may 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. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the 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.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy

of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. 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 dollars 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.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0 percent from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) 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 foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility 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 to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to 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) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified 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. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 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

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utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
1764	4.1.1a		Connection Charge $50.00 Business Hours and $70.00 After Hours. A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
1763	4.1.1b		Read In for Change Charge - A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.
1765	4.1.1c		After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.
1766	4.1.2		Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period form the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less $25.00, 276 to 1500 cubic feet per hour $30.00, 1501 to 3000 cubic feet per hour $35.00, 3001 to 5000 cubic feet per hour $45.00, over 5000 cubic feet per hour $60.00. Orifice Meters - All sizes $40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
1767	4.1.3		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a

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bank for any reason may be charged a fee for each occurrence of $25.00.

1768 4.1.4 Collection Fee -

A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

1769 4.1.5 Reconnect Fees -

The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Business Hours $50.00, After Hours $70.00

1770 4.1.6 Temporary Service Fee -

Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge 4.1.1c. This service does not include extension of mains.

1772 4.1.7 Special Read -

Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

1773 4.1.8 No Access -

A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

1774 4.1.9 Tampering Fee -

Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly mesured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

1775 4.2.1 Customer Deposits -

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Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.

1764 4.1.1a

Initiation of Service

a) Connection Charge
The following connection charges apply:

Schedule	Charge
Business Hours	$50.00
After Hours	$70.00

A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.

1763 4.1.1b

Read In for Change Charge -
A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.

1765 4.1.1c

After-Hours and Special Handling -
In addition to initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.

(i) Special Handling: The Company may, at customer's request, provide special handling in order to meet the Customer's requirements for a fee based on the rates indicated in (c) above. Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer's premises.

(ii) Expedited Service: If the customer requires that

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the order be worked after hours for their convenience or if the customer requires expedited service, the charge shall be based on the rates indicated in (c) above for after hours service work on customer premises. The customer's request for expedited service may then be scheduled at any time to fit the Company's work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.

(iii) Special Call Out: If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in (c) above for after hours service work on customer's premises.

1766 4.1.2

Customer Requested Meter Test
Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule.

Positive Displacement	Charge
275 cubic feet per hour or less	$25.00
276 to 1500 cubic feet per hour	$30.00
1501 to 3000 cubic feet per hour	$35.00
3001 to 5000 cubic feet per hour	$45.00
over 5000 cubic feet per hour	$60.00

Orifice Meters
All sizes $40.00

The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.

1767 4.1.3

Returned Check/Bank Draft Charges -
Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of $25.00.

1768 4.1.4

Collection Fee -
A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

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1769 4.1.5

Reconnect Fees -
The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Schedule	Charge
Business Hours	$50.00,
After Hours	$70.00.

1770 4.1.6

Temporary Service -
Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in section 4.1.1(c) above. This service does not include extension of mains.

1772 4.1.7

Special Read -
Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

1773 4.1.8

No Access -
A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

1774 4.1.9

Tampering -
Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1(c) above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

1775 4.2.1

Customer Deposits -
Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.|

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DESCRIPTION: Distribution Sales **STATUS:** A

EFFECTIVE DATE: 11/05/2011 **ORIGINAL CONTRACT DATE:** **RECEIVED DATE:** 11/06/2015

GAS CONSUMED: N **AMENDMENT DATE:** **OPERATOR NO:**

BILLS RENDERED: Y **INACTIVE DATE:**

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
919	

Subject to applicable rate adjustment provisions listed below, the following rates are the maximum applicable to Non-Domestic consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

Customer Charge $15.59.
All Consumption $1.3767 per Mcf.

The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

Gas Cost Adjusment is intended to allow collection of the Company's gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas.

This clause shall apply to customers in the West Gas Cost Zone.

The Purchase Gas Cost for said Gas Cost Zone shall be computed utilizing the following components for the distribution system customers -
(i)Cost of gas purchased,
(ii)Credits, Refunds, or out of Period Adjustments,
(iii) Cost of gas withdrawn from storage,
(iv) Interest on storage gas withdrawn,
(v) Upstream Gathering and Transportation Charges,
(vi) Storage Deliverability Charges,
(vii) Storage Capacity Charges,
(viii) New taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills.

The company shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. The company shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor Calculation (PGF) -
Each customer bill shall include a Purchased Gas Factor reflecting the estimated Weighted Average Cost of Gas, plus additional elements described in this section, during the period covered by the bill for said Gas Cost Zone. The PGF shall be determined to the nearest $0.001 per Mcf, and the following provisions shall apply:

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

(i) In addition to the estimated weighted average cost of gas for the current month's billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated WACOG and the actual WACOG during the previous billing period for said Gas Cost Zone,

(ii) The PGF shall also include a Reconciliation Factor an amount reflecting the customer's share of any gas cost imbalances in the preceding reconciliation period for said Gas Cost Zone,

(iii) The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill for said Gas Cost Zone.

The Purchased Gas Factor is expressed as a formula as follows:

(A+/-B)+C+D=E.
Where A = Estimated WACOG,
B = Estimated WACOG/Act. WACOG Difference,
C = Reconciliation Factor,
D = New Taxes,
E = Total PGF.

Gas Cost Reconciliation (GCR) -
The company shall keep accurate books and records of the Reconciliation Review and monthly PGF reports to the Railroad Commission of Texas shall account for the Reconciliation Component and the Reconciliation Factors for said Gas Cost Zone.

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes. Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia) for each listed municipality and associated environs:

Balmorhea 13.48, Kermit 13.68.

If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply:

(i) The company shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis for said Gas Cost Zone. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas,

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(ii) Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period,

(iii) The interest rate shall be the same rate as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June),

(iv) The sum of the monthly imbalances, plus interest for said Gas Cost Zone for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged in said Gas Cost Zone.

If the Reconciliation Review indicates a gas loss or gain of greater than 5% of that metered into the system, the following methodology shall apply:

(i) The company shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for said Gas Cost Zones Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:

1) Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period in said Gas Cost Zone.

2) Subtracting that result from 1, which when expressed as a percentage, becomes said Gas Cost Zones Actual P/S Ratio.

3) Subtracting 5.26% from said Gas Cost Zones Actual P/S Ratio, results in a Disallowance Factor for the review period.

4) Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the WACOG for each month, for said Gas Cost Zone will result in an amount to be disallowed each month.

5.) The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then muliplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above.

(ii) Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period,

(iii) The interest rate shall be the rate in effect during the last month of the audit period (June),

(iv) The sum of the monthly imbalances, plus interest for the period under review shall be the Reconciliation Amount for said Gas Cost Zone or the total amount to be refunded or surcharged.

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	Reconciliation Factor Calculation (RFC) - The Reconciliation Amount for said Gas Cost Zone shall be divided by 12, resulting in the Reconciliation Component. The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, according to Gas Cost Zone, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review. The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf for each Gas Cost Zone. Any under or over collection from the prior month may be factored in subsequent months Reconciliation Component. Each month during the reconciliation period, the PGF for each Gas Cost Zone on customer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period. Recovery of Existing Purchased Gas Cost Imbalances - The company shall determine the amount of unrecovered purchased gas costs applicable to the customers served in each incorporated city or rural area immediately prior to the effectiveness of new Gas Cost Zones. Any resulting over-recovery or under-recovery in excess of $25,000 shall be charged or credited, as appropriate, to the customers in each such city or rural area. Any over-recovery or under-recovery of less than $25,000 in any incorporated city or rural area shall be recovered along with any Purchase Gas Costs in the applicable Gas Cost Zone. Revenue Related Tax Adjustment - Each monthly bill, as adjusted above shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes, Municipal Taxes, Fees, or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by Company.
Pipeline Safety Fee	(a) Pursuant to Texas Utilities Code, Section 121.211. PIPELINE SAFETY FEES, the railroad commission by rule may adopt an inspection fee to be assessed annually against operators of natural gas distribution pipelines and their pipeline facilities and natural gas master metered pipelines and their pipeline facilities subject to this chapter. (b) The railroad commission by rule shall establish the method by which the fee will be calculated and assessed. In adopting a fee structure, the railroad

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commission may consider any factors necessary to provide for the equitable allocation among operators of the costs of administering the railroad commission's pipeline safety program under this chapter.

(c) The total amount of fees estimated to be collected under rules adopted by the railroad commission under this section may not exceed the amount estimated by the railroad commission to be necessary to recover the costs of administering the railroad commission's pipeline safety program under this chapter, excluding costs at are fully funded by federal sources.

(d) The commission may assess each operator of a natural gas distribution system subject to this chapter an annual inspection fee not to exceed $1.00 for each service line reported by the system on the Distribution Annual Report, Form RSPA F7100.1-1, due on March 15 of each year. The fee is due March 15 of each year.

(e) The railroad commission may assess each operator of a natural gas master metered system subject to this chapter an annual inspection fee not to exceed $100 for each master metered system. The fee is due June 30 of each year.

(f) The railroad commission may assess a late payment penalty of 10 percent of the total assessment due under Subsection (d) or (e) that is not paid within 30 days after the annual due date established by the applicable subsection.

(g) Each operator of a natural gas distribution system and each natural gas master meter operator shall recover as a surcharge to its existing rates the amounts paid to the commission under this section. Amounts collected under this subsection by an investor-owned natural gas distribution system or a cooperatively owned natural gas distribution system shall not be included in the revenue or gross receipts of the company for the purpose of calculating municipal franchise fees or any tax imposed under Subchapter B, Chapter 182, Tax Code, or under Chapter 122. Those amounts are not subject to a sales and use tax imposed by Chapter 151, Tax Code, or Subtitle C, Title 3, Tax Code.

(h) A fee collected under this section shall be deposited to the credit of the general revenue fund to be used for the pipeline safety program. The current fee that is being applied by WTG is a one-time customer charge per bill of $1.00, based on $1.00 per service line.

RATE ADJUSTMENT PROVISIONS

See rate schedule for the rate adjustment provision.

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
31986	N	mcf	$1.6920	09/01/2018
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.6070	08/01/2018
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.4350	03/01/2018
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.0730	11/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$1.8480	05/01/2018
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$1.7430	04/01/2018
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$1.9120	06/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.6410	09/01/2015
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.6340	10/01/2015
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.2520	02/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$1.9380	01/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.3090	12/01/2015
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.2650	11/01/2015
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$1.7420	04/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.1060	09/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.1490	09/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$1.7440	03/01/2016
CUSTOMER NAME	City of Lubbock			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
31986	N	mcf	$2.6560	08/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.5950	07/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.1730	10/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.7830	01/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.4830	02/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$1.8870	05/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.8950	11/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.9150	05/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.9840	04/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.1560	06/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.1910	07/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.1590	12/01/2016
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.7300	03/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.0350	10/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.0050	08/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$3.0290	02/01/2018
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.6930	01/01/2018
CUSTOMER NAME	City of Lubbock			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
31986	N	mcf	$2.7710	12/01/2017
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.3340	06/01/2018
CUSTOMER NAME	City of Lubbock			
31986	N	mcf	$2.1440	07/01/2018
CUSTOMER NAME	City of Lubbock			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO: 2011-RO468

AMENDMENT(EXPLAIN):

OTHER(EXPLAIN): Pipeline Safety Fee Updated

SERVICES

TYPE OF SERVICE	SERVICE DESCRIPTION
B	Commercial Sales
OTHER TYPE DESCRIPTION	
C	Industrial Sales
OTHER TYPE DESCRIPTION	
D	Public Authority Sales
OTHER TYPE DESCRIPTION	

PREPARER - PERSON FILING

RRC NO: 13 **ACTIVE FLAG:** Y **INACTIVE DATE:**

FIRST NAME: J.J. **MIDDLE:** **LAST NAME:** King

TITLE: Gas Marketing Manager

ADDRESS LINE 1: 211 N. Colorado

ADDRESS LINE 2:

CITY: Midland **STATE:** TX **ZIP:** 79701 **ZIP4:**

AREA CODE: 432 **PHONE NO:** 682-4349 **EXTENSION:**

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CURTAILMENT PLAN

PLAN ID	DESCRIPTION
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; 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; 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

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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 deired 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.

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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 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

POLICY ID	DESCRIPTION
1150	In the event the cost of extending mains exceeds the free limit established by Franchise for dometic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with Section 4.1.1 of WTG's tariff, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less $150.00 credit. The actual cost will be calculated in accordance with the rates specified in Section 4.1.1 of WTG's tariff.

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QUALITY OF SERVICE

QUAL_SERVICE ID	DESCRIPTION
1A	(D) Disputed bills. (i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority. (ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer'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 customers and under similar conditions. (7) Meters. (A) Meter requirements. (i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff. (ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers. (iii) Standard type. No utility may 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. Each utility must keep the following records: (i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test. (ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the 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. (iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer. (iv) Meter tests on request of customer. (I) Each utility must, upon request of a customer, make a test of the accuracy of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. 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 dollars 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.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0 percent from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) 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 foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility 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 to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to 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) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified 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. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 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 utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

1 RULE 7.45 Quality of Service

For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial

customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law.

(1) Continuity of service.

(A) Service interruptions.

(i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected.

(ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility 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 service.

(iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers 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.

(B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence.

(C) Report to commission. The commission shall be notified in writing within 48 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.

(2) Customer relations.

(A) Information to customers. Each utility shall:

(i) maintain a current set of maps showing the physical locations 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 utility 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 others entitled to the information as to the facilities available for serving that locality;

(ii) assist the customer or applicant in selecting the most economical rate schedule;

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) 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 rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

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(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I)-(XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. If 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 or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

(C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer 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.

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(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer'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.

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, 101.003(7), 101.003(8), and 121.001-121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility 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 regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility 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.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

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

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

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

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

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

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

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0 percent for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection, with the words Termination Notice or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

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(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility'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 customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

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

(v) tampering with the utility company's meter or equipment or bypassing the same.

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

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

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

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

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

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

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

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

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

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer 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 12 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;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing 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) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

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

(i) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. 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 utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(ii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility 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.

(iii) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

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

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility 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.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

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

(III) each transaction concerning the deposit.

(ii) The utility 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.

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

(F) Refund of deposit.

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

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) 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 customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

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

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is 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 regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not

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received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
1776	4.1.1a		Connection Charge $50.00 Business Hours and $70.00 After Hours. A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
1777	4.1.1b		Read In for Change Charge - A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.
1778	4.1.1c		After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.
1779	4.1.2		Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period form the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less $25.00, 276 to 1500 cubic feet per hour $30.00, 1501 to 3000 cubic feet per hour $35.00, 3001 to 5000 cubic feet per hour $45.00, over 5000 cubic feet per hour $60.00. Orifice Meters - All sizes $40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
1780	4.1.3		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a

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bank for any reason may be charged a fee for each occurrence of $25.00.

1781 4.1.4 Collection Fee -

A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

1782 4.1.5 Reconnect Fees -

The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Business Hours $50.00, After Hours $70.00

1783 4.1.6 Temporary Service Fee -

Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge 4.1.1c. This service does not include extension of mains.

1784 4.1.7 Special Read -

Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

1785 4.1.8 No Access -

A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

1786 4.1.9 Tampering Fee -

Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly mesured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

1787 4.2.1 Customer Deposits -

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Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.

1776 4.1.1a

Initiation of Service

a) Connection Charge
The following connection charges apply:

Schedule	Charge
Business Hours	$50.00
After Hours	$70.00

A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.

1777 4.1.1b

Read In for Change Charge -
A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.

1778 4.1.1c

After-Hours and Special Handling -
In addition to initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.

(i) Special Handling: The Company may, at customer's request, provide special handling in order to meet the Customer's requirements for a fee based on the rates indicated in (c) above. Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer's premises.

(ii) Expedited Service: If the customer requires that

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the order be worked after hours for their convenience or if the customer requires expedited service, the charge shall be based on the rates indicated in (c) above for after hours service work on customer premises. The customer's request for expedited service may then be scheduled at any time to fit the Company's work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.

(iii) Special Call Out: If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in (c) above for after hours service work on customer's premises.

1779 4.1.2

Customer Requested Meter Test
Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule.

Positive Displacement	Charge
275 cubic feet per hour or less	$25.00
276 to 1500 cubic feet per hour	$30.00
1501 to 3000 cubic feet per hour	$35.00
3001 to 5000 cubic feet per hour	$45.00
over 5000 cubic feet per hour	$60.00

Orifice Meters
All sizes $40.00

The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.

1780 4.1.3

Returned Check/Bank Draft Charges -
Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of $25.00.

1781 4.1.4

Collection Fee -
A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

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1782 4.1.5

Reconnect Fees -
The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Schedule	Charge
Business Hours	$50.00,
After Hours	$70.00.

1783 4.1.6

Temporary Service -
Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in section 4.1.1(c) above. This service does not include extension of mains.

1784 4.1.7

Special Read -
Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

1785 4.1.8

No Access -
A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

1786 4.1.9

Tampering -
Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1(c) above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

1787 4.2.1

Customer Deposits -
Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.|

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DESCRIPTION: Distribution Sales **STATUS:** A

EFFECTIVE DATE: 02/11/2020 **ORIGINAL CONTRACT DATE:** **RECEIVED DATE:** 03/09/2020

GAS CONSUMED: N **AMENDMENT DATE:** **OPERATOR NO:**

BILLS RENDERED: Y **INACTIVE DATE:**

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
900	

Applicable to: Environs of Hansford County, Environs of Ochiltree County, City of Canadian & Environs, City of Miami, City of Miami Environs, Environs of Lipscomb County, Environs of Hemphill County, Environs of Wheeler County, Dalhart Rural, Spearman Rural, City of Groom Environs, Unincorporated area of Farwell, Incorporated Area of Stratford, Unincorporated area of Stratford, City of Texhoma Environs, Unincorporated areas of Roberts County, Etter, Kerrick, City of Dalhart, City of Dalhart Environs, City of Canyon, City of Canyon Environs, (Note, Incorporated Areas will go into effect by municipal ordinance or operation of law).

Subject to applicable rate adjustment provisions listed below, the following rates are the maximum applicable to Domestic consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

Customer Charge $9.54.
2013 GRIP Charge $1.74.
2014 GRIP Charge $0.57.
2015 GRIP Charge $0.56.
2016 GRIP Charge $0.90.
2017 GRIP Charge $0.84.
2018 GRIP Charge $0.60.
Total Customer Charge $14.75 per month.

All Consumption @ $3.59 per Mcf.

The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

Gas Cost Adjustment- Gas Cost Adjustment is intended to allow collection of the Company`s gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. This clause shall apply to customers in the North Gas Cost Zone.

Purchased Gas Cost Component- The Purchase Gas Cost for said Gas Cost Zone shall be computed utilizing the following components for the distribution system customers - Cost of gas purchased, Credits, Refunds, or out of Period Adjustments, Cost of gas withdrawn from storage, Interest on storage gas withdrawn, Upstream gathering and Transportation Charges, Storage Deliverability Charges, Storage Capacity Charges, New Taxes on the purchased gas or the purchase transaction and not

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

reflected on elsewhere on customer bills.

The Company shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. The Company shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor Calculation (PGF) -
Each customer bill shall include a Purchased Gas Factor reflecting the estimated weighted average cost of gas, plus additional elements described in this section, during the period covered by the bill for said Gas Cost Zone. The PGF shall be determined to the nearest $0.001 per Mcf, and the following provisions shall apply:

In addition to the estimated weighted average cost of gas for the current month`s billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated WACOG and the actual WACOG during the previous billing period for said Gas Cost Zone.
The PGF shall also include a `Reconciliation Factor`, an amount reflecting the customer`s share of any gas cost imbalances in the preceding reconciliation period for said Gas Cost Zone.
The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill for said Gas Cost Zone.

The Purchased Gas Factor is expressed as a formula as follows:

(A+/-B) + C + D = E

Where
A = Estimated WACOG,
B = Estimated WACOG/Act. WACOG Difference,
C = Reconciliation Factor,
D = New Taxes,
E = Total PGF.

Gas Cost Reconciliation (GCR) -
The Company shall keep accurate books and records of the Reconciliation Review and monthly PGF reports to the Railroad Commission of Texas and shall account for the Reconciliation Component and the Reconciliation Factors for said Gas Cost Zone.

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes. Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia) for each listed municipality and associated environs:

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	Cactus 13.28, Canadian, 13.88, Canyon 13.45, Claude 13.38, Dalhart 13.07, Darrouzett 13.78, Farwell 13.18, Follett 13.68, Groom 13.38, Higgins 13.78, Miami 13.68, Mobeetie 13.78, Shamrock 13.88, Stratford 13.18, Texhoma 13.38, Texline 12.98, Wheeler 13.78. If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply: The Company shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis for said Gas Cost Zone. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchase Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas. Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period. The interest rate shall be the same as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June). The sum of the monthly imbalances, plus interest for said Gas Cost Zone for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged in said Gas Cost Zone. If the Reconciliation Review indicates a gas loss or gain of greater than 5% of that metered into the system, the following methodology shall apply: The Company shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for said Gas Cost Zones Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by: Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period in said Gas Cost Zone. Subtracting that result from 1, which when expressed as a percentage, becomes said Gas Cost Zones Actual P/S Ratio. Subtracting 5.26% from said Gas Cost Zones Actual P/S Ratio, results in a Disallowance Factor for the review period. Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the WACOG for each month, for said Gas Cost Zone will result in an amount to be disallowed each month. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above. Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period. The interest rate shall be the rate in effect during the last month of the audit

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	period (June). The sum of the monthly imbalances, plus interest for the period under review shall be the Reconciliation Amount for said Gas Cost Zone or the total amount to be refunded or surcharged. Reconciliation Factor Calculation (RFC) - The Reconciliation Amount for said Gas Cost Zone shall be divided by 12, resulting in the Reconciliation Component. The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, according to Gas Cost Zone, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review. The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf for each Gas Cost Zone. Any under or over collection from the prior month may be factored in subsequent months Reconciliation Component. Each month during the reconciliation period, the PGF for each Gas Cost Zone on consumer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period. Recovery of Existing Purchased Gas Cost Imbalances - The Company shall determine the amount of unrecovered purchased gas costs applicable to the customers served in each incorporated city or rural area immediately prior to the effectiveness of new Gas Cost Zones. Any resulting over-recovery or under-recovery in excess of $25,000 shall be charged or credited, as appropriate, to the customers in each such city or rural area. Any over-recovery or under-recovery of less than $25,000 in any incorporated city of rural area shall be recovered along with any Purchase Gas Costs in the applicable Gas Cost Zone. Revenue Related Tax Adjustment - Each monthly bill, as adjusted above shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes, Municipal Taxes, Fees, or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by Company.
Pipeline Safety Fee	(a) Pursuant to Texas Utilities Code, Section 121.211. PIPELINE SAFETY FEES, the railroad commission by rule may adopt an inspection fee to be assessed annually against operators of natural gas distribution pipelines and their pipeline

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SCHEDULE ID	DESCRIPTION
	facilities and natural gas master metered pipelines and their pipeline facilities subject to this chapter. (b) The railroad commission by rule shall establish the method by which the fee will be calculated and assessed. In adopting a fee structure, the railroad commission may consider any factors necessary to provide for the equitable allocation among operators of the costs of administering the railroad commission's pipeline safety program under this chapter. (c) The total amount of fees estimated to be collected under rules adopted by the railroad commission under this section may not exceed the amount estimated by the railroad commission to be necessary to recover the costs of administering the railroad commission's pipeline safety program under this chapter, excluding costs at are fully funded by federal sources. (d) The commission may assess each operator of a natural gas distribution system subject to this chapter an annual inspection fee not to exceed $1.00 for each service line reported by the system on the Distribution Annual Report, Form RSPA F7100.1-1, due on March 15 of each year. The fee is due March 15 of each year. (e) The railroad commission may assess each operator of a natural gas master metered system subject to this chapter an annual inspection fee not to exceed $100 for each master metered system. The fee is due June 30 of each year. (f) The railroad commission may assess a late payment penalty of 10 percent of the total assessment due under Subsection (d) or (e) that is not paid within 30 days after the annual due date established by the applicable subsection. (g) Each operator of a natural gas distribution system and each natural gas master meter operator shall recover as a surcharge to its existing rates the amounts paid to the commission under this section. Amounts collected under this subsection by an investor-owned natural gas distribution system or a cooperatively owned natural gas distribution system shall not be included in the revenue or gross receipts of the company for the purpose of calculating municipal franchise fees or any tax imposed under Subchapter B, Chapter 182, Tax Code, or under Chapter 122. Those amounts are not subject to a sales and use tax imposed by Chapter 151, Tax Code, or Subtitle C, Title 3, Tax Code. (h) A fee collected under this section shall be deposited to the credit of the general revenue fund to be used for the pipeline safety program. The current fee that is being applied by WTG is a one-time customer charge per bill of $1.00, based on $1.00 per service line.

RATE ADJUSTMENT PROVISIONS

See rate schedule for the rate adjustment provision.

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
30	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Environs of Lipscomb County			
22	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Canadian & Environs			
22	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Canadian & Environs			
26	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Miami			
26	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Miami			
27	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Environs of Hansford County			
27	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Environs of Hansford County			
28	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Environs of Ochiltree County			
28	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Environs of Ochiltree County			
29	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Miami Environs			
29	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Miami Environs			
32	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Environs of Wheeler County			
30	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Environs of Lipscomb County			
31	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Environs of Hemphill County			
31	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Environs of Hemphill County			
32	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Environs of Wheeler County			
3032	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Dalhart Rural Domestic			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3032	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Dalhart Rural Domestic			
3033	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Spearman Rural Domestic			
3033	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Spearman Rural Domestic			
3040	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Groom Environs			
3040	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Groom Environs			
3043	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Unincorporated Area of Farwell			
3043	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Unincorporated Area of Farwell			
3052	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Incorporated Area of Stratford			
3052	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Incorporated Area of Stratford			
3053	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Unincorporated Area of Stratford			
3053	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Unincorporated Area of Stratford			
3056	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Texhoma Environs			
3056	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Texhoma Environs			
3169	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Kerrick, Texas			
3154	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Unincorporated areas of Roberts County			
3154	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Unincorporated areas of Roberts County			
3168	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Etter, TX			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3168	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Etter, TX			
3169	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Kerrick, Texas			
31984	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Dalhart			
31984	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Dalhart			
31985	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Dalhart Environs			
31985	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Dalhart Environs			
31988	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Canyon			
31988	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Canyon			
31989	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Canyon Environs			
31989	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Canyon Environs			
22	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Canadian & Environs			
22	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Canadian & Environs			
22	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Canadian & Environs			
22	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Canadian & Environs			
22	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Canadian & Environs			
22	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Canadian & Environs			
26	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Miami			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
26	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Miami			
26	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Miami			
26	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Miami			
26	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Miami			
26	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Miami			
27	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Environs of Hansford County			
27	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Environs of Hansford County			
27	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Environs of Hansford County			
27	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Environs of Hansford County			
27	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Environs of Hansford County			
27	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Environs of Hansford County			
28	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Environs of Ochiltree County			
28	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Environs of Ochiltree County			
28	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Environs of Ochiltree County			
28	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Environs of Ochiltree County			
28	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Environs of Ochiltree County			
28	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Environs of Ochiltree County			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
29	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Miami Environs			
29	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Miami Environs			
3033	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Spearman Rural Domestic			
29	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Miami Environs			
29	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Miami Environs			
29	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Miami Environs			
29	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Miami Environs			
30	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Environs of Lipscomb County			
30	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Environs of Lipscomb County			
30	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Environs of Lipscomb County			
30	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Environs of Lipscomb County			
30	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Environs of Lipscomb County			
30	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Environs of Lipscomb County			
31	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Environs of Hemphill County			
31	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Environs of Hemphill County			
31	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Environs of Hemphill County			
31	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Environs of Hemphill County			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
31	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Environs of Hemphill County			
31	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Environs of Hemphill County			
32	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Environs of Wheeler County			
32	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Environs of Wheeler County			
32	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Environs of Wheeler County			
32	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Environs of Wheeler County			
32	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Environs of Wheeler County			
32	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Environs of Wheeler County			
3032	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Dalhart Rural Domestic			
3032	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Dalhart Rural Domestic			
3032	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Dalhart Rural Domestic			
3032	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Dalhart Rural Domestic			
3032	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Dalhart Rural Domestic			
3032	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Dalhart Rural Domestic			
3033	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Spearman Rural Domestic			
3033	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Spearman Rural Domestic			
3040	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Groom Environs			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3033	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Spearman Rural Domestic			
3033	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Spearman Rural Domestic			
3033	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Spearman Rural Domestic			
3040	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Groom Environs			
3040	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Groom Environs			
3040	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Groom Environs			
3040	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Groom Environs			
3040	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Groom Environs			
3043	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Unincorporated Area of Farwell			
3043	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Unincorporated Area of Farwell			
3043	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Unincorporated Area of Farwell			
3043	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Unincorporated Area of Farwell			
3043	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Unincorporated Area of Farwell			
3043	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Unincorporated Area of Farwell			
3052	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Incorporated Area of Stratford			
3052	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Incorporated Area of Stratford			
3052	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Incorporated Area of Stratford			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3052	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Incorporated Area of Stratford			
3052	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Incorporated Area of Stratford			
3052	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Incorporated Area of Stratford			
3053	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Unincorporated Area of Stratford			
3053	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Unincorporated Area of Stratford			
3053	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Unincorporated Area of Stratford			
3053	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Unincorporated Area of Stratford			
3053	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Unincorporated Area of Stratford			
3053	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Unincorporated Area of Stratford			
3056	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Texhoma Environs			
3056	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Texhoma Environs			
3056	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Texhoma Environs			
3056	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Texhoma Environs			
3056	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Texhoma Environs			
3056	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Texhoma Environs			
3154	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Unincorporated areas of Roberts County			
3154	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Unincorporated areas of Roberts County			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3154	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Unincorporated areas of Roberts County			
3154	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Unincorporated areas of Roberts County			
3154	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Unincorporated areas of Roberts County			
3154	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Unincorporated areas of Roberts County			
3168	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Etter, TX			
3168	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Etter, TX			
3168	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Etter, TX			
3168	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Etter, TX			
3168	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Etter, TX			
3168	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Etter, TX			
3169	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Kerrick, Texas			
3169	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Kerrick, Texas			
3169	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Kerrick, Texas			
3169	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Kerrick, Texas			
3169	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Kerrick, Texas			
3169	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Kerrick, Texas			
31984	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Dalhart			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
31984	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Dalhart			
31984	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Dalhart			
31984	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Dalhart			
31984	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Dalhart			
31984	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Dalhart			
31985	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Dalhart Environs			
31985	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Dalhart Environs			
31985	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Dalhart Environs			
31985	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Dalhart Environs			
31985	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Dalhart Environs			
31985	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Dalhart Environs			
31988	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Canyon			
31988	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Canyon			
31988	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Canyon			
31988	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Canyon			
31988	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Canyon			
31988	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Canyon			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26583

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
31989	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Canyon Environs			
31989	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Canyon Environs			
31989	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Canyon Environs			
31989	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Canyon Environs			
31989	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Canyon Environs			
31989	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Canyon Environs			
28	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Environs of Ochiltree County			
22	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Canadian & Environs			
26	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Miami			
27	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Environs of Hansford County			
29	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Miami Environs			
30	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Environs of Lipscomb County			
31	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Environs of Hemphill County			
32	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Environs of Wheeler County			
3032	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Dalhart Rural Domestic			
3033	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Spearman Rural Domestic			
3040	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Groom Environs			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26583

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3043	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Unincorporated Area of Farwell			
3052	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Incorporated Area of Stratford			
3053	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Unincorporated Area of Stratford			
3056	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Texhoma Environs			
3154	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Unincorporated areas of Roberts County			
3168	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Etter, TX			
3169	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Kerrick, Texas			
31984	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Dalhart			
31985	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Dalhart Environs			
31988	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Canyon			
31989	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Canyon Environs			
28	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Environs of Ochiltree County			
27	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Environs of Hansford County			
22	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Canadian & Environs			
26	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Miami			
29	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Miami Environs			
30	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Environs of Lipscomb County			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26583

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
31	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Environs of Hemphill County			
32	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Environs of Wheeler County			
3032	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Dalhart Rural Domestic			
3033	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Spearman Rural Domestic			
3040	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Groom Environs			
3043	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Unincorporated Area of Farwell			
3052	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Incorporated Area of Stratford			
3053	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Unincorporated Area of Stratford			
3056	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Texhoma Environs			
3154	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Unincorporated areas of Roberts County			
3168	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Etter, TX			
3169	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Kerrick, Texas			
31984	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Dalhart			
31985	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Dalhart Environs			
31988	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Canyon			
31989	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Canyon Environs			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 10235 (base rate) 10418 (2013 GRIP) 10479 (2014 GRIP) 10563 (2015 GRIP) 10668 (2016 GRIP)

GAS SERVICES DIVISION

GSD - 1 TARIFF REPORT

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26583

10763 (104.111 filing) 10787 (2017 GRIP) 10913 (2018 GRIP)

CITY ORDINANCE NO:

AMENDMENT(EXPLAIN):

OTHER(EXPLAIN): GRIP Rates Update

SERVICES

TYPE OF SERVICE	SERVICE DESCRIPTION
A	Residential Sales

OTHER TYPE DESCRIPTION

PREPARER - PERSON FILING

RRC NO: 1075 **ACTIVE FLAG:** Y **INACTIVE DATE:**

FIRST NAME: Amanda **MIDDLE:** **LAST NAME:** Edgmon

TITLE: Regulatory Reporting

ADDRESS LINE 1: 211 N Colorado St

ADDRESS LINE 2:

CITY: Midland **STATE:** TX **ZIP:** 79701 **ZIP4:**

AREA CODE: 432 **PHONE NO:** 253-4630 **EXTENSION:**

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26583

CURTAILMENT PLAN

PLAN ID	DESCRIPTION
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; 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; 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 deired 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.

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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 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

POLICY ID	DESCRIPTION
1150	In the event the cost of extending mains exceeds the free limit established by Franchise for dometic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with Section 4.1.1 of WTG's tariff, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less $150.00 credit. The actual cost will be calculated in accordance with the rates specified in Section 4.1.1 of WTG's tariff.

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26583

QUALITY OF SERVICE

QUAL_SERVICE ID	DESCRIPTION
1	RULE 7.45 Quality of Service For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law. (1) Continuity of service. (A) Service interruptions. (i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected. (ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility 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 service. (iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers 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. (B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence. (C) Report to commission. The commission shall be notified in writing within 48 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. (2) Customer relations. (A) Information to customers. Each utility shall: (i) maintain a current set of maps showing the physical locations 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 utility 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 others entitled to the information as to the facilities available for serving that locality; (ii) assist the customer or applicant in selecting the most economical rate schedule;

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) 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 rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I)-(XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. If 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 or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

(C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for

delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer 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.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer'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.

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, 101.003(7), 101.003(8), and 121.001-121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less

often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility 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 regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility 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.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

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

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

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

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

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

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

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0 percent for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection,

with the words Termination Notice or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility'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 customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

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

(v) tampering with the utility company's meter or equipment or bypassing the same.

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

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

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

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

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

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

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

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

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

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer 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 12 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;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing 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) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

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

(i) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. 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 utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(ii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility 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.

(iii) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

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

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility 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.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

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

(III) each transaction concerning the deposit.

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(ii) The utility 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.

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

(F) Refund of deposit.

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

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) 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 customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

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

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is 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

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month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

1A (D) Disputed bills.

(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer'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 customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may 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. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the 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.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy

of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. 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 dollars 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.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0 percent from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) 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 foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility 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 to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to 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) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified 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. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 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

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utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

1B (a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001. For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law. (b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to: (1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day`s highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service. (2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or (3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service. (c) Payment plans. Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in paragraph (2)(D) of 7.45 of this title, relating to Quality of Service.. (d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows: (1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility`s service area. (2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility`s service area. (3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems. (4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers. (e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.44 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
290269	4.1.1a		Connection Charge $50.00 Business Hours and $70.00 After Hours. A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
290270	4.1.1b		Read In for Change Charge - A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.
290271	4.1.1c		After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.
290272	4.1.2		Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period form the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less $25.00, 276 to 1500 cubic feet per hour $30.00, 1501 to 3000 cubic feet per hour $35.00, 3001 to 5000 cubic feet per hour $45.00, over 5000 cubic feet per hour $60.00. Orifice Meters - All sizes $40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
290273	4.1.3		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a

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		bank for any reason may be charged a fee for each occurrence of $25.00.
290274	4.1.4	Collection Fee - A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.
290275	4.1.5	Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company. Business Hours $50.00, After Hours $70.00
290276	4.1.6	Temporary Service Fee - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge 4.1.1c. This service does not include extension of mains.
290277	4.1.7	Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.
290278	4.1.8	No Access - A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.
290279	4.1.9	Tampering Fee - Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly mesured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.
290281	4.2.1	Customer Deposits -

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Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.

290269 4.1.1a

Initiation of Service

a) Connection Charge
The following connection charges apply:

Schedule	Charge
Business Hours	$50.00
After Hours	$70.00

A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.

290270 4.1.1b

Read In for Change Charge -
A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.

290271 4.1.1c

After-Hours and Special Handling -
In addition to initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.

(i) Special Handling: The Company may, at customer's request, provide special handling in order to meet the Customer's requirements for a fee based on the rates indicated in (c) above. Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer's premises.

(ii) Expedited Service: If the customer requires that

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the order be worked after hours for their convenience or if the customer requires expedited service, the charge shall be based on the rates indicated in (c) above for after hours service work on customer premises. The customer's request for expedited service may then be scheduled at any time to fit the Company's work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.

(iii) Special Call Out: If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in (c) above for after hours service work on customer's premises.

290272 4.1.2

Customer Requested Meter Test
Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule.

Positive Displacement	Charge
275 cubic feet per hour or less	$25.00
276 to 1500 cubic feet per hour	$30.00
1501 to 3000 cubic feet per hour	$35.00
3001 to 5000 cubic feet per hour	$45.00
over 5000 cubic feet per hour	$60.00

Orifice Meters
All sizes $40.00

The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.

290273 4.1.3

Returned Check/Bank Draft Charges -
Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of $25.00.

290274 4.1.4

Collection Fee -
A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

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290275 4.1.5

Reconnect Fees -
The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Schedule	Charge
Business Hours	$50.00,
After Hours	$70.00.

290276 4.1.6

Temporary Service -
Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in section 4.1.1(c) above. This service does not include extension of mains.

290277 4.1.7

Special Read -
Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

290278 4.1.8

No Access -
A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

290279 4.1.9

Tampering -
Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1(c) above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

290280 4.1.10

Extension Fee -
In the event the cost of extending mains exceeds the free limit established by Franchise for domestic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with section 4.1.1 above, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less a $150.00 credit. The actual cost

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		will be calculated in accordance witht eh rates specified in section 4.1.1(C) above.
290281	4.2.1	Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.|

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DESCRIPTION: Distribution Sales **STATUS:** A

EFFECTIVE DATE: 02/11/2020 **ORIGINAL CONTRACT DATE:** **RECEIVED DATE:** 03/09/2020

GAS CONSUMED: N **AMENDMENT DATE:** **OPERATOR NO:**

BILLS RENDERED: Y **INACTIVE DATE:**

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
901	

Applicable to: Environs of Hansford County, Environs of Ochiltree County, City of Canadian & Environs, City of Miami, City of Miami Environs, Environs of Lipscomb County, Environs of Hemphill County, Environs of Wheeler County, Dalhart Rural, Spearman Rural, City of Groom Environs, Unincorporated area of Farwell, Incorporated Area of Stratford, Unincorporated area of Stratford, City of Texhoma Environs, Unincorporated areas of Roberts County, Etter, Kerrick, City of Dalhart, City of Dalhart Environs, City of Canyon, City of Canyon Environs, (Note, Incorporated Areas will go into effect by municipal ordinance or operation of law).

Subject to applicable rate adjustment provisions listed below, the following rates are the maximum applicable to Non-Domestic consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

Customer Charge $13.06.
2013 GRIP Charge $4.58,
2014 GRIP Charge $1.56.
2015 GRIP Charge $1.49.
2016 GRIP Charge $2.39.
2017 GRIP Charge $1.82.
2018 GRIP Charge $1.32.
Total Customer Charge $26.22 per month.

All Consumption @ $2.47 per Mcf.

The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

Gas Cost Adjustment -
Gas Cost Adjustment is intended to allow collection of the Company`s gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. This clause shall apply to customers in the North Gas Cost Zone.

Purchased Gas Cost Component -
The Purchase Gas Cost for said Gas Cost Zone shall be computed utilizing the following components for the distribution system customers.
Cost of gas purchased, Credits, Refunds, or out of Period Adjustments, Cost of gas withdrawn from storage, Interest on storage gas withdrawn, Upstream gathering and

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

Transportation Charges, Storage Deliverability Charges, Storage Capacity Charges, New Taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills.

The Company shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. The Company shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor Calculation (PGF) -
Each customer bill shall include a Purchased Gas Factor reflecting the estimated weighted average cost of gas, plus additional elements described in this section, during the period covered by the bill for said Gas Cost Zone. The PGF shall be determined to the nearest $0.001 per Mcf, and the following provisions shall apply:

In addition to the estimated weighted average cost of gas for the current month`s billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated WACOG and the actual WACOG during the previous billing period for said Gas Cost Zone.
The PGF shall also include a `Reconciliation Factor`, an amount reflecting the customer`s share of any gas cost imbalances in the preceding reconciliation period for said Gas Cost Zone.
The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill for said Gas Cost Zone.

The Purchased Gas Factor is expressed as a formula as follows:

(A+/-B) + C + D = E.

Where
A = Estimated WACOG,
B = Estimated WACOG/Act. WACOG Difference,
C = Reconciliation Factor,
D = New Taxes,
E = Total PGF.

Gas Cost Reconciliation (GCR) -
The Company shall keep accurate books and records of the Reconciliation Review and monthly PGF reports to the Railroad Commission of Texas and shall account for the Reconciliation Component and the Reconciliation Factors for said Gas Cost Zone.

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes. Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia) for each listed municipality and associated

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION

environs:

Cactus 13.28, Canadian, 13.88, Canyon 13.45, Claude 13.38, Dalhart 13.07, Darrouzett 13.78, Farwell 13.18, Follett 13.68, Groom 13.38, Higgins 13.78, Miami 13.68, Mobeetie 13.78, Shamrock 13.88, Stratford 13.18, Texhoma 13.38, Texline 12.98, Wheeler 13.78.

If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis for said Gas Cost Zone. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchase Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas.
Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
The interest rate shall be the same as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June).
The sum of the monthly imbalances, plus interest for said Gas Cost Zone for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged in said Gas Cost Zone.

If the Reconciliation Review indicates a gas loss or gain of greater than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for said Gas Cost Zones Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:

Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period in said Gas Cost Zone.
Subtracting that result from 1, which when expressed as a percentage, becomes said Gas Cost Zones Actual P/S Ratio.
Subtracting 5.26% from said Gas Cost Zones Actual P/S Ratio, results in a Disallowance Factor for the review period.
Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the WACOG for each month, for said Gas Cost Zone will result in an amount to be disallowed each month.
The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above.
Interest shall be applied to each monthly imbalance for said Gas Cost Zone and

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shall accrue for each month of the review period.
The interest rate shall be the rate in effect during the last month of the audit period (June).
The sum of the monthly imbalances, plus interest for the period under review shall be the Reconciliation Amount for said Gas Cost Zone or the total amount to be refunded or surcharged.

Reconciliation Factor Calculation (RFC) -
The Reconciliation Amount for said Gas Cost Zone shall be divided by 12, resulting in the Reconciliation Component.

The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, according to Gas Cost Zone, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review.

The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf for each Gas Cost Zone. Any under or over collection from the prior month may be factored in subsequent months Reconciliation Component.

Each month during the reconciliation period, the PGF for each Gas Cost Zone on consumer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period.

Recovery of Existing Purchased Gas Cost Imbalances -
The Company shall determine the amount of unrecovered purchased gas costs applicable to the customers served in each incorporated city or rural area immediately prior to the effectiveness of new Gas Cost Zones. Any resulting over-recovery or under-recovery in excess of $25,000 shall be charged or credited, as appropriate, to the customers in each such city or rural area. Any over-recovery or under-recovery of less than $25,000 in any incorporated city of rural area shall be recovered along with any Purchase Gas Costs in the applicable Gas Cost Zone.

Revenue Related Tax Adjustment -
Each monthly bill, as adjusted above shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes, Municipal Taxes, Fees, or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by Company.

Pipeline Safety Fee

(a) Pursuant to Texas Utilities Code, Section 121.211. PIPELINE SAFETY FEES, the

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	railroad commission by rule may adopt an inspection fee to be assessed annually against operators of natural gas distribution pipelines and their pipeline facilities and natural gas master metered pipelines and their pipeline facilities subject to this chapter. (b) The railroad commission by rule shall establish the method by which the fee will be calculated and assessed. In adopting a fee structure, the railroad commission may consider any factors necessary to provide for the equitable allocation among operators of the costs of administering the railroad commission's pipeline safety program under this chapter. (c) The total amount of fees estimated to be collected under rules adopted by the railroad commission under this section may not exceed the amount estimated by the railroad commission to be necessary to recover the costs of administering the railroad commission's pipeline safety program under this chapter, excluding costs at are fully funded by federal sources. (d) The commission may assess each operator of a natural gas distribution system subject to this chapter an annual inspection fee not to exceed $1.00 for each service line reported by the system on the Distribution Annual Report, Form RSPA F7100.1-1, due on March 15 of each year. The fee is due March 15 of each year. (e) The railroad commission may assess each operator of a natural gas master metered system subject to this chapter an annual inspection fee not to exceed $100 for each master metered system. The fee is due June 30 of each year. (f) The railroad commission may assess a late payment penalty of 10 percent of the total assessment due under Subsection (d) or (e) that is not paid within 30 days after the annual due date established by the applicable subsection. (g) Each operator of a natural gas distribution system and each natural gas master meter operator shall recover as a surcharge to its existing rates the amounts paid to the commission under this section. Amounts collected under this subsection by an investor-owned natural gas distribution system or a cooperatively owned natural gas distribution system shall not be included in the revenue or gross receipts of the company for the purpose of calculating municipal franchise fees or any tax imposed under Subchapter B, Chapter 182, Tax Code, or under Chapter 122. Those amounts are not subject to a sales and use tax imposed by Chapter 151, Tax Code, or Subtitle C, Title 3, Tax Code. (h) A fee collected under this section shall be deposited to the credit of the general revenue fund to be used for the pipeline safety program. The current fee that is being applied by WTG is a one-time customer charge per bill of $1.00, based on $1.00 per service line.

RATE ADJUSTMENT PROVISIONS

See rate schedule for the rate adjustment provision.

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
22	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Canadian & Environs			
22	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Canadian & Environs			
26	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Miami			
26	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Miami			
27	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Environs of Hansford County			
27	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Environs of Hansford County			
28	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Environs of Ochiltree County			
28	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Environs of Ochiltree County			
29	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Miami Environs			
29	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Miami Environs			
30	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Environs of Lipscomb County			
30	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Environs of Lipscomb County			
31	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Environs of Hemphill County			
31	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Environs of Hemphill County			
32	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Environs of Wheeler County			
32	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Environs of Wheeler County			
3040	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Groom Environs			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3040	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Groom Environs			
3043	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Unincorporated Area of Farwell			
3043	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Unincorporated Area of Farwell			
3052	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Incorporated Area of Stratford			
3052	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Incorporated Area of Stratford			
3053	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Unincorporated Area of Stratford			
3053	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Unincorporated Area of Stratford			
3056	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Texhoma Environs			
3056	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Texhoma Environs			
3154	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Unincorporated areas of Roberts County			
3154	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Unincorporated areas of Roberts County			
3168	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Etter, TX			
3168	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Etter, TX			
3169	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Kerrick, Texas			
3169	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Kerrick, Texas			
31984	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Dalhart			
31984	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Dalhart			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
31985	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Dalhart Environs			
31985	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Dalhart Environs			
31988	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Canyon			
31988	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Canyon			
31989	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Canyon Environs			
31989	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Canyon Environs			
22	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Canadian & Environs			
22	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Canadian & Environs			
22	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Canadian & Environs			
22	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Canadian & Environs			
22	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Canadian & Environs			
22	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Canadian & Environs			
26	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Miami			
26	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Miami			
26	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Miami			
26	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Miami			
26	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Miami			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
26	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Miami			
27	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Environs of Hansford County			
27	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Environs of Hansford County			
27	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Environs of Hansford County			
27	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Environs of Hansford County			
27	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Environs of Hansford County			
27	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Environs of Hansford County			
28	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Environs of Ochiltree County			
28	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Environs of Ochiltree County			
28	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Environs of Ochiltree County			
28	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Environs of Ochiltree County			
28	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Environs of Ochiltree County			
28	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Environs of Ochiltree County			
29	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Miami Environs			
29	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Miami Environs			
29	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Miami Environs			
29	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Miami Environs			

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RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
29	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Miami Environs			
29	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Miami Environs			
30	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Environs of Lipscomb County			
30	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Environs of Lipscomb County			
30	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Environs of Lipscomb County			
30	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Environs of Lipscomb County			
30	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Environs of Lipscomb County			
30	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Environs of Lipscomb County			
31	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Environs of Hemphill County			
31	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Environs of Hemphill County			
31	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Environs of Hemphill County			
31	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Environs of Hemphill County			
31	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Environs of Hemphill County			
31	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Environs of Hemphill County			
32	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Environs of Wheeler County			
32	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Environs of Wheeler County			
32	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Environs of Wheeler County			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
32	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Environs of Wheeler County			
32	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Environs of Wheeler County			
32	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Environs of Wheeler County			
3040	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Groom Environs			
3040	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Groom Environs			
3040	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Groom Environs			
3052	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Incorporated Area of Stratford			
3052	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Incorporated Area of Stratford			
3052	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Incorporated Area of Stratford			
3052	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Incorporated Area of Stratford			
3053	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Unincorporated Area of Stratford			
3053	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Unincorporated Area of Stratford			
3053	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Unincorporated Area of Stratford			
3053	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Unincorporated Area of Stratford			
3053	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Unincorporated Area of Stratford			
3053	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Unincorporated Area of Stratford			
3056	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Texhoma Environs			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3056	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Texhoma Environs			
3056	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Texhoma Environs			
3056	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Texhoma Environs			
3056	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Texhoma Environs			
3056	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Texhoma Environs			
3154	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Unincorporated areas of Roberts County			
3154	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Unincorporated areas of Roberts County			
3154	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Unincorporated areas of Roberts County			
3154	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Unincorporated areas of Roberts County			
3154	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Unincorporated areas of Roberts County			
3154	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Unincorporated areas of Roberts County			
3168	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Etter, TX			
3168	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Etter, TX			
3168	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Etter, TX			
3168	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Etter, TX			
3168	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Etter, TX			
3168	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Etter, TX			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3169	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Kerrick, Texas			
3169	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Kerrick, Texas			
3169	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Kerrick, Texas			
3169	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Kerrick, Texas			
3169	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Kerrick, Texas			
3169	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Kerrick, Texas			
31984	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Dalhart			
31984	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Dalhart			
31984	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Dalhart			
31984	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Dalhart			
31984	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Dalhart			
31984	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Dalhart			
31985	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Dalhart Environs			
31985	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Dalhart Environs			
31985	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Dalhart Environs			
31985	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Dalhart Environs			
31985	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Dalhart Environs			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
31985	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Dalhart Environs			
31988	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Canyon			
31988	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Canyon			
31988	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Canyon			
31988	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Canyon			
31988	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Canyon			
31988	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Canyon			
31989	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Canyon Environs			
31989	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Canyon Environs			
31989	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Canyon Environs			
31989	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Canyon Environs			
31989	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Canyon Environs			
31989	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Canyon Environs			
3040	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Groom Environs			
3040	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Groom Environs			
3040	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Groom Environs			
3043	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Unincorporated Area of Farwell			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3043	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Unincorporated Area of Farwell			
3043	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Unincorporated Area of Farwell			
3043	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Unincorporated Area of Farwell			
3043	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Unincorporated Area of Farwell			
3043	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Unincorporated Area of Farwell			
3052	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Incorporated Area of Stratford			
3052	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Incorporated Area of Stratford			
22	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Canadian & Environs			
26	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Miami			
27	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Environs of Hansford County			
28	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Environs of Ochiltree County			
29	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Miami Environs			
30	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Environs of Lipscomb County			
31	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Environs of Hemphill County			
32	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Environs of Wheeler County			
3040	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Groom Environs			
3043	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Unincorporated Area of Farwell			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3052	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Incorporated Area of Stratford			
3053	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Unincorporated Area of Stratford			
3056	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Texhoma Environs			
3154	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Unincorporated areas of Roberts County			
3168	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Etter, TX			
3169	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Kerrick, Texas			
31984	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Dalhart			
31985	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Dalhart Environs			
31988	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Canyon			
31989	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Canyon Environs			
27	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Environs of Hansford County			
28	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Environs of Ochiltree County			
29	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Miami Environs			
30	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Environs of Lipscomb County			
22	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Canadian & Environs			
26	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Miami			
31	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Environs of Hemphill County			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
32	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Environs of Wheeler County			
3040	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Groom Environs			
3043	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Unincorporated Area of Farwell			
3052	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Incorporated Area of Stratford			
3053	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Unincorporated Area of Stratford			
3056	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Texhoma Environs			
3154	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Unincorporated areas of Roberts County			
3168	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Etter, TX			
3169	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Kerrick, Texas			
31984	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Dalhart			
31985	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Dalhart Environs			
31988	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Canyon			
31989	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Canyon Environs			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 10235 (base rate) 10418 (2013 GRIP) 10479 (2014 GRIP) 10563 (2015 GRIP) 10668 (2016 GRIP) 10763 (104.111 filing) 10787 (2017 GRIP) 10913 (2018 GRIP)

CITY ORDINANCE NO:

AMENDMENT(EXPLAIN):

OTHER(EXPLAIN): GRIP Rates Update

GAS SERVICES DIVISION

GSD - 1 TARIFF REPORT

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26584

SERVICES

TYPE OF SERVICE	SERVICE DESCRIPTION
B	Commercial Sales
OTHER TYPE DESCRIPTION	
C	Industrial Sales
OTHER TYPE DESCRIPTION	
D	Public Authority Sales
OTHER TYPE DESCRIPTION	

PREPARER - PERSON FILING

RRC NO: 1075 **ACTIVE FLAG:** Y **INACTIVE DATE:**

FIRST NAME: Amanda **MIDDLE:** **LAST NAME:** Edgmon

TITLE: Regulatory Reporting

ADDRESS LINE 1: 211 N Colorado St

ADDRESS LINE 2:

CITY: Midland **STATE:** TX **ZIP:** 79701 **ZIP4:**

AREA CODE: 432 **PHONE NO:** 253-4630 **EXTENSION:**

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26584

CURTAILMENT PLAN

PLAN ID	DESCRIPTION
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; 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; 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

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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 deired 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.

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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 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

POLICY ID	DESCRIPTION
1150	In the event the cost of extending mains exceeds the free limit established by Franchise for dometic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with Section 4.1.1 of WTG's tariff, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less $150.00 credit. The actual cost will be calculated in accordance with the rates specified in Section 4.1.1 of WTG's tariff.

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QUALITY OF SERVICE

QUAL_SERVICE ID	DESCRIPTION
1	RULE 7.45 Quality of Service For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law. (1) Continuity of service. (A) Service interruptions. (i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected. (ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility 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 service. (iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers 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. (B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence. (C) Report to commission. The commission shall be notified in writing within 48 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. (2) Customer relations. (A) Information to customers. Each utility shall: (i) maintain a current set of maps showing the physical locations 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 utility 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 others entitled to the information as to the facilities available for serving that locality; (ii) assist the customer or applicant in selecting the most economical rate schedule;

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) 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 rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I)-(XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. If 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 or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

(C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for

delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer 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.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer'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.

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, 101.003(7), 101.003(8), and 121.001-121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less

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often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility 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 regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility 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.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

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

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

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

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

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

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

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0 percent for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection,

with the words Termination Notice or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility'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 customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

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

(v) tampering with the utility company's meter or equipment or bypassing the same.

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

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

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

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

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

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

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

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

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

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer 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 12 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;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing 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) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

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

(i) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. 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 utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(ii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility 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.

(iii) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

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

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility 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.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

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

(III) each transaction concerning the deposit.

(ii) The utility 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.

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

(F) Refund of deposit.

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

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) 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 customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

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

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is 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

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month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

1A (D) Disputed bills.

(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer'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 customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may 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. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the 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.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy

of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. 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 dollars 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.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0 percent from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) 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 foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility 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 to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to 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) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified 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. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 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

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utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

1B (a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001. For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law. (b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to: (1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day`s highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service. (2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or (3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service. (c) Payment plans. Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in paragraph (2)(D) of 7.45 of this title, relating to Quality of Service.. (d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows: (1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility`s service area. (2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility`s service area. (3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems. (4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers. (e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.44 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
290283	4.1.1a		Connection Charge $50.00 Business Hours and $70.00 After Hours. A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
290284	4.1.1b		Read In for Change Charge - A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.
290285	4.1.1c		After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.
290286	4.1.2		Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period form the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less $25.00, 276 to 1500 cubic feet per hour $30.00, 1501 to 3000 cubic feet per hour $35.00, 3001 to 5000 cubic feet per hour $45.00, over 5000 cubic feet per hour $60.00. Orifice Meters - All sizes $40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
290287	4.1.3		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a

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		bank for any reason may be charged a fee for each occurrence of $25.00.
290288	4.1.4	Collection Fee - A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.
290289	4.1.5	Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company. Business Hours $50.00, After Hours $70.00
290290	4.1.6	Temporary Service Fee - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge 4.1.1c. This service does not include extension of mains.
290291	4.1.7	Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.
290292	4.1.8	No Access - A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.
290293	4.1.9	Tampering Fee - Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly mesured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.
290295	4.2.1	Customer Deposits -

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Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.

290283 4.1.1a

Initiation of Service

a) Connection Charge
The following connection charges apply:

Schedule	Charge
Business Hours	$50.00
After Hours	$70.00

A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.

290284 4.1.1b

Read In for Change Charge -
A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.

290285 4.1.1c

After-Hours and Special Handling -
In addition to initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.

(i) Special Handling: The Company may, at customer's request, provide special handling in order to meet the Customer's requirements for a fee based on the rates indicated in (c) above. Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer's premises.

(ii) Expedited Service: If the customer requires that

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the order be worked after hours for their convenience or if the customer requires expedited service, the charge shall be based on the rates indicated in (c) above for after hours service work on customer premises. The customer's request for expedited service may then be scheduled at any time to fit the Company's work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.

(iii) Special Call Out: If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in (c) above for after hours service work on customer's premises.

290286 4.1.2

Customer Requested Meter Test
Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule.

Positive Displacement	Charge
275 cubic feet per hour or less	$25.00
276 to 1500 cubic feet per hour	$30.00
1501 to 3000 cubic feet per hour	$35.00
3001 to 5000 cubic feet per hour	$45.00
over 5000 cubic feet per hour	$60.00

Orifice Meters
All sizes $40.00

The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.

290287 4.1.3

Returned Check/Bank Draft Charges -
Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of $25.00.

290288 4.1.4

Collection Fee -
A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

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290289 4.1.5

Reconnect Fees -
The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Schedule	Charge
Business Hours	$50.00,
After Hours	$70.00.

290290 4.1.6

Temporary Service -
Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in section 4.1.1(c) above. This service does not include extension of mains.

290291 4.1.7

Special Read -
Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

290292 4.1.8

No Access -
A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

290293 4.1.9

Tampering -
Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1(c) above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

290294 4.1.10

Extension Fee -
In the event the cost of extending mains exceeds the free limit established by Franchise for domestic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with section 4.1.1 above, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less a $150.00 credit. The actual cost

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		will be calculated in accordance witht eh rates specified in section 4.1.1(C) above.
290295	4.2.1	Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.|

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DESCRIPTION: Distribution Sales **STATUS:** A

EFFECTIVE DATE: 02/11/2020 **ORIGINAL CONTRACT DATE:** **RECEIVED DATE:** 03/09/2020

GAS CONSUMED: N **AMENDMENT DATE:** **OPERATOR NO:**

BILLS RENDERED: Y **INACTIVE DATE:**

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
904	

Applicable to: WTG Rural Domestic, Lubbock Rural, City of Kermit & Environs, City of Imperial & Environs (Note, Incorporated Areas will go into effect by municipal ordinance or operation of law).

Subject to applicable rate adjustment provisions listed below, the following rates are the maximum applicable to Domestic consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

Customer Charge $9.54.
2013 GRIP Charge $1.74.
2014 GRIP Charge $0.57.
2015 GRIP Charge $0.56.
2016 GRIP Charge $0.90.
2017 GRIP Charge $0.84.
2018 GRIP Charge $0.60.
Total Customer Charge $14.75 per month.

All Consumption @ $3.59 per Mcf.

The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

Gas Cost Adjustment -
Gas Cost Adjustment is intended to allow collection of the Company`s gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. This clause shall apply to customers in the West Gas Cost Zone.

Purchased Gas Cost Component -
The Purchase Gas Cost for said Gas Cost Zone shall be computed utilizing the following components for the distribution system customers.

Cost of gas purchased, Credits, Refunds, or out of Period Adjustments, Cost of gas withdrawn from storage, Interest on storage gas withdrawn, Upstream gathering and Transportation Charges, Storage Deliverability Charges, Storage Capacity Charges. New Taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills.

The Company shall keep accurate records of all storage gas purchases, including the

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

date, quantity, cost, and associated expenses. The Company shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor Calculation (PGF) -
Each customer bill shall include a Purchased Gas Factor reflecting the estimated weighted average cost of gas, plus additional elements described in this section, during the period covered by the bill for said Gas Cost Zone. The PGF shall be determined to the nearest $0.001 per Mcf, and the following provisions shall apply:

In addition to the estimated weighted average cost of gas for the current month`s billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated WACOG and the actual WACOG during the previous billing period for said Gas Cost Zone.
The PGF shall also include a `Reconciliation Factor`, an amount reflecting the customer`s share of any gas cost imbalances in the preceding reconciliation period for said Gas Cost Zone.
The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill for said Gas Cost Zone.

The Purchased Gas Factor is expressed as a formula as follows:

(A+/-B) + C + D = E

Where
A = Estimated WACOG,
B = Estimated WACOG/Act. WACOG Difference,
C = Reconciliation Factor,
D = New Taxes,
E = Total PGF.

Gas Cost Reconciliation (GCR) -
The Company shall keep accurate books and records of the Reconciliation Review and monthly PGF reports to the Railroad Commission of Texas and shall account for the Reconciliation Component and the Reconciliation Factors for said Gas Cost Zone.

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes. Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia) for each listed municipality and associated environs:

Balmorhea 13.48, Kermit 13.68.

If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of

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that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis for said Gas Cost Zone. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchase Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas.
Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
The interest rate shall be the same as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June).
The sum of the monthly imbalances, plus interest for said Gas Cost Zone for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged in said Gas Cost Zone.

If the Reconciliation Review indicates a gas loss or gain of greater than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for said Gas Cost Zones Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:

Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period in said Gas Cost Zone.
Subtracting that result from 1, which when expressed as a percentage, becomes said Gas Cost Zones Actual P/S Ratio.
Subtracting 5.26% from said Gas Cost Zones Actual P/S Ratio, results in a Disallowance Factor for the review period.
Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the WACOG for each month, for said Gas Cost Zone will result in an amount to be disallowed each month.
The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above.

Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
The interest rate shall be the rate in effect during the last month of the audit period (June).
The sum of the monthly imbalances, plus interest for the period under review shall be the Reconciliation Amount for said Gas Cost Zone or the total amount to be refunded or surcharged.

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	Reconciliation Factor Calculation (RFC) - The Reconciliation Amount for said Gas Cost Zone shall be divided by 12, resulting in the Reconciliation Component. The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, according to Gas Cost Zone, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review. The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf for each Gas Cost Zone. Any under or over collection from the prior month may be factored in subsequent months Reconciliation Component. Each month during the reconciliation period, the PGF for each Gas Cost Zone on consumer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period. Recovery of Existing Purchased Gas Cost Imbalances - The Company shall determine the amount of unrecovered purchased gas costs applicable to the customers served in each incorporated city or rural area immediately prior to the effectiveness of new Gas Cost Zones. Any resulting over-recovery or under-recovery in excess of $25,000 shall be charged or credited, as appropriate, to the customers in each such city or rural area. Any over-recovery or under-recovery of less than $25,000 in any incorporated city of rural area shall be recovered along with any Purchase Gas Costs in the applicable Gas Cost Zone. Revenue Related Tax Adjustment - Each monthly bill, as adjusted above shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes, Municipal Taxes, Fees, or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by Company.
Pipeline Safety Fee	(a) Pursuant to Texas Utilities Code, Section 121.211. PIPELINE SAFETY FEES, the railroad commission by rule may adopt an inspection fee to be assessed annually against operators of natural gas distribution pipelines and their pipeline facilities and natural gas master metered pipelines and their pipeline facilities subject to this chapter. (b) The railroad commission by rule shall establish the method by which the fee will be calculated and assessed. In adopting a fee structure, the railroad commission may consider any factors necessary to provide for the equitable

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	allocation among operators of the costs of administering the railroad commission's pipeline safety program under this chapter. (c) The total amount of fees estimated to be collected under rules adopted by the railroad commission under this section may not exceed the amount estimated by the railroad commission to be necessary to recover the costs of administering the railroad commission's pipeline safety program under this chapter, excluding costs at are fully funded by federal sources. (d) The commission may assess each operator of a natural gas distribution system subject to this chapter an annual inspection fee not to exceed $1.00 for each service line reported by the system on the Distribution Annual Report, Form RSPA F7100.1-1, due on March 15 of each year. The fee is due March 15 of each year. (e) The railroad commission may assess each operator of a natural gas master metered system subject to this chapter an annual inspection fee not to exceed $100 for each master metered system. The fee is due June 30 of each year. (f) The railroad commission may assess a late payment penalty of 10 percent of the total assessment due under Subsection (d) or (e) that is not paid within 30 days after the annual due date established by the applicable subsection. (g) Each operator of a natural gas distribution system and each natural gas master meter operator shall recover as a surcharge to its existing rates the amounts paid to the commission under this section. Amounts collected under this subsection by an investor-owned natural gas distribution system or a cooperatively owned natural gas distribution system shall not be included in the revenue or gross receipts of the company for the purpose of calculating municipal franchise fees or any tax imposed under Subchapter B, Chapter 182, Tax Code, or under Chapter 122. Those amounts are not subject to a sales and use tax imposed by Chapter 151, Tax Code, or Subtitle C, Title 3, Tax Code. (h) A fee collected under this section shall be deposited to the credit of the general revenue fund to be used for the pipeline safety program. The current fee that is being applied by WTG is a one-time customer charge per bill of $1.00, based on $1.00 per service line.

RATE ADJUSTMENT PROVISIONS

See rate schedule for the rate adjustment provision.

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TARIFF CODE: DS **RRC TARIFF NO:** 26585

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3029	N	mcf	$1.1960	06/01/2020
CUSTOMER NAME	City of Kermit & Environs			
3029	N	mcf	$1.2740	07/01/2020
CUSTOMER NAME	City of Kermit & Environs			
3034	N	mcf	$1.1960	06/01/2020
CUSTOMER NAME	City of Imperial & Environs			
3034	N	mcf	$1.2740	07/01/2020
CUSTOMER NAME	City of Imperial & Environs			
3035	N	mcf	$1.2740	07/01/2020
CUSTOMER NAME	WTG Rural Domestic			
3035	N	mcf	$1.1960	06/01/2020
CUSTOMER NAME	WTG Rural Domestic			
31987	N	mcf	$1.2740	07/01/2020
CUSTOMER NAME	City of Lubbock Environs			
31987	N	mcf	$1.1960	06/01/2020
CUSTOMER NAME	City of Lubbock Environs			
3029	N	mcf	$.4220	04/01/2020
CUSTOMER NAME	City of Kermit & Environs			
3029	N	mcf	$.2140	03/01/2020
CUSTOMER NAME	City of Kermit & Environs			
3029	N	mcf	$.8310	02/01/2020
CUSTOMER NAME	City of Kermit & Environs			
3029	N	mcf	$.9700	11/01/2019
CUSTOMER NAME	City of Kermit & Environs			
3029	N	mcf	$1.6680	10/01/2019
CUSTOMER NAME	City of Kermit & Environs			
3029	N	mcf	$1.1330	01/01/2020
CUSTOMER NAME	City of Kermit & Environs			
3034	N	mcf	$1.6680	10/01/2019
CUSTOMER NAME	City of Imperial & Environs			
3034	N	mcf	$.4220	04/01/2020
CUSTOMER NAME	City of Imperial & Environs			
3034	N	mcf	$.2140	03/01/2020
CUSTOMER NAME	City of Imperial & Environs			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3034	N	mcf	$.8310	02/01/2020
CUSTOMER NAME	City of Imperial & Environs			
3034	N	mcf	$1.1330	01/01/2020
CUSTOMER NAME	City of Imperial & Environs			
3034	N	mcf	$1.6170	12/01/2019
CUSTOMER NAME	City of Imperial & Environs			
3035	N	mcf	$1.6680	10/01/2019
CUSTOMER NAME	WTG Rural Domestic			
3035	N	mcf	$.2140	03/01/2020
CUSTOMER NAME	WTG Rural Domestic			
3035	N	mcf	$1.6170	12/01/2019
CUSTOMER NAME	WTG Rural Domestic			
3035	N	mcf	$.9700	11/01/2019
CUSTOMER NAME	WTG Rural Domestic			
3035	N	mcf	$.4220	04/01/2020
CUSTOMER NAME	WTG Rural Domestic			
3035	N	mcf	$.8310	02/01/2020
CUSTOMER NAME	WTG Rural Domestic			
31987	N	mcf	$.9700	11/01/2019
CUSTOMER NAME	City of Lubbock Environs			
31987	N	mcf	$.8310	02/01/2020
CUSTOMER NAME	City of Lubbock Environs			
31987	N	mcf	$.2140	03/01/2020
CUSTOMER NAME	City of Lubbock Environs			
31987	N	mcf	$.4220	04/01/2020
CUSTOMER NAME	City of Lubbock Environs			
31987	N	mcf	$1.6680	10/01/2019
CUSTOMER NAME	City of Lubbock Environs			
31987	N	mcf	$1.1330	01/01/2020
CUSTOMER NAME	City of Lubbock Environs			
3029	N	mcf	$1.1840	05/01/2020
CUSTOMER NAME	City of Kermit & Environs			
3034	N	mcf	$1.1840	05/01/2020
CUSTOMER NAME	City of Imperial & Environs			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3035	N	mcf	$1.1840	05/01/2020
CUSTOMER NAME	WTG Rural Domestic			
31987	N	mcf	$1.1840	05/01/2020
CUSTOMER NAME	City of Lubbock Environs			
3035	N	mcf	$1.1330	01/01/2020
CUSTOMER NAME	WTG Rural Domestic			
31987	N	mcf	$1.6170	12/01/2019
CUSTOMER NAME	City of Lubbock Environs			
3029	N	mcf	$1.6170	12/01/2019
CUSTOMER NAME	City of Kermit & Environs			
3034	N	mcf	$.9700	11/01/2019
CUSTOMER NAME	City of Imperial & Environs			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 10235 (base rate) 10418 (2013 GRIP) 10479 (2014 GRIP) 10563 (2015 GRIP) 10668 (2016 GRIP) 10763 (104.111 filing) 10787 (2017 GRIP) 10913 (2018 GRIP)

CITY ORDINANCE NO:

AMENDMENT(EXPLAIN):

OTHER(EXPLAIN): GRIP Rates Update

SERVICES

TYPE OF SERVICE	SERVICE DESCRIPTION
A	Residential Sales

OTHER TYPE DESCRIPTION

PREPARER - PERSON FILING

RRC NO: 1075 **ACTIVE FLAG:** Y **INACTIVE DATE:**

FIRST NAME: Amanda **MIDDLE:** **LAST NAME:** Edgmon

TITLE: Regulatory Reporting

ADDRESS LINE 1: 211 N Colorado St

ADDRESS LINE 2:

CITY: Midland **STATE:** TX **ZIP:** 79701 **ZIP4:**

AREA CODE: 432 **PHONE NO:** 253-4630 **EXTENSION:**

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CURTAILMENT PLAN

PLAN ID	DESCRIPTION
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; 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; 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

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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 deired 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.

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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 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

POLICY ID	DESCRIPTION
1150	In the event the cost of extending mains exceeds the free limit established by Franchise for dometic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with Section 4.1.1 of WTG's tariff, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less $150.00 credit. The actual cost will be calculated in accordance with the rates specified in Section 4.1.1 of WTG's tariff.

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QUALITY OF SERVICE

QUAL_SERVICE ID	DESCRIPTION
1	RULE 7.45 Quality of Service For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law. (1) Continuity of service. (A) Service interruptions. (i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected. (ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility 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 service. (iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers 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. (B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence. (C) Report to commission. The commission shall be notified in writing within 48 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. (2) Customer relations. (A) Information to customers. Each utility shall: (i) maintain a current set of maps showing the physical locations 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 utility 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 others entitled to the information as to the facilities available for serving that locality; (ii) assist the customer or applicant in selecting the most economical rate schedule;

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(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) 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 rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I)-(XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. If 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 or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

(C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for

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delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer 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.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer'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.

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, 101.003(7), 101.003(8), and 121.001-121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less

often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility 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 regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility 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.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

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

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

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

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

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

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

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0 percent for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection,

with the words Termination Notice or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility'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 customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

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

(v) tampering with the utility company's meter or equipment or bypassing the same.

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

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

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

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

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

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

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

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

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

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer 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 12 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;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing 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) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

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

(i) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. 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 utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(ii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility 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.

(iii) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

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

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility 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.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

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

(III) each transaction concerning the deposit.

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(ii) The utility 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.

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

(F) Refund of deposit.

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

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) 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 customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

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

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is 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

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month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

1A (D) Disputed bills.

(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer'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 customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may 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. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the 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.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy

of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. 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 dollars 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.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0 percent from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) 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 foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility 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 to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to 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) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified 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. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 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

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utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

1B (a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001. For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law. (b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to: (1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day`s highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service. (2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or (3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service. (c) Payment plans. Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in paragraph (2)(D) of 7.45 of this title, relating to Quality of Service.. (d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows: (1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility`s service area. (2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility`s service area. (3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems. (4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers. (e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.44 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
290297	4.1.1a		Connection Charge $50.00 Business Hours and $70.00 After Hours. A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
290298	4.1.1b		Read In for Change Charge - A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.
290299	4.1.1c		After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.
290300	4.1.2		Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period form the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less $25.00, 276 to 1500 cubic feet per hour $30.00, 1501 to 3000 cubic feet per hour $35.00, 3001 to 5000 cubic feet per hour $45.00, over 5000 cubic feet per hour $60.00. Orifice Meters - All sizes $40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
290301	4.1.3		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a

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		bank for any reason may be charged a fee for each occurrence of $25.00.
290302	4.1.4	Collection Fee - A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.
290303	4.1.5	Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company. Business Hours $50.00, After Hours $70.00
290304	4.1.6	Temporary Service Fee - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge 4.1.1c. This service does not include extension of mains.
290305	4.1.7	Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.
290306	4.1.8	No Access - A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.
290307	4.1.9	Tampering Fee - Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly mesured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.
290309	4.2.1	Customer Deposits -

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Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.

290297 4.1.1a

Initiation of Service

a) Connection Charge
The following connection charges apply:

Schedule	Charge
Business Hours	$50.00
After Hours	$70.00

A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.

290298 4.1.1b

Read In for Change Charge -
A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.

290299 4.1.1c

After-Hours and Special Handling -
In addition to initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.

(i) Special Handling: The Company may, at customer's request, provide special handling in order to meet the Customer's requirements for a fee based on the rates indicated in (c) above. Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer's premises.

(ii) Expedited Service: If the customer requires that

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the order be worked after hours for their convenience or if the customer requires expedited service, the charge shall be based on the rates indicated in (c) above for after hours service work on customer premises. The customer's request for expedited service may then be scheduled at any time to fit the Company's work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.

(iii) Special Call Out: If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in (c) above for after hours service work on customer's premises.

290300 4.1.2

Customer Requested Meter Test
Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule.

Positive Displacement	Charge
275 cubic feet per hour or less	$25.00
276 to 1500 cubic feet per hour	$30.00
1501 to 3000 cubic feet per hour	$35.00
3001 to 5000 cubic feet per hour	$45.00
over 5000 cubic feet per hour	$60.00

Orifice Meters
All sizes $40.00

The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.

290301 4.1.3

Returned Check/Bank Draft Charges -
Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of $25.00.

290302 4.1.4

Collection Fee -
A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

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290303 4.1.5

Reconnect Fees -
The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Schedule	Charge
Business Hours	$50.00,
After Hours	$70.00.

290304 4.1.6

Temporary Service -
Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in section 4.1.1(c) above. This service does not include extension of mains.

290305 4.1.7

Special Read -
Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

290306 4.1.8

No Access -
A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

290307 4.1.9

Tampering -
Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1(c) above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

290308 4.1.10

Extension Fee -
In the event the cost of extending mains exceeds the free limit established by Franchise for domestic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with section 4.1.1 above, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less a $150.00 credit. The actual cost

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		will be calculated in accordance witht eh rates specified in section 4.1.1(C) above.
290309	4.2.1	Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.|

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DESCRIPTION: Distribution Sales **STATUS:** A

EFFECTIVE DATE: 02/11/2020 **ORIGINAL CONTRACT DATE:** **RECEIVED DATE:** 03/09/2020

GAS CONSUMED: N **AMENDMENT DATE:** **OPERATOR NO:**

BILLS RENDERED: Y **INACTIVE DATE:**

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
905	

Applicable to: WTG Rural Domestic, Lubbock Rural, City of Kermit & Environs, City of Imperial & Environs (Note, Incorporated Areas will go into effect by municipal ordinance or operation of law).

Subject to applicable rate adjustment provisions listed below, the following rates are the maximum applicable to Non-Domestic consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

Customer Charge $13.06.
2013 GRIP Charge $4.58,
2014 GRIP Charge $1.56.
2015 GRIP Charge $1.49.
2016 GRIP Charge $2.39.
2017 GRIP Charge $1.82.
2018 GRIP Charge $1.32.
Total Customer Charge $26.22 per month.

All Consumption @ $2.47 per Mcf.

The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

Gas Cost Adjustment -
Gas Cost Adjustment is intended to allow collection of the Company`s gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. This clause shall apply to customers in the West Gas Cost Zone.

Purchased Gas Cost Component -
The Purchase Gas Cost for said Gas Cost Zone shall be computed utilizing the following components for the distribution system customers.

Cost of gas purchased, Credits, Refunds, or out of Period Adjustments, Cost of gas withdrawn from storage, Interest on storage gas withdrawn, Upstream gathering and Transportation Charges, Storage Deliverability Charges, Storage Capacity Charges, New Taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills.

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

The Company shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. The Company shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor Calculation (PGF) -
Each customer bill shall include a Purchased Gas Factor reflecting the estimated weighted average cost of gas, plus additional elements described in this section, during the period covered by the bill for said Gas Cost Zone. The PGF shall be determined to the nearest $0.001 per Mcf, and the following provisions shall apply:

In addition to the estimated weighted average cost of gas for the current month`s billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated WACOG and the actual WACOG during the previous billing period for said Gas Cost Zone.
The PGF shall also include a `Reconciliation Factor`, an amount reflecting the customer`s share of any gas cost imbalances in the preceding reconciliation period for said Gas Cost Zone.
The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill for said Gas Cost Zone.

The Purchased Gas Factor is expressed as a formula as follows:

(A+/-B) + C + D = E.

Where
A = Estimated WACOG,
B = Estimated WACOG/Act. WACOG Difference,
C = Reconciliation Factor,
D = New Taxes,
E = Total PGF.

Gas Cost Reconciliation (GCR) -
The Company shall keep accurate books and records of the Reconciliation Review and monthly PGF reports to the Railroad Commission of Texas and shall account for the Reconciliation Component and the Reconciliation Factors for said Gas Cost Zone.

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes. Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia) for each listed municipality and associated environs:

Balmorhea 13.48, Kermit 13.68.

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis for said Gas Cost Zone. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchase Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas.
Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
The interest rate shall be the same as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June).
The sum of the monthly imbalances, plus interest for said Gas Cost Zone for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged in said Gas Cost Zone.

If the Reconciliation Review indicates a gas loss or gain of greater than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for said Gas Cost Zones Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:

Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period in said Gas Cost Zone.
Subtracting that result from 1, which when expressed as a percentage, becomes said Gas Cost Zones Actual P/S Ratio.
Subtracting 5.26% from said Gas Cost Zones Actual P/S Ratio, results in a Disallowance Factor for the review period.
Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the WACOG for each month, for said Gas Cost Zone will result in an amount to be disallowed each month.
The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above.

Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
The interest rate shall be the rate in effect during the last month of the audit period (June).
The sum of the monthly imbalances, plus interest for the period under review shall be the Reconciliation Amount for said Gas Cost Zone or the total amount to be refunded or surcharged.

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	Reconciliation Factor Calculation (RFC) - The Reconciliation Amount for said Gas Cost Zone shall be divided by 12, resulting in the Reconciliation Component. The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, according to Gas Cost Zone, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review. The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf for each Gas Cost Zone. Any under or over collection from the prior month may be factored in subsequent months Reconciliation Component. Each month during the reconciliation period, the PGF for each Gas Cost Zone on consumer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period. Recovery of Existing Purchased Gas Cost Imbalances - The Company shall determine the amount of unrecovered purchased gas costs applicable to the customers served in each incorporated city or rural area immediately prior to the effectiveness of new Gas Cost Zones. Any resulting over-recovery or under-recovery in excess of $25,000 shall be charged or credited, as appropriate, to the customers in each such city or rural area. Any over-recovery or under-recovery of less than $25,000 in any incorporated city of rural area shall be recovered along with any Purchase Gas Costs in the applicable Gas Cost Zone. Revenue Related Tax Adjustment - Each monthly bill, as adjusted above shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes, Municipal Taxes, Fees, or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by Company.
Pipeline Safety Fee	(a) Pursuant to Texas Utilities Code, Section 121.211. PIPELINE SAFETY FEES, the railroad commission by rule may adopt an inspection fee to be assessed annually against operators of natural gas distribution pipelines and their pipeline facilities and natural gas master metered pipelines and their pipeline facilities subject to this chapter. (b) The railroad commission by rule shall establish the method by which the fee will be calculated and assessed. In adopting a fee structure, the railroad commission may consider any factors necessary to provide for the equitable

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	allocation among operators of the costs of administering the railroad commission's pipeline safety program under this chapter. (c) The total amount of fees estimated to be collected under rules adopted by the railroad commission under this section may not exceed the amount estimated by the railroad commission to be necessary to recover the costs of administering the railroad commission's pipeline safety program under this chapter, excluding costs at are fully funded by federal sources. (d) The commission may assess each operator of a natural gas distribution system subject to this chapter an annual inspection fee not to exceed $1.00 for each service line reported by the system on the Distribution Annual Report, Form RSPA F7100.1-1, due on March 15 of each year. The fee is due March 15 of each year. (e) The railroad commission may assess each operator of a natural gas master metered system subject to this chapter an annual inspection fee not to exceed $100 for each master metered system. The fee is due June 30 of each year. (f) The railroad commission may assess a late payment penalty of 10 percent of the total assessment due under Subsection (d) or (e) that is not paid within 30 days after the annual due date established by the applicable subsection. (g) Each operator of a natural gas distribution system and each natural gas master meter operator shall recover as a surcharge to its existing rates the amounts paid to the commission under this section. Amounts collected under this subsection by an investor-owned natural gas distribution system or a cooperatively owned natural gas distribution system shall not be included in the revenue or gross receipts of the company for the purpose of calculating municipal franchise fees or any tax imposed under Subchapter B, Chapter 182, Tax Code, or under Chapter 122. Those amounts are not subject to a sales and use tax imposed by Chapter 151, Tax Code, or Subtitle C, Title 3, Tax Code. (h) A fee collected under this section shall be deposited to the credit of the general revenue fund to be used for the pipeline safety program. The current fee that is being applied by WTG is a one-time customer charge per bill of $1.00, based on $1.00 per service line.

RATE ADJUSTMENT PROVISIONS

See rate schedule for the rate adjustment provision.

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3034	N	mcf	$1.2740	07/01/2020
CUSTOMER NAME	City of Imperial & Environs			
3036	N	mcf	$1.2740	07/01/2020
CUSTOMER NAME	WTG Rural Commercial			
3036	N	mcf	$1.1960	06/01/2020
CUSTOMER NAME	WTG Rural Commercial			
31987	N	mcf	$1.2740	07/01/2020
CUSTOMER NAME	City of Lubbock Environs			
31987	N	mcf	$1.1960	06/01/2020
CUSTOMER NAME	City of Lubbock Environs			
3029	N	mcf	$1.1960	06/01/2020
CUSTOMER NAME	City of Kermit & Environs			
3029	N	mcf	$1.2740	07/01/2020
CUSTOMER NAME	City of Kermit & Environs			
3034	N	mcf	$1.1960	06/01/2020
CUSTOMER NAME	City of Imperial & Environs			
3029	N	mcf	$.4220	04/01/2020
CUSTOMER NAME	City of Kermit & Environs			
3029	N	mcf	$.2140	03/01/2020
CUSTOMER NAME	City of Kermit & Environs			
3029	N	mcf	$.8310	02/01/2020
CUSTOMER NAME	City of Kermit & Environs			
3029	N	mcf	$.9700	11/01/2019
CUSTOMER NAME	City of Kermit & Environs			
3029	N	mcf	$1.6680	10/01/2019
CUSTOMER NAME	City of Kermit & Environs			
3029	N	mcf	$1.1330	01/01/2020
CUSTOMER NAME	City of Kermit & Environs			
3034	N	mcf	$1.6680	10/01/2019
CUSTOMER NAME	City of Imperial & Environs			
3034	N	mcf	$.4220	04/01/2020
CUSTOMER NAME	City of Imperial & Environs			
3034	N	mcf	$.2140	03/01/2020
CUSTOMER NAME	City of Imperial & Environs			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3034	N	mcf	$.8310	02/01/2020
CUSTOMER NAME	City of Imperial & Environs			
3034	N	mcf	$1.1330	01/01/2020
CUSTOMER NAME	City of Imperial & Environs			
3034	N	mcf	$1.6170	12/01/2019
CUSTOMER NAME	City of Imperial & Environs			
3036	N	mcf	$1.6680	10/01/2019
CUSTOMER NAME	WTG Rural Commercial			
3036	N	mcf	$.2140	03/01/2020
CUSTOMER NAME	WTG Rural Commercial			
3036	N	mcf	$1.6170	12/01/2019
CUSTOMER NAME	WTG Rural Commercial			
3036	N	mcf	$.9700	11/01/2019
CUSTOMER NAME	WTG Rural Commercial			
3036	N	mcf	$.4220	04/01/2020
CUSTOMER NAME	WTG Rural Commercial			
3036	N	mcf	$.8310	02/01/2020
CUSTOMER NAME	WTG Rural Commercial			
31987	N	mcf	$.9700	11/01/2019
CUSTOMER NAME	City of Lubbock Environs			
31987	N	mcf	$.8310	02/01/2020
CUSTOMER NAME	City of Lubbock Environs			
31987	N	mcf	$.2140	03/01/2020
CUSTOMER NAME	City of Lubbock Environs			
31987	N	mcf	$.4220	04/01/2020
CUSTOMER NAME	City of Lubbock Environs			
31987	N	mcf	$1.6680	10/01/2019
CUSTOMER NAME	City of Lubbock Environs			
31987	N	mcf	$1.1330	01/01/2020
CUSTOMER NAME	City of Lubbock Environs			
3029	N	mcf	$1.1840	05/01/2020
CUSTOMER NAME	City of Kermit & Environs			
3034	N	mcf	$1.1840	05/01/2020
CUSTOMER NAME	City of Imperial & Environs			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3036	N	mcf	$1.1840	05/01/2020
CUSTOMER NAME	WTG Rural Commercial			
31987	N	mcf	$1.1840	05/01/2020
CUSTOMER NAME	City of Lubbock Environs			
3036	N	mcf	$1.1330	01/01/2020
CUSTOMER NAME	WTG Rural Commercial			
31987	N	mcf	$1.6170	12/01/2019
CUSTOMER NAME	City of Lubbock Environs			
3029	N	mcf	$1.6170	12/01/2019
CUSTOMER NAME	City of Kermit & Environs			
3034	N	mcf	$.9700	11/01/2019
CUSTOMER NAME	City of Imperial & Environs			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 10235 (base rate) 10418 (2013 GRIP) 10479 (2014 GRIP) 10563 (2015 GRIP) 10668 (2016 GRIP) 10763 (104.111 filing) 10787 (2017 GRIP) 10913 (2018 GRIP)

CITY ORDINANCE NO:

AMENDMENT(EXPLAIN):

OTHER(EXPLAIN): GRIP Rates Update

SERVICES

TYPE OF SERVICE	SERVICE DESCRIPTION
B	Commercial Sales
OTHER TYPE DESCRIPTION	
C	Industrial Sales
OTHER TYPE DESCRIPTION	
D	Public Authority Sales
OTHER TYPE DESCRIPTION	

PREPARER - PERSON FILING

RRC NO: 1075 **ACTIVE FLAG:** Y **INACTIVE DATE:**

FIRST NAME: Amanda **MIDDLE:** **LAST NAME:** Edgmon

TITLE: Regulatory Reporting

ADDRESS LINE 1: 211 N Colorado St

ADDRESS LINE 2:

CITY: Midland **STATE:** TX **ZIP:** 79701 **ZIP4:**

AREA CODE: 432 **PHONE NO:** 253-4630 **EXTENSION:**

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CURTAILMENT PLAN

PLAN ID	DESCRIPTION
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; 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; 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 deired 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.

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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 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

POLICY ID	DESCRIPTION
1150	In the event the cost of extending mains exceeds the free limit established by Franchise for dometic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with Section 4.1.1 of WTG's tariff, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less $150.00 credit. The actual cost will be calculated in accordance with the rates specified in Section 4.1.1 of WTG's tariff.

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QUALITY OF SERVICE

QUAL_SERVICE ID	DESCRIPTION
1	RULE 7.45 Quality of Service For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law. (1) Continuity of service. (A) Service interruptions. (i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected. (ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility 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 service. (iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers 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. (B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence. (C) Report to commission. The commission shall be notified in writing within 48 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. (2) Customer relations. (A) Information to customers. Each utility shall: (i) maintain a current set of maps showing the physical locations 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 utility 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 others entitled to the information as to the facilities available for serving that locality; (ii) assist the customer or applicant in selecting the most economical rate schedule;

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(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) 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 rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I)-(XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. If 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 or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

(C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for

delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer 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.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer'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.

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, 101.003(7), 101.003(8), and 121.001-121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less

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often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility 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 regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility 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.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

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

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

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

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

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

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

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0 percent for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection,

with the words Termination Notice or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility'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 customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

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

(v) tampering with the utility company's meter or equipment or bypassing the same.

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

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

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

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

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

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

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

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

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

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer 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 12 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;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing 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) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

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

(i) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. 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 utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(ii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility 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.

(iii) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

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

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility 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.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

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

(III) each transaction concerning the deposit.

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(ii) The utility 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.

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

(F) Refund of deposit.

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

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) 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 customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

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

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is 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

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month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

1A (D) Disputed bills.

(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer'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 customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may 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. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the 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.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy

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of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. 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 dollars 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.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0 percent from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) 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 foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility 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 to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to 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) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified 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. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 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

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utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

1B (a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001. For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law. (b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to: (1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day`s highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service. (2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or (3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service. (c) Payment plans. Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in paragraph (2)(D) of 7.45 of this title, relating to Quality of Service.. (d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows: (1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility`s service area. (2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility`s service area. (3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems. (4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers. (e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.44 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
290311	4.1.1a		Connection Charge $50.00 Business Hours and $70.00 After Hours. A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
290312	4.1.1b		Read In for Change Charge - A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.
290313	4.1.1c		After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.
290314	4.1.2		Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period form the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less $25.00, 276 to 1500 cubic feet per hour $30.00, 1501 to 3000 cubic feet per hour $35.00, 3001 to 5000 cubic feet per hour $45.00, over 5000 cubic feet per hour $60.00. Orifice Meters - All sizes $40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
290315	4.1.3		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a

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		bank for any reason may be charged a fee for each occurrence of $25.00.
290316	4.1.4	Collection Fee - A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.
290317	4.1.5	Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company. Business Hours $50.00, After Hours $70.00
290318	4.1.6	Temporary Service Fee - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge 4.1.1c. This service does not include extension of mains.
290319	4.1.7	Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.
290320	4.1.8	No Access - A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.
290321	4.1.9	Tampering Fee - Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly mesured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.
290323	4.2.1	Customer Deposits -

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Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.

290311 4.1.1a

Initiation of Service

a) Connection Charge
The following connection charges apply:

Schedule	Charge
Business Hours	$50.00
After Hours	$70.00

A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.

290312 4.1.1b

Read In for Change Charge -
A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.

290313 4.1.1c

After-Hours and Special Handling -
In addition to initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.

(i) Special Handling: The Company may, at customer's request, provide special handling in order to meet the Customer's requirements for a fee based on the rates indicated in (c) above. Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer's premises.

(ii) Expedited Service: If the customer requires that

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the order be worked after hours for their convenience or if the customer requires expedited service, the charge shall be based on the rates indicated in (c) above for after hours service work on customer premises. The customer's request for expedited service may then be scheduled at any time to fit the Company's work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.

(iii) Special Call Out: If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in (c) above for after hours service work on customer's premises.

290314 4.1.2

Customer Requested Meter Test
Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule.

Positive Displacement	Charge
275 cubic feet per hour or less	$25.00
276 to 1500 cubic feet per hour	$30.00
1501 to 3000 cubic feet per hour	$35.00
3001 to 5000 cubic feet per hour	$45.00
over 5000 cubic feet per hour	$60.00

Orifice Meters
All sizes $40.00

The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.

290315 4.1.3

Returned Check/Bank Draft Charges -
Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of $25.00.

290316 4.1.4

Collection Fee -
A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

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290317 4.1.5

Reconnect Fees -
The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Schedule	Charge
Business Hours	$50.00,
After Hours	$70.00.

290318 4.1.6

Temporary Service -
Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in section 4.1.1(c) above. This service does not include extension of mains.

290319 4.1.7

Special Read -
Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

290320 4.1.8

No Access -
A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

290321 4.1.9

Tampering -
Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1(c) above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

290322 4.1.10

Extension Fee -
In the event the cost of extending mains exceeds the free limit established by Franchise for domestic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with section 4.1.1 above, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less a $150.00 credit. The actual cost

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		will be calculated in accordance witht eh rates specified in section 4.1.1(C) above.
290323	4.2.1	Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.|

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DESCRIPTION: Distribution Sales **STATUS:** A

EFFECTIVE DATE: 02/11/2020 **ORIGINAL CONTRACT DATE:** **RECEIVED DATE:** 03/09/2020

GAS CONSUMED: N **AMENDMENT DATE:** **OPERATOR NO:**

BILLS RENDERED: Y **INACTIVE DATE:**

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
906	

Applicable to: City of Sonora & Environs, Tom Green County Environs, Miles Environs, City of LaVernia, City of LaVernia Environs, TGU System General Service, City of LaPryor, City of Paint Rock Environs, City of Eden, WTG Rural Domestic, Brady Environs, City of Eden Environs (Note, Incorporated Areas will go into effect by municipal ordinance or operation of law).

Subject to applicable rate adjustment provisions listed below, the following rates are the maximum applicable to Domestic consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

Customer Charge $9.54.
2013 GRIP Charge $1.74.
2014 GRIP Charge $0.57.
2015 GRIP Charge $0.56.
2016 GRIP Charge $0.90.
2017 GRIP Charge $0.84.
2018 GRIP Charge $0.60.
Total Customer Charge $14.75 per month.

All Consumption @ $3.59 per Mcf.

The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

Gas Cost Adjustment -
Gas Cost Adjustment is intended to allow collection of the Company`s gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. This clause shall apply to customers in the South Gas Cost Zone.

Purchased Gas Cost Component -
The Purchase Gas Cost for said Gas Cost Zone shall be computed utilizing the following components for the distribution system customers.

Cost of gas purchased, Credits, Refunds, or out of Period Adjustments, Cost of gas withdrawn from storage, Interest on storage gas withdrawn, Upstream gathering and Transportation Charges, Storage Deliverability Charges, Storage Capacity Charges. New Taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills.

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

The Company shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. The Company shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor Calculation (PGF) -
Each customer bill shall include a Purchased Gas Factor reflecting the estimated weighted average cost of gas, plus additional elements described in this section, during the period covered by the bill for said Gas Cost Zone. The PGF shall be determined to the nearest $0.001 per Mcf, and the following provisions shall apply:

In addition to the estimated weighted average cost of gas for the current month`s billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated WACOG and the actual WACOG during the previous billing period for said Gas Cost Zone.
The PGF shall also include a `Reconciliation Factor`, an amount reflecting the customer`s share of any gas cost imbalances in the preceding reconciliation period for said Gas Cost Zone.
The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill for said Gas Cost Zone.

The Purchased Gas Factor is expressed as a formula as follows:

(A+/-B) + C + D = E

Where
A = Estimated WACOG,
B = Estimated WACOG/Act. WACOG Difference,
C = Reconciliation Factor,
D = New Taxes,
E = Total PGF.

Gas Cost Reconciliation (GCR) -
The Company shall keep accurate books and records of the Reconciliation Review and monthly PGF reports to the Railroad Commission of Texas and shall account for the Reconciliation Component and the Reconciliation Factors for said Gas Cost Zone.

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes. Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia) for each listed municipality and associated environs:

Devine 14.68, Eden 14.08, Junction 14.18, LaVernia 14.68, Menard 14.08, Natalia 14.68, Paint Rock 14.28, Somerset 14.68, Sonora 13.98.

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis for said Gas Cost Zone. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchase Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas.
Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
The interest rate shall be the same as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June).
The sum of the monthly imbalances, plus interest for said Gas Cost Zone for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged in said Gas Cost Zone.

If the Reconciliation Review indicates a gas loss or gain of greater than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for said Gas Cost Zones Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:

Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period in said Gas Cost Zone.
Subtracting that result from 1, which when expressed as a percentage, becomes said Gas Cost Zones Actual P/S Ratio.
Subtracting 5.26% from said Gas Cost Zones Actual P/S Ratio, results in a Disallowance Factor for the review period.
Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the WACOG for each month, for said Gas Cost Zone will result in an amount to be disallowed each month.
The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above.

Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
The interest rate shall be the rate in effect during the last month of the audit period (June).
The sum of the monthly imbalances, plus interest for the period under review shall be the Reconciliation Amount for said Gas Cost Zone or the total amount to be refunded or surcharged.

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26587

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	Reconciliation Factor Calculation (RFC) - The Reconciliation Amount for said Gas Cost Zone shall be divided by 12, resulting in the Reconciliation Component. The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, according to Gas Cost Zone, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review. The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf for each Gas Cost Zone. Any under or over collection from the prior month may be factored in subsequent months Reconciliation Component. Each month during the reconciliation period, the PGF for each Gas Cost Zone on consumer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period. Recovery of Existing Purchased Gas Cost Imbalances - The Company shall determine the amount of unrecovered purchased gas costs applicable to the customers served in each incorporated city or rural area immediately prior to the effectiveness of new Gas Cost Zones. Any resulting over-recovery or under-recovery in excess of $25,000 shall be charged or credited, as appropriate, to the customers in each such city or rural area. Any over-recovery or under-recovery of less than $25,000 in any incorporated city of rural area shall be recovered along with any Purchase Gas Costs in the applicable Gas Cost Zone. Revenue Related Tax Adjustment - Each monthly bill, as adjusted above shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes, Municipal Taxes, Fees, or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by Company.
Pipeline Safety Fee	(a) Pursuant to Texas Utilities Code, Section 121.211. PIPELINE SAFETY FEES, the railroad commission by rule may adopt an inspection fee to be assessed annually against operators of natural gas distribution pipelines and their pipeline facilities and natural gas master metered pipelines and their pipeline facilities subject to this chapter. (b) The railroad commission by rule shall establish the method by which the fee will be calculated and assessed. In adopting a fee structure, the railroad commission may consider any factors necessary to provide for the equitable allocation among operators of the costs of administering the railroad commission's pipeline safety program under this chapter.

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	(c) The total amount of fees estimated to be collected under rules adopted by the railroad commission under this section may not exceed the amount estimated by the railroad commission to be necessary to recover the costs of administering the railroad commission's pipeline safety program under this chapter, excluding costs at are fully funded by federal sources. (d) The commission may assess each operator of a natural gas distribution system subject to this chapter an annual inspection fee not to exceed $1.00 for each service line reported by the system on the Distribution Annual Report, Form RSPA F7100.1-1, due on March 15 of each year. The fee is due March 15 of each year. (e) The railroad commission may assess each operator of a natural gas master metered system subject to this chapter an annual inspection fee not to exceed $100 for each master metered system. The fee is due June 30 of each year. (f) The railroad commission may assess a late payment penalty of 10 percent of the total assessment due under Subsection (d) or (e) that is not paid within 30 days after the annual due date established by the applicable subsection. (g) Each operator of a natural gas distribution system and each natural gas master meter operator shall recover as a surcharge to its existing rates the amounts paid to the commission under this section. Amounts collected under this subsection by an investor-owned natural gas distribution system or a cooperatively owned natural gas distribution system shall not be included in the revenue or gross receipts of the company for the purpose of calculating municipal franchise fees or any tax imposed under Subchapter B, Chapter 182, Tax Code, or under Chapter 122. Those amounts are not subject to a sales and use tax imposed by Chapter 151, Tax Code, or Subtitle C, Title 3, Tax Code. (h) A fee collected under this section shall be deposited to the credit of the general revenue fund to be used for the pipeline safety program. The current fee that is being applied by WTG is a one-time customer charge per bill of $1.00, based on $1.00 per service line.

RATE ADJUSTMENT PROVISIONS

See rate schedule for the rate adjustment provision.

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TARIFF CODE: DS **RRC TARIFF NO:** 26587

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3035	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	WTG Rural Domestic			
3035	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	WTG Rural Domestic			
3039	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	Brady Environs			
3044	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	TGU System - General Service			
3045	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of LaPryor			
3045	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of LaPryor			
3058	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Paint Rock Environs			
3058	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Paint Rock Environs			
3059	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Eden			
3059	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Eden			
3060	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Eden Environs			
3060	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Eden Environs			
3061	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Sonora & Environs			
3061	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Sonora & Environs			
3039	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	Brady Environs			
3044	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	TGU System - General Service			
3062	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	Tom Green County Environs			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26587

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3062	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	Tom Green County Environs			
3063	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	Miles Environs			
3063	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	Miles Environs			
34638	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of LaVernia Environs			
34637	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of LaVernia			
34637	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of LaVernia			
34638	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of LaVernia Environs			
3035	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	WTG Rural Domestic			
3035	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	WTG Rural Domestic			
3035	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	WTG Rural Domestic			
3044	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	TGU System - General Service			
3044	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	TGU System - General Service			
3044	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	TGU System - General Service			
3044	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	TGU System - General Service			
3044	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	TGU System - General Service			
3044	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	TGU System - General Service			
3045	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of LaPryor			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3045	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of LaPryor			
3045	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of LaPryor			
3045	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of LaPryor			
3045	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of LaPryor			
3045	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of LaPryor			
3058	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Paint Rock Environs			
3058	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Paint Rock Environs			
3058	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Paint Rock Environs			
3058	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Paint Rock Environs			
3058	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Paint Rock Environs			
3058	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Paint Rock Environs			
3059	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Eden			
3059	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Eden			
3059	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Eden			
3059	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Eden			
3059	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Eden			
3059	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Eden			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26587

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3060	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Eden Environs			
3060	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Eden Environs			
3060	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Eden Environs			
3060	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Eden Environs			
3060	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Eden Environs			
3060	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Eden Environs			
3061	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Sonora & Environs			
3061	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Sonora & Environs			
3061	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Sonora & Environs			
3061	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Sonora & Environs			
3061	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Sonora & Environs			
3061	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Sonora & Environs			
3062	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	Tom Green County Environs			
3062	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	Tom Green County Environs			
3062	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	Tom Green County Environs			
3062	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	Tom Green County Environs			
3062	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	Tom Green County Environs			

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TARIFF CODE: DS **RRC TARIFF NO:** 26587

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3062	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	Tom Green County Environs			
3063	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	Miles Environs			
3063	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	Miles Environs			
3063	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	Miles Environs			
3063	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	Miles Environs			
3063	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	Miles Environs			
3063	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	Miles Environs			
34637	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of LaVernia			
34637	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of LaVernia			
34637	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of LaVernia			
34637	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of LaVernia			
34637	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of LaVernia			
34637	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of LaVernia			
34638	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of LaVernia Environs			
34638	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of LaVernia Environs			
34638	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of LaVernia Environs			
34638	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of LaVernia Environs			

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TARIFF CODE: DS **RRC TARIFF NO:** 26587

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
34638	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of LaVernia Environs			
34638	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of LaVernia Environs			
3035	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	WTG Rural Domestic			
3035	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	WTG Rural Domestic			
3035	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	WTG Rural Domestic			
3039	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	Brady Environs			
3039	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	Brady Environs			
3039	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	Brady Environs			
3039	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	Brady Environs			
3039	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	Brady Environs			
3039	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	Brady Environs			
3035	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	WTG Rural Domestic			
3039	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	Brady Environs			
3044	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	TGU System - General Service			
3045	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of LaPryor			
3058	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Paint Rock Environs			
3059	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Eden			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3060	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Eden Environs			
3061	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Sonora & Environs			
3062	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	Tom Green County Environs			
3063	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	Miles Environs			
34637	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of LaVernia			
3044	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	TGU System - General Service			
3045	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of LaPryor			
3058	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Paint Rock Environs			
3059	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Eden			
3035	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	WTG Rural Domestic			
3039	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	Brady Environs			
3060	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Eden Environs			
3061	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Sonora & Environs			
3062	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	Tom Green County Environs			
3063	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	Miles Environs			
34637	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of LaVernia			
34638	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of LaVernia Environs			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
34638	N	mcf	$2.1810	05/01/2020

CUSTOMER NAME City of LaVernia Environs

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 10235 (base rate) 10418 (2013 GRIP) 10479 (2014 GRIP) 10563 (2015 GRIP) 10668 (2016 GRIP) 10763 (104.111 filing) 10787 (2017 GRIP) 10913 (2018 GRIP)

CITY ORDINANCE NO:

AMENDMENT(EXPLAIN):

OTHER(EXPLAIN): GRIP Rates Update

SERVICES

TYPE OF SERVICE	SERVICE DESCRIPTION
A	Residential Sales

OTHER TYPE DESCRIPTION

PREPARER - PERSON FILING

RRC NO: 1075 **ACTIVE FLAG:** Y **INACTIVE DATE:**

FIRST NAME: Amanda **MIDDLE:** **LAST NAME:** Edgmon

TITLE: Regulatory Reporting

ADDRESS LINE 1: 211 N Colorado St

ADDRESS LINE 2:

CITY: Midland **STATE:** TX **ZIP:** 79701 **ZIP4:**

AREA CODE: 432 **PHONE NO:** 253-4630 **EXTENSION:**

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CURTAILMENT PLAN

PLAN ID	DESCRIPTION
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; 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; 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

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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 deired 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.

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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 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

POLICY ID	DESCRIPTION
1150	In the event the cost of extending mains exceeds the free limit established by Franchise for dometic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with Section 4.1.1 of WTG's tariff, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less $150.00 credit. The actual cost will be calculated in accordance with the rates specified in Section 4.1.1 of WTG's tariff.

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QUALITY OF SERVICE

QUAL_SERVICE_ID	DESCRIPTION
1	RULE 7.45 Quality of Service For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law. (1) Continuity of service. (A) Service interruptions. (i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected. (ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility 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 service. (iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers 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. (B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence. (C) Report to commission. The commission shall be notified in writing within 48 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. (2) Customer relations. (A) Information to customers. Each utility shall: (i) maintain a current set of maps showing the physical locations 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 utility 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 others entitled to the information as to the facilities available for serving that locality; (ii) assist the customer or applicant in selecting the most economical rate schedule;

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(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) 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 rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I)-(XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. If 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 or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

(C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for

delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer 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.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer'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.

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, 101.003(7), 101.003(8), and 121.001-121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less

often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility 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 regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility 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.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

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

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

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

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

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

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

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0 percent for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection,

with the words Termination Notice or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility'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 customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

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

(v) tampering with the utility company's meter or equipment or bypassing the same.

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

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

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

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

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

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

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

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

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

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer 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 12 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;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing 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) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

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

(i) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. 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 utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(ii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility 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.

(iii) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

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

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility 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.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

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

(III) each transaction concerning the deposit.

(ii) The utility 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.

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

(F) Refund of deposit.

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

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) 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 customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

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

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is 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

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month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

1A (D) Disputed bills.

(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer'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 customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may 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. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the 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.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy

of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. 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 dollars 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.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0 percent from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) 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 foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility 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 to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to 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) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified 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. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 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

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utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

1B (a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001. For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law. (b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to: (1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day`s highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service. (2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or (3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service. (c) Payment plans. Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in paragraph (2)(D) of 7.45 of this title, relating to Quality of Service.. (d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows: (1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility`s service area. (2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility`s service area. (3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems. (4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers. (e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.44 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
290325	4.1.1a		Connection Charge $50.00 Business Hours and $70.00 After Hours. A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
290326	4.1.1b		Read In for Change Charge - A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.
290327	4.1.1c		After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.
290328	4.1.2		Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period form the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less $25.00, 276 to 1500 cubic feet per hour $30.00, 1501 to 3000 cubic feet per hour $35.00, 3001 to 5000 cubic feet per hour $45.00, over 5000 cubic feet per hour $60.00. Orifice Meters - All sizes $40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
290329	4.1.3		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a

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		bank for any reason may be charged a fee for each occurrence of $25.00.
290330	4.1.4	Collection Fee - A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.
290331	4.1.5	Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company. Business Hours $50.00, After Hours $70.00
290332	4.1.6	Temporary Service Fee - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge 4.1.1c. This service does not include extension of mains.
290333	4.1.7	Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.
290334	4.1.8	No Access - A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.
290335	4.1.9	Tampering Fee - Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly mesured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.
290337	4.2.1	Customer Deposits -

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Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.

290325 4.1.1a

Initiation of Service

a) Connection Charge
The following connection charges apply:

Schedule	Charge
Business Hours	$50.00
After Hours	$70.00

A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.

290326 4.1.1b

Read In for Change Charge -
A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.

290327 4.1.1c

After-Hours and Special Handling -
In addition to initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.

(i) Special Handling: The Company may, at customer's request, provide special handling in order to meet the Customer's requirements for a fee based on the rates indicated in (c) above. Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer's premises.

(ii) Expedited Service: If the customer requires that

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the order be worked after hours for their convenience or if the customer requires expedited service, the charge shall be based on the rates indicated in (c) above for after hours service work on customer premises. The customer's request for expedited service may then be scheduled at any time to fit the Company's work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.

(iii) Special Call Out: If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in (c) above for after hours service work on customer's premises.

290328 4.1.2

Customer Requested Meter Test
Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule.

Positive Displacement	Charge
275 cubic feet per hour or less	$25.00
276 to 1500 cubic feet per hour	$30.00
1501 to 3000 cubic feet per hour	$35.00
3001 to 5000 cubic feet per hour	$45.00
over 5000 cubic feet per hour	$60.00

Orifice Meters
All sizes $40.00

The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.

290329 4.1.3

Returned Check/Bank Draft Charges -
Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of $25.00.

290330 4.1.4

Collection Fee -
A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

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290331 4.1.5

Reconnect Fees -
The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Schedule	Charge
Business Hours	$50.00,
After Hours	$70.00.

290332 4.1.6

Temporary Service -
Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in section 4.1.1(c) above. This service does not include extension of mains.

290333 4.1.7

Special Read -
Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

290334 4.1.8

No Access -
A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

290335 4.1.9

Tampering -
Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1(c) above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

290336 4.1.10

Extension Fee -
In the event the cost of extending mains exceeds the free limit established by Franchise for domestic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with section 4.1.1 above, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less a $150.00 credit. The actual cost

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		will be calculated in accordance witht eh rates specified in section 4.1.1(C) above.
290337	4.2.1	Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.|

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DESCRIPTION: Distribution Sales **STATUS:** A

EFFECTIVE DATE: 02/11/2020 **ORIGINAL CONTRACT DATE:** **RECEIVED DATE:** 03/09/2020

GAS CONSUMED: N **AMENDMENT DATE:** **OPERATOR NO:**

BILLS RENDERED: Y **INACTIVE DATE:**

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
907	

Applicable to: City of Sonora & Environs, Tom Green County Environs, Miles Environs, City of LaVernia, City of LaVernia Environs, TGU System General Service, City of LaPryor, City of Paint Rock Environs, City of Eden, WTG Rural Non-Domestic, Brady Environs, City of Eden Environs (Note, Incorporated Areas will go into effect by municipal ordinance or operation of law).

Subject to applicable rate adjustment provisions listed below, the following rates are the maximum applicable to Non-Domestic consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

Customer Charge $13.06.
2013 GRIP Charge $4.58,
2014 GRIP Charge $1.56.
2015 GRIP Charge $1.49.
2016 GRIP Charge $2.39.
2017 GRIP Charge $1.82.
2018 GRIP Charge $1.32.
Total Customer Charge $26.22 per month.

All Consumption @ $2.47 per Mcf.

The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

Gas Cost Adjustment -
Gas Cost Adjustment is intended to allow collection of the Company`s gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. This clause shall apply to customers in the South Gas Cost Zone.

Purchased Gas Cost Component -
The Purchase Gas Cost for said Gas Cost Zone shall be computed utilizing the following components for the distribution system customers.

Cost of gas purchased, Credits, Refunds, or out of Period Adjustments, Cost of gas withdrawn from storage, Interest on storage gas withdrawn, Upstream gathering and Transportation Charges, Storage Deliverability Charges, Storage Capacity Charges, New Taxes on the purchased gas or the purchase transaction and not reflected on

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

elsewhere on customer bills.

The Company shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. The Company shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor Calculation (PGF) -
Each customer bill shall include a Purchased Gas Factor reflecting the estimated weighted average cost of gas, plus additional elements described in this section, during the period covered by the bill for said Gas Cost Zone. The PGF shall be determined to the nearest $0.001 per Mcf, and the following provisions shall apply:

In addition to the estimated weighted average cost of gas for the current month`s billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated WACOG and the actual WACOG during the previous billing period for said Gas Cost Zone.
The PGF shall also include a `Reconciliation Factor`, an amount reflecting the customer`s share of any gas cost imbalances in the preceding reconciliation period for said Gas Cost Zone.
The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill for said Gas Cost Zone.

The Purchased Gas Factor is expressed as a formula as follows:

(A+/-B) + C + D = E.

Where
A = Estimated WACOG,
B = Estimated WACOG/Act. WACOG Difference,
C = Reconciliation Factor,
D = New Taxes,
E = Total PGF.

Gas Cost Reconciliation (GCR) -
The Company shall keep accurate books and records of the Reconciliation Review and monthly PGF reports to the Railroad Commission of Texas and shall account for the Reconciliation Component and the Reconciliation Factors for said Gas Cost Zone.

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes. Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia) for each listed municipality and associated environs:

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

Devine 14.68, Eden 14.08, Junction 14.18, LaVernia 14.68, Menard 14.08, Natalia 14.68, Paint Rock 14.28, Somerset 14.68, Sonora 13.98.

If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis for said Gas Cost Zone. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchase Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas.
Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
The interest rate shall be the same as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June).
The sum of the monthly imbalances, plus interest for said Gas Cost Zone for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged in said Gas Cost Zone.

If the Reconciliation Review indicates a gas loss or gain of greater than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for said Gas Cost Zones Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:

Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period in said Gas Cost Zone.
Subtracting that result from 1, which when expressed as a percentage, becomes said Gas Cost Zones Actual P/S Ratio.
Subtracting 5.26% from said Gas Cost Zones Actual P/S Ratio, results in a Disallowance Factor for the review period.
Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the WACOG for each month, for said Gas Cost Zone will result in an amount to be disallowed each month.
The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above.

Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
The interest rate shall be the rate in effect during the last month of the audit period (June).

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SCHEDULE ID	DESCRIPTION
	The sum of the monthly imbalances, plus interest for the period under review shall be the Reconciliation Amount for said Gas Cost Zone or the total amount to be refunded or surcharged. Reconciliation Factor Calculation (RFC) - The Reconciliation Amount for said Gas Cost Zone shall be divided by 12, resulting in the Reconciliation Component. The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, according to Gas Cost Zone, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review. The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf for each Gas Cost Zone. Any under or over collection from the prior month may be factored in subsequent months Reconciliation Component. Each month during the reconciliation period, the PGF for each Gas Cost Zone on consumer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period. Recovery of Existing Purchased Gas Cost Imbalances - The Company shall determine the amount of unrecovered purchased gas costs applicable to the customers served in each incorporated city or rural area immediately prior to the effectiveness of new Gas Cost Zones. Any resulting over-recovery or under-recovery in excess of $25,000 shall be charged or credited, as appropriate, to the customers in each such city or rural area. Any over-recovery or under-recovery of less than $25,000 in any incorporated city of rural area shall be recovered along with any Purchase Gas Costs in the applicable Gas Cost Zone. Revenue Related Tax Adjustment - Each monthly bill, as adjusted above shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes, Municipal Taxes, Fees, or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by Company.
Pipeline Safety Fee	(a) Pursuant to Texas Utilities Code, Section 121.211. PIPELINE SAFETY FEES, the railroad commission by rule may adopt an inspection fee to be assessed annually against operators of natural gas distribution pipelines and their pipeline facilities and natural gas master metered pipelines and their pipeline facilities

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	subject to this chapter. (b) The railroad commission by rule shall establish the method by which the fee will be calculated and assessed. In adopting a fee structure, the railroad commission may consider any factors necessary to provide for the equitable allocation among operators of the costs of administering the railroad commission's pipeline safety program under this chapter. (c) The total amount of fees estimated to be collected under rules adopted by the railroad commission under this section may not exceed the amount estimated by the railroad commission to be necessary to recover the costs of administering the railroad commission's pipeline safety program under this chapter, excluding costs at are fully funded by federal sources. (d) The commission may assess each operator of a natural gas distribution system subject to this chapter an annual inspection fee not to exceed $1.00 for each service line reported by the system on the Distribution Annual Report, Form RSPA F7100.1-1, due on March 15 of each year. The fee is due March 15 of each year. (e) The railroad commission may assess each operator of a natural gas master metered system subject to this chapter an annual inspection fee not to exceed $100 for each master metered system. The fee is due June 30 of each year. (f) The railroad commission may assess a late payment penalty of 10 percent of the total assessment due under Subsection (d) or (e) that is not paid within 30 days after the annual due date established by the applicable subsection. (g) Each operator of a natural gas distribution system and each natural gas master meter operator shall recover as a surcharge to its existing rates the amounts paid to the commission under this section. Amounts collected under this subsection by an investor-owned natural gas distribution system or a cooperatively owned natural gas distribution system shall not be included in the revenue or gross receipts of the company for the purpose of calculating municipal franchise fees or any tax imposed under Subchapter B, Chapter 182, Tax Code, or under Chapter 122. Those amounts are not subject to a sales and use tax imposed by Chapter 151, Tax Code, or Subtitle C, Title 3, Tax Code. (h) A fee collected under this section shall be deposited to the credit of the general revenue fund to be used for the pipeline safety program. The current fee that is being applied by WTG is a one-time customer charge per bill of $1.00, based on $1.00 per service line.

RATE ADJUSTMENT PROVISIONS

See rate schedule for the rate adjustment provision.

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3036	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	WTG Rural Commercial			
3036	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	WTG Rural Commercial			
3039	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	Brady Environs			
3039	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	Brady Environs			
3044	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	TGU System - General Service			
3044	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	TGU System - General Service			
3045	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of LaPryor			
3045	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of LaPryor			
3058	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Paint Rock Environs			
3058	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Paint Rock Environs			
3059	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Eden			
3059	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Eden			
3060	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Eden Environs			
3060	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Eden Environs			
3061	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Sonora & Environs			
3061	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Sonora & Environs			
3062	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	Tom Green County Environs			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3062	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	Tom Green County Environs			
3063	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	Miles Environs			
3063	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	Miles Environs			
34637	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of LaVernia			
34637	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of LaVernia			
34638	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of LaVernia Environs			
34638	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of LaVernia Environs			
3036	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	WTG Rural Commercial			
3036	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	WTG Rural Commercial			
3036	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	WTG Rural Commercial			
3036	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	WTG Rural Commercial			
3036	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	WTG Rural Commercial			
3036	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	WTG Rural Commercial			
3039	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	Brady Environs			
3039	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	Brady Environs			
3039	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	Brady Environs			
3039	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	Brady Environs			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3039	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	Brady Environs			
3039	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	Brady Environs			
3044	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	TGU System - General Service			
3044	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	TGU System - General Service			
3044	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	TGU System - General Service			
3044	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	TGU System - General Service			
3044	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	TGU System - General Service			
3044	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	TGU System - General Service			
3045	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of LaPryor			
3045	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of LaPryor			
3045	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of LaPryor			
3045	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of LaPryor			
3045	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of LaPryor			
3045	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of LaPryor			
3058	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Paint Rock Environs			
3058	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Paint Rock Environs			
3058	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Paint Rock Environs			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3058	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Paint Rock Environs			
3058	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Paint Rock Environs			
3058	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Paint Rock Environs			
3059	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Eden			
3059	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Eden			
3059	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Eden			
3059	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Eden			
3059	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Eden			
3059	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Eden			
3060	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Eden Environs			
3060	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Eden Environs			
3060	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Eden Environs			
3060	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Eden Environs			
3060	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Eden Environs			
3060	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Eden Environs			
3061	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Sonora & Environs			
3061	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Sonora & Environs			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26588

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3061	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Sonora & Environs			
3061	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Sonora & Environs			
3061	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Sonora & Environs			
3061	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Sonora & Environs			
3062	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	Tom Green County Environs			
3062	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	Tom Green County Environs			
3062	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	Tom Green County Environs			
3063	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	Miles Environs			
3062	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	Tom Green County Environs			
3062	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	Tom Green County Environs			
3062	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	Tom Green County Environs			
3063	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	Miles Environs			
3063	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	Miles Environs			
3063	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	Miles Environs			
3063	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	Miles Environs			
3063	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	Miles Environs			
34637	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of LaVernia			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26588

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
34637	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of LaVernia			
34637	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of LaVernia			
34637	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of LaVernia			
34637	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of LaVernia			
34637	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of LaVernia			
34638	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of LaVernia Environs			
34638	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of LaVernia Environs			
34638	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of LaVernia Environs			
34638	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of LaVernia Environs			
34638	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of LaVernia Environs			
34638	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of LaVernia Environs			
3036	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	WTG Rural Commercial			
3039	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	Brady Environs			
3044	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	TGU System - General Service			
3045	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of LaPryor			
3058	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Paint Rock Environs			
3059	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Eden			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26588

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3060	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Eden Environs			
3061	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Sonora & Environs			
3062	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	Tom Green County Environs			
3063	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	Miles Environs			
34637	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of LaVernia			
34638	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of LaVernia Environs			
3062	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	Tom Green County Environs			
3044	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	TGU System - General Service			
3045	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of LaPryor			
3058	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Paint Rock Environs			
3059	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Eden			
3060	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Eden Environs			
3061	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Sonora & Environs			
3036	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	WTG Rural Commercial			
3063	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	Miles Environs			
34637	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of LaVernia			
34638	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of LaVernia Environs			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26588

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3039	N	mcf	$1.8630	04/01/2020

CUSTOMER NAME Brady Environs

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 10235 (base rate) 10418 (2013 GRIP) 10479 (2014 GRIP) 10563 (2015 GRIP) 10668 (2016 GRIP) 10763 (104.111 filing) 10787 (2017 GRIP) 10913 (2018 GRIP)

CITY ORDINANCE NO:

AMENDMENT(EXPLAIN):

OTHER(EXPLAIN): GRIP Rates Update

SERVICES

TYPE OF SERVICE	SERVICE DESCRIPTION
B	Commercial Sales
OTHER TYPE DESCRIPTION	
C	Industrial Sales
OTHER TYPE DESCRIPTION	
D	Public Authority Sales
OTHER TYPE DESCRIPTION	

PREPARER - PERSON FILING

RRC NO: 1075 **ACTIVE FLAG:** Y **INACTIVE DATE:**

FIRST NAME: Amanda **MIDDLE:** **LAST NAME:** Edgmon

TITLE: Regulatory Reporting

ADDRESS LINE 1: 211 N Colorado St

ADDRESS LINE 2:

CITY: Midland **STATE:** TX **ZIP:** 79701 **ZIP4:**

AREA CODE: 432 **PHONE NO:** 253-4630 **EXTENSION:**

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

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CURTAILMENT PLAN

PLAN ID	DESCRIPTION
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; 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; 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

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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 deired 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.

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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 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

POLICY ID	DESCRIPTION
1150	In the event the cost of extending mains exceeds the free limit established by Franchise for dometic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with Section 4.1.1 of WTG's tariff, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less $150.00 credit. The actual cost will be calculated in accordance with the rates specified in Section 4.1.1 of WTG's tariff.

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QUALITY OF SERVICE

QUAL_SERVICE_ID	DESCRIPTION
1	RULE 7.45 Quality of Service For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law. (1) Continuity of service. (A) Service interruptions. (i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected. (ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility 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 service. (iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers 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. (B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence. (C) Report to commission. The commission shall be notified in writing within 48 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. (2) Customer relations. (A) Information to customers. Each utility shall: (i) maintain a current set of maps showing the physical locations 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 utility 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 others entitled to the information as to the facilities available for serving that locality; (ii) assist the customer or applicant in selecting the most economical rate schedule;

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) 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 rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I)-(XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. If 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 or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

(C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for

delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer 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.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer'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.

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, 101.003(7), 101.003(8), and 121.001-121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less

often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility 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 regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility 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.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

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

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

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

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

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

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

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0 percent for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection,

with the words Termination Notice or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility'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 customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

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

(v) tampering with the utility company's meter or equipment or bypassing the same.

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

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

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

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

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

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

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

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

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

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer 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 12 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;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing 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) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

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

(i) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. 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 utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(ii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility 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.

(iii) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

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

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility 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.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

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

(III) each transaction concerning the deposit.

(ii) The utility 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.

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

(F) Refund of deposit.

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

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) 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 customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

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

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is 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

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month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

1A (D) Disputed bills.

(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer'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 customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may 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. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the 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.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy

of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. 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 dollars 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.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0 percent from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) 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 foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility 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 to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to 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) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified 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. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 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

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utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

1B (a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001. For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law. (b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to: (1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day`s highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service. (2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or (3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service. (c) Payment plans. Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in paragraph (2)(D) of 7.45 of this title, relating to Quality of Service.. (d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows: (1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility`s service area. (2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility`s service area. (3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems. (4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers. (e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.44 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
290339	4.1.1a		Connection Charge $50.00 Business Hours and $70.00 After Hours. A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
290340	4.1.1b		Read In for Change Charge - A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.
290341	4.1.1c		After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.
290342	4.1.2		Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period form the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less $25.00, 276 to 1500 cubic feet per hour $30.00, 1501 to 3000 cubic feet per hour $35.00, 3001 to 5000 cubic feet per hour $45.00, over 5000 cubic feet per hour $60.00. Orifice Meters - All sizes $40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
290343	4.1.3		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a

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		bank for any reason may be charged a fee for each occurrence of $25.00.
290344	4.1.4	Collection Fee - A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.
290345	4.1.5	Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company. Business Hours $50.00, After Hours $70.00
290346	4.1.6	Temporary Service Fee - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge 4.1.1c. This service does not include extension of mains.
290347	4.1.7	Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.
290348	4.1.8	No Access - A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.
290349	4.1.9	Tampering Fee - Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly mesured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.
290351	4.2.1	Customer Deposits -

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Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.

290339 4.1.1a

Initiation of Service

a) Connection Charge
The following connection charges apply:

Schedule	Charge
Business Hours	$50.00
After Hours	$70.00

A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.

290340 4.1.1b

Read In for Change Charge -
A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.

290341 4.1.1c

After-Hours and Special Handling -
In addition to initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.

(i) Special Handling: The Company may, at customer's request, provide special handling in order to meet the Customer's requirements for a fee based on the rates indicated in (c) above. Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer's premises.

(ii) Expedited Service: If the customer requires that

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the order be worked after hours for their convenience or if the customer requires expedited service, the charge shall be based on the rates indicated in (c) above for after hours service work on customer premises. The customer's request for expedited service may then be scheduled at any time to fit the Company's work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.

(iii) Special Call Out: If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in (c) above for after hours service work on customer's premises.

290342 4.1.2

Customer Requested Meter Test
Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule.

Positive Displacement	Charge
275 cubic feet per hour or less	$25.00
276 to 1500 cubic feet per hour	$30.00
1501 to 3000 cubic feet per hour	$35.00
3001 to 5000 cubic feet per hour	$45.00
over 5000 cubic feet per hour	$60.00

Orifice Meters
All sizes $40.00

The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.

290343 4.1.3

Returned Check/Bank Draft Charges -
Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of $25.00.

290344 4.1.4

Collection Fee -
A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

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290345 4.1.5

Reconnect Fees -
The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Schedule	Charge
Business Hours	$50.00,
After Hours	$70.00.

290346 4.1.6

Temporary Service -
Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in section 4.1.1(c) above. This service does not include extension of mains.

290347 4.1.7

Special Read -
Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

290348 4.1.8

No Access -
A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

290349 4.1.9

Tampering -
Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1(c) above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

290350 4.1.10

Extension Fee -
In the event the cost of extending mains exceeds the free limit established by Franchise for domestic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with section 4.1.1 above, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less a $150.00 credit. The actual cost

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		will be calculated in accordance witht eh rates specified in section 4.1.1(C) above.
290351	4.2.1	Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.|

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DESCRIPTION: Distribution Sales **STATUS:** A

EFFECTIVE DATE: 02/11/2020 **ORIGINAL CONTRACT DATE:** **RECEIVED DATE:** 03/09/2020

GAS CONSUMED: N **AMENDMENT DATE:** **OPERATOR NO:**

BILLS RENDERED: Y **INACTIVE DATE:**

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
910	

Applicable to: Incorporated Area of Cactus, Unincorporated Area of Cactus (Note, Incorporated areas will go into effect by municipal ordinance or operation of law).

Subject to applicable rate adjustment provisions listed below, the following rates are the maximum applicable to Domestic consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

Customer Charge $9.54.
2013 GRIP Charge $1.74.
2014 GRIP Charge $0.57.
2015 GRIP Charge $0.56.
2016 GRIP Charge $0.90.
2017 GRIP Charge $0.84.
2018 GRIP Charge $0.60.
Total Customer Charge $14.75 per month.

All Consumption @ $3.59 per Mcf.

The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

Gas Cost Adjustment -
Gas Cost Adjustment is intended to allow collection of the Company`s gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. This clause shall apply to customers in the North Gas Cost Zone.

Purchased Gas Cost Component -
The Purchase Gas Cost for said Gas Cost Zone shall be computed utilizing the following components for the distribution system customers.

Cost of gas purchased, Credits, Refunds, or out of Period Adjustments, Cost of gas withdrawn from storage, Interest on storage gas withdrawn, Upstream gathering and Transportation Charges, Storage Deliverability Charges, Storage Capacity Charges. New Taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills.

The Company shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. The Company shall account for

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor Calculation (PGF) -
Each customer bill shall include a Purchased Gas Factor reflecting the estimated weighted average cost of gas, plus additional elements described in this section, during the period covered by the bill for said Gas Cost Zone. The PGF shall be determined to the nearest $0.001 per Mcf, and the following provisions shall apply:

In addition to the estimated weighted average cost of gas for the current month`s billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated WACOG and the actual WACOG during the previous billing period for said Gas Cost Zone.
The PGF shall also include a `Reconciliation Factor`, an amount reflecting the customer`s share of any gas cost imbalances in the preceding reconciliation period for said Gas Cost Zone.
The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill for said Gas Cost Zone.

The Purchased Gas Factor is expressed as a formula as follows:

(A+/-B) + C + D = E

Where
A = Estimated WACOG,
B = Estimated WACOG/Act. WACOG Difference,
C = Reconciliation Factor,
D = New Taxes,
E = Total PGF.

Gas Cost Reconciliation (GCR) -
The Company shall keep accurate books and records of the Reconciliation Review and monthly PGF reports to the Railroad Commission of Texas and shall account for the Reconciliation Component and the Reconciliation Factors for said Gas Cost Zone.

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes. Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia) for each listed municipality and associated environs:

Cactus 13.28, Canadian, 13.88, Canyon 13.45, Claude 13.38, Dalhart 13.07, Darrouzett 13.78, Farwell 13.18, Follett 13.68, Groom 13.38, Higgins 13.78, Miami 13.68, Mobeetie 13.78, Shamrock 13.88, Stratford 13.18, Texhoma 13.38, Texline 12.98, Wheeler 13.78.

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis for said Gas Cost Zone. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchase Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas.
Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
The interest rate shall be the same as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June).
The sum of the monthly imbalances, plus interest for said Gas Cost Zone for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged in said Gas Cost Zone.

If the Reconciliation Review indicates a gas loss or gain of greater than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for said Gas Cost Zones Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:

Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period in said Gas Cost Zone.
Subtracting that result from 1, which when expressed as a percentage, becomes said Gas Cost Zones Actual P/S Ratio.
Subtracting 5.26% from said Gas Cost Zones Actual P/S Ratio, results in a Disallowance Factor for the review period.
Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the WACOG for each month, for said Gas Cost Zone will result in an amount to be disallowed each month.
The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above.

Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
The interest rate shall be the rate in effect during the last month of the audit period (June).
The sum of the monthly imbalances, plus interest for the period under review shall be the Reconciliation Amount for said Gas Cost Zone or the total amount to be refunded or surcharged.

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	Reconciliation Factor Calculation (RFC) - The Reconciliation Amount for said Gas Cost Zone shall be divided by 12, resulting in the Reconciliation Component. The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, according to Gas Cost Zone, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review. The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf for each Gas Cost Zone. Any under or over collection from the prior month may be factored in subsequent months Reconciliation Component. Each month during the reconciliation period, the PGF for each Gas Cost Zone on consumer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period. Recovery of Existing Purchased Gas Cost Imbalances - The Company shall determine the amount of unrecovered purchased gas costs applicable to the customers served in each incorporated city or rural area immediately prior to the effectiveness of new Gas Cost Zones. Any resulting over-recovery or under-recovery in excess of $25,000 shall be charged or credited, as appropriate, to the customers in each such city or rural area. Any over-recovery or under-recovery of less than $25,000 in any incorporated city of rural area shall be recovered along with any Purchase Gas Costs in the applicable Gas Cost Zone. Revenue Related Tax Adjustment - Each monthly bill, as adjusted above shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes, Municipal Taxes, Fees, or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by Company.
Pipeline Safety Fee	(a) Pursuant to Texas Utilities Code, Section 121.211. PIPELINE SAFETY FEES, the railroad commission by rule may adopt an inspection fee to be assessed annually against operators of natural gas distribution pipelines and their pipeline facilities and natural gas master metered pipelines and their pipeline facilities subject to this chapter. (b) The railroad commission by rule shall establish the method by which the fee will be calculated and assessed. In adopting a fee structure, the railroad commission may consider any factors necessary to provide for the equitable

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	allocation among operators of the costs of administering the railroad commission's pipeline safety program under this chapter. (c) The total amount of fees estimated to be collected under rules adopted by the railroad commission under this section may not exceed the amount estimated by the railroad commission to be necessary to recover the costs of administering the railroad commission's pipeline safety program under this chapter, excluding costs at are fully funded by federal sources. (d) The commission may assess each operator of a natural gas distribution system subject to this chapter an annual inspection fee not to exceed $1.00 for each service line reported by the system on the Distribution Annual Report, Form RSPA F7100.1-1, due on March 15 of each year. The fee is due March 15 of each year. (e) The railroad commission may assess each operator of a natural gas master metered system subject to this chapter an annual inspection fee not to exceed $100 for each master metered system. The fee is due June 30 of each year. (f) The railroad commission may assess a late payment penalty of 10 percent of the total assessment due under Subsection (d) or (e) that is not paid within 30 days after the annual due date established by the applicable subsection. (g) Each operator of a natural gas distribution system and each natural gas master meter operator shall recover as a surcharge to its existing rates the amounts paid to the commission under this section. Amounts collected under this subsection by an investor-owned natural gas distribution system or a cooperatively owned natural gas distribution system shall not be included in the revenue or gross receipts of the company for the purpose of calculating municipal franchise fees or any tax imposed under Subchapter B, Chapter 182, Tax Code, or under Chapter 122. Those amounts are not subject to a sales and use tax imposed by Chapter 151, Tax Code, or Subtitle C, Title 3, Tax Code. (h) A fee collected under this section shall be deposited to the credit of the general revenue fund to be used for the pipeline safety program. The current fee that is being applied by WTG is a one-time customer charge per bill of $1.00, based on $1.00 per service line.

RATE ADJUSTMENT PROVISIONS

See rate schedule for the rate adjustment provision.

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3050	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Incorporated Area of Cactus			
3050	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Incorporated Area of Cactus			
3051	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Unincorporated Area of Cactus			
3051	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Unincorporated Area of Cactus			
3050	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Incorporated Area of Cactus			
3050	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Incorporated Area of Cactus			
3050	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Incorporated Area of Cactus			
3050	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Incorporated Area of Cactus			
3050	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Incorporated Area of Cactus			
3050	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Incorporated Area of Cactus			
3051	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Unincorporated Area of Cactus			
3051	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Unincorporated Area of Cactus			
3051	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Unincorporated Area of Cactus			
3051	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Unincorporated Area of Cactus			
3051	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Unincorporated Area of Cactus			
3051	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Unincorporated Area of Cactus			
3050	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Incorporated Area of Cactus			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3051	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Unincorporated Area of Cactus			
3050	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Incorporated Area of Cactus			
3051	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Unincorporated Area of Cactus			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 10235 (base rate) 10418 (2013 GRIP) 10479 (2014 GRIP) 10563 (2015 GRIP) 10668 (2016 GRIP) 10763 (104.111 filing) 10787 (2017 GRIP) 10913 (2018 GRIP)

CITY ORDINANCE NO:

AMENDMENT(EXPLAIN):

OTHER(EXPLAIN): GRIP Rates Update

SERVICES

TYPE OF SERVICE	SERVICE DESCRIPTION
A	Residential Sales

OTHER TYPE DESCRIPTION

PREPARER - PERSON FILING

RRC NO: 1075 **ACTIVE FLAG:** Y **INACTIVE DATE:**

FIRST NAME: Amanda **MIDDLE:** **LAST NAME:** Edgmon

TITLE: Regulatory Reporting

ADDRESS LINE 1: 211 N Colorado St

ADDRESS LINE 2:

CITY: Midland **STATE:** TX **ZIP:** 79701 **ZIP4:**

AREA CODE: 432 **PHONE NO:** 253-4630 **EXTENSION:**

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CURTAILMENT PLAN

PLAN ID	DESCRIPTION
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; 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; 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

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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 deired 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.

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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 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

POLICY ID	DESCRIPTION
1150	In the event the cost of extending mains exceeds the free limit established by Franchise for dometic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with Section 4.1.1 of WTG's tariff, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less $150.00 credit. The actual cost will be calculated in accordance with the rates specified in Section 4.1.1 of WTG's tariff.

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QUALITY OF SERVICE

QUAL_SERVICE_ID	DESCRIPTION
1	RULE 7.45 Quality of Service For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law. (1) Continuity of service. (A) Service interruptions. (i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected. (ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility 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 service. (iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers 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. (B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence. (C) Report to commission. The commission shall be notified in writing within 48 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. (2) Customer relations. (A) Information to customers. Each utility shall: (i) maintain a current set of maps showing the physical locations 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 utility 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 others entitled to the information as to the facilities available for serving that locality; (ii) assist the customer or applicant in selecting the most economical rate schedule;

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) 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 rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I)-(XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. If 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 or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

(C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for

delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer 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.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer'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.

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, 101.003(7), 101.003(8), and 121.001-121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less

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often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility 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 regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility 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.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

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

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

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

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

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

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

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0 percent for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection,

with the words Termination Notice or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility'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 customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

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

(v) tampering with the utility company's meter or equipment or bypassing the same.

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

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

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

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

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

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

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

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

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

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer 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 12 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;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing 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) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

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

(i) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. 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 utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(ii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility 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.

(iii) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

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

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility 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.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

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

(III) each transaction concerning the deposit.

(ii) The utility 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.

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

(F) Refund of deposit.

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

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) 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 customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

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

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is 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

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month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

1A (D) Disputed bills.

(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer'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 customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may 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. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the 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.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy

of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. 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 dollars 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.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0 percent from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) 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 foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility 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 to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to 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) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified 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. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 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

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utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

1B (a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001. For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law. (b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to: (1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day`s highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service. (2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or (3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service. (c) Payment plans. Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in paragraph (2)(D) of 7.45 of this title, relating to Quality of Service.. (d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows: (1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility`s service area. (2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility`s service area. (3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems. (4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers. (e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.44 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
290353	4.1.1a		Connection Charge $50.00 Business Hours and $70.00 After Hours. A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
290354	4.1.1b		Read In for Change Charge - A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.
290355	4.1.1c		After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.
290356	4.1.2		Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period form the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less $25.00, 276 to 1500 cubic feet per hour $30.00, 1501 to 3000 cubic feet per hour $35.00, 3001 to 5000 cubic feet per hour $45.00, over 5000 cubic feet per hour $60.00. Orifice Meters - All sizes $40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
290357	4.1.3		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a

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		bank for any reason may be charged a fee for each occurrence of $25.00.
290358	4.1.4	Collection Fee - A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.
290359	4.1.5	Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company. Business Hours $50.00, After Hours $70.00
290360	4.1.6	Temporary Service Fee - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge 4.1.1c. This service does not include extension of mains.
290361	4.1.7	Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.
290362	4.1.8	No Access - A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.
290363	4.1.9	Tampering Fee - Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly mesured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.
290365	4.2.1	Customer Deposits -

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Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.

290353 4.1.1a

Initiation of Service

a) Connection Charge
The following connection charges apply:

Schedule	Charge
Business Hours	$50.00
After Hours	$70.00

A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.

290354 4.1.1b

Read In for Change Charge -
A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.

290355 4.1.1c

After-Hours and Special Handling -
In addition to initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.

(i) Special Handling: The Company may, at customer's request, provide special handling in order to meet the Customer's requirements for a fee based on the rates indicated in (c) above. Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer's premises.

(ii) Expedited Service: If the customer requires that

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the order be worked after hours for their convenience or if the customer requires expedited service, the charge shall be based on the rates indicated in (c) above for after hours service work on customer premises. The customer's request for expedited service may then be scheduled at any time to fit the Company's work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.

(iii) Special Call Out: If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in (c) above for after hours service work on customer's premises.

290356 4.1.2

Customer Requested Meter Test
Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule.

Positive Displacement	Charge
275 cubic feet per hour or less	$25.00
276 to 1500 cubic feet per hour	$30.00
1501 to 3000 cubic feet per hour	$35.00
3001 to 5000 cubic feet per hour	$45.00
over 5000 cubic feet per hour	$60.00

Orifice Meters
All sizes $40.00

The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.

290357 4.1.3

Returned Check/Bank Draft Charges -
Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of $25.00.

290358 4.1.4

Collection Fee -
A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

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290359 4.1.5

Reconnect Fees -
The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Schedule	Charge
Business Hours	$50.00,
After Hours	$70.00.

290360 4.1.6

Temporary Service -
Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in section 4.1.1(c) above. This service does not include extension of mains.

290361 4.1.7

Special Read -
Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

290362 4.1.8

No Access -
A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

290363 4.1.9

Tampering -
Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1(c) above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

290364 4.1.10

Extension Fee -
In the event the cost of extending mains exceeds the free limit established by Franchise for domestic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with section 4.1.1 above, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less a $150.00 credit. The actual cost

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		will be calculated in accordance witht eh rates specified in section 4.1.1(C) above.
290365	4.2.1	Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.|

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DESCRIPTION: Distribution Sales **STATUS:** A

EFFECTIVE DATE: 02/11/2020 **ORIGINAL CONTRACT DATE:** **RECEIVED DATE:** 03/09/2020

GAS CONSUMED: N **AMENDMENT DATE:** **OPERATOR NO:**

BILLS RENDERED: Y **INACTIVE DATE:**

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
911	

Applicable to: Incorporated Area of Cactus, Unincorporated Area of Cactus (Note, Incorporated Areas will go into effect by municipal ordinance or operation of law).

Subject to applicable rate adjustment provisions listed below, the following rates are the maximum applicable to Non-Domestic consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

Customer Charge $13.06.
2013 GRIP Charge $4.58,
2014 GRIP Charge $1.56.
2015 GRIP Charge $1.49.
2016 GRIP Charge $2.39.
2017 GRIP Charge $1.82.
2018 GRIP Charge $1.32.
Total Customer Charge $26.22 per month.

All Consumption @ $2.47 per Mcf.

The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

Gas Cost Adjustment -
Gas Cost Adjustment is intended to allow collection of the Company`s gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. This clause shall apply to customers in the North Gas Cost Zone.

Purchased Gas Cost Component -
The Purchase Gas Cost for said Gas Cost Zone shall be computed utilizing the following components for the distribution system customers.

Cost of gas purchased, Credits, Refunds, or out of Period Adjustments, Cost of gas withdrawn from storage, Interest on storage gas withdrawn, Upstream gathering and Transportation Charges, Storage Deliverability Charges, Storage Capacity Charges, New Taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills.

The Company shall keep accurate records of all storage gas purchases, including the

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

date, quantity, cost, and associated expenses. The Company shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor Calculation (PGF) -
Each customer bill shall include a Purchased Gas Factor reflecting the estimated weighted average cost of gas, plus additional elements described in this section, during the period covered by the bill for said Gas Cost Zone. The PGF shall be determined to the nearest $0.001 per Mcf, and the following provisions shall apply:

In addition to the estimated weighted average cost of gas for the current month`s billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated WACOG and the actual WACOG during the previous billing period for said Gas Cost Zone.
The PGF shall also include a `Reconciliation Factor`, an amount reflecting the customer`s share of any gas cost imbalances in the preceding reconciliation period for said Gas Cost Zone.
The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill for said Gas Cost Zone.

The Purchased Gas Factor is expressed as a formula as follows:

(A+/-B) + C + D = E.

Where
A = Estimated WACOG,
B = Estimated WACOG/Act. WACOG Difference,
C = Reconciliation Factor,
D = New Taxes,
E = Total PGF.

Gas Cost Reconciliation (GCR) -
The Company shall keep accurate books and records of the Reconciliation Review and monthly PGF reports to the Railroad Commission of Texas and shall account for the Reconciliation Component and the Reconciliation Factors for said Gas Cost Zone.

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes. Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia) for each listed municipality and associated environs:

Cactus 13.28, Canadian, 13.88, Canyon 13.45, Claude 13.38, Dalhart 13.07, Darrouzett 13.78, Farwell 13.18, Follett 13.68, Groom 13.38, Higgins 13.78, Miami 13.68, Mobeetie 13.78, Shamrock 13.88, Stratford 13.18, Texhoma 13.38, Texline

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION

12.98, Wheeler 13.78.

If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis for said Gas Cost Zone. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchase Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas.
Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
The interest rate shall be the same as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June).
The sum of the monthly imbalances, plus interest for said Gas Cost Zone for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged in said Gas Cost Zone.

If the Reconciliation Review indicates a gas loss or gain of greater than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for said Gas Cost Zones Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:
Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period in said Gas Cost Zone.
Subtracting that result from 1, which when expressed as a percentage, becomes said Gas Cost Zones Actual P/S Ratio.
Subtracting 5.26% from said Gas Cost Zones Actual P/S Ratio, results in a Disallowance Factor for the review period.
Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the WACOG for each month, for said Gas Cost Zone will result in an amount to be disallowed each month.
The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above.

Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
The interest rate shall be the rate in effect during the last month of the audit period (June).
The sum of the monthly imbalances, plus interest for the period under review shall be the Reconciliation Amount for said Gas Cost Zone or the total amount to be

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	refunded or surcharged. Reconciliation Factor Calculation (RFC) - The Reconciliation Amount for said Gas Cost Zone shall be divided by 12, resulting in the Reconciliation Component. The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, according to Gas Cost Zone, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review. The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf for each Gas Cost Zone. Any under or over collection from the prior month may be factored in subsequent months Reconciliation Component. Each month during the reconciliation period, the PGF for each Gas Cost Zone on consumer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period. Recovery of Existing Purchased Gas Cost Imbalances - The Company shall determine the amount of unrecovered purchased gas costs applicable to the customers served in each incorporated city or rural area immediately prior to the effectiveness of new Gas Cost Zones. Any resulting over-recovery or under-recovery in excess of $25,000 shall be charged or credited, as appropriate, to the customers in each such city or rural area. Any over-recovery or under-recovery of less than $25,000 in any incorporated city of rural area shall be recovered along with any Purchase Gas Costs in the applicable Gas Cost Zone. Revenue Related Tax Adjustment - Each monthly bill, as adjusted above shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes, Municipal Taxes, Fees, or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by Company.
Pipeline Safety Fee	(a) Pursuant to Texas Utilities Code, Section 121.211. PIPELINE SAFETY FEES, the railroad commission by rule may adopt an inspection fee to be assessed annually against operators of natural gas distribution pipelines and their pipeline facilities and natural gas master metered pipelines and their pipeline facilities subject to this chapter. (b) The railroad commission by rule shall establish the method by which the fee

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	will be calculated and assessed. In adopting a fee structure, the railroad commission may consider any factors necessary to provide for the equitable allocation among operators of the costs of administering the railroad commission's pipeline safety program under this chapter. (c) The total amount of fees estimated to be collected under rules adopted by the railroad commission under this section may not exceed the amount estimated by the railroad commission to be necessary to recover the costs of administering the railroad commission's pipeline safety program under this chapter, excluding costs at are fully funded by federal sources. (d) The commission may assess each operator of a natural gas distribution system subject to this chapter an annual inspection fee not to exceed $1.00 for each service line reported by the system on the Distribution Annual Report, Form RSPA F7100.1-1, due on March 15 of each year. The fee is due March 15 of each year. (e) The railroad commission may assess each operator of a natural gas master metered system subject to this chapter an annual inspection fee not to exceed $100 for each master metered system. The fee is due June 30 of each year. (f) The railroad commission may assess a late payment penalty of 10 percent of the total assessment due under Subsection (d) or (e) that is not paid within 30 days after the annual due date established by the applicable subsection. (g) Each operator of a natural gas distribution system and each natural gas master meter operator shall recover as a surcharge to its existing rates the amounts paid to the commission under this section. Amounts collected under this subsection by an investor-owned natural gas distribution system or a cooperatively owned natural gas distribution system shall not be included in the revenue or gross receipts of the company for the purpose of calculating municipal franchise fees or any tax imposed under Subchapter B, Chapter 182, Tax Code, or under Chapter 122. Those amounts are not subject to a sales and use tax imposed by Chapter 151, Tax Code, or Subtitle C, Title 3, Tax Code. (h) A fee collected under this section shall be deposited to the credit of the general revenue fund to be used for the pipeline safety program. The current fee that is being applied by WTG is a one-time customer charge per bill of $1.00, based on $1.00 per service line.

RATE ADJUSTMENT PROVISIONS

See rate schedule for the rate adjustment provision.

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3050	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Incorporated Area of Cactus			
3050	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Incorporated Area of Cactus			
3051	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Unincorporated Area of Cactus			
3051	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Unincorporated Area of Cactus			
3050	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Incorporated Area of Cactus			
3050	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Incorporated Area of Cactus			
3050	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Incorporated Area of Cactus			
3050	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Incorporated Area of Cactus			
3050	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Incorporated Area of Cactus			
3050	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Incorporated Area of Cactus			
3051	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Unincorporated Area of Cactus			
3051	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Unincorporated Area of Cactus			
3051	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Unincorporated Area of Cactus			
3051	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Unincorporated Area of Cactus			
3051	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Unincorporated Area of Cactus			
3051	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Unincorporated Area of Cactus			
3050	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Incorporated Area of Cactus			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3051	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Unincorporated Area of Cactus			
3051	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Unincorporated Area of Cactus			
3050	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Incorporated Area of Cactus			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 10235 (base rate) 10418 (2013 GRIP) 10479 (2014 GRIP) 10563 (2015 GRIP) 10668 (2016 GRIP) 10763 (104.111 filing) 10787 (2017 GRIP) 10913 (2018 GRIP)

CITY ORDINANCE NO:

AMENDMENT(EXPLAIN):

OTHER(EXPLAIN): GRIP Rates Update

SERVICES

TYPE OF SERVICE	SERVICE DESCRIPTION
B	Commercial Sales
OTHER TYPE DESCRIPTION	
C	Industrial Sales
OTHER TYPE DESCRIPTION	
D	Public Authority Sales
OTHER TYPE DESCRIPTION	

PREPARER - PERSON FILING

RRC NO: 1075 **ACTIVE FLAG:** Y **INACTIVE DATE:**

FIRST NAME: Amanda **MIDDLE:** **LAST NAME:** Edgmon

TITLE: Regulatory Reporting

ADDRESS LINE 1: 211 N Colorado St

ADDRESS LINE 2:

CITY: Midland **STATE:** TX **ZIP:** 79701 **ZIP4:**

AREA CODE: 432 **PHONE NO:** 253-4630 **EXTENSION:**

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CURTAILMENT PLAN

PLAN ID	DESCRIPTION
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; 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; 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

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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 deired 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.

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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 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

POLICY ID	DESCRIPTION
1150	In the event the cost of extending mains exceeds the free limit established by Franchise for dometic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with Section 4.1.1 of WTG's tariff, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less $150.00 credit. The actual cost will be calculated in accordance with the rates specified in Section 4.1.1 of WTG's tariff.

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QUALITY OF SERVICE

QUAL_SERVICE_ID	DESCRIPTION
1	RULE 7.45 Quality of Service For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law. (1) Continuity of service. (A) Service interruptions. (i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected. (ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility 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 service. (iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers 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. (B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence. (C) Report to commission. The commission shall be notified in writing within 48 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. (2) Customer relations. (A) Information to customers. Each utility shall: (i) maintain a current set of maps showing the physical locations 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 utility 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 others entitled to the information as to the facilities available for serving that locality; (ii) assist the customer or applicant in selecting the most economical rate schedule;

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(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) 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 rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I)-(XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. If 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 or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

(C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for

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delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer 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.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer'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.

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, 101.003(7), 101.003(8), and 121.001-121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less

often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility 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 regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility 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.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

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

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

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

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

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

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

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0 percent for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection,

with the words Termination Notice or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility'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 customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

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

(v) tampering with the utility company's meter or equipment or bypassing the same.

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

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

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

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

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

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

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

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

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

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer 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 12 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;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing 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) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

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

(i) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. 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 utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(ii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility 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.

(iii) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

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

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility 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.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

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

(III) each transaction concerning the deposit.

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(ii) The utility 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.

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

(F) Refund of deposit.

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

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) 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 customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

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

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is 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

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month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

1A (D) Disputed bills.

(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer'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 customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may 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. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the 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.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy

of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. 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 dollars 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.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0 percent from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) 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 foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility 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 to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to 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) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified 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. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 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

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utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

1B (a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001. For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law. (b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to: (1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day`s highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service. (2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or (3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service. (c) Payment plans. Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in paragraph (2)(D) of 7.45 of this title, relating to Quality of Service.. (d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows: (1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility`s service area. (2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility`s service area. (3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems. (4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers. (e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.44 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
290367	4.1.1a		Connection Charge $50.00 Business Hours and $70.00 After Hours. A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
290368	4.1.1b		Read In for Change Charge - A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.
290369	4.1.1c		After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.
290370	4.1.2		Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period form the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less $25.00, 276 to 1500 cubic feet per hour $30.00, 1501 to 3000 cubic feet per hour $35.00, 3001 to 5000 cubic feet per hour $45.00, over 5000 cubic feet per hour $60.00. Orifice Meters - All sizes $40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
290371	4.1.3		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a

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		bank for any reason may be charged a fee for each occurrence of $25.00.
290372	4.1.4	Collection Fee - A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.
290373	4.1.5	Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company. Business Hours $50.00, After Hours $70.00
290374	4.1.6	Temporary Service Fee - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge 4.1.1c. This service does not include extension of mains.
290375	4.1.7	Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.
290376	4.1.8	No Access - A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.
290377	4.1.9	Tampering Fee - Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly mesured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.
290379	4.2.1	Customer Deposits -

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Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.

290367 4.1.1a

Initiation of Service

a) Connection Charge
The following connection charges apply:

Schedule	Charge
Business Hours	$50.00
After Hours	$70.00

A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.

290368 4.1.1b

Read In for Change Charge -
A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.

290369 4.1.1c

After-Hours and Special Handling -
In addition to initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.

(i) Special Handling: The Company may, at customer's request, provide special handling in order to meet the Customer's requirements for a fee based on the rates indicated in (c) above. Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer's premises.

(ii) Expedited Service: If the customer requires that

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the order be worked after hours for their convenience or if the customer requires expedited service, the charge shall be based on the rates indicated in (c) above for after hours service work on customer premises. The customer's request for expedited service may then be scheduled at any time to fit the Company's work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.

(iii) Special Call Out: If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in (c) above for after hours service work on customer's premises.

290370 4.1.2

Customer Requested Meter Test
Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule.

Positive Displacement	Charge
275 cubic feet per hour or less	$25.00
276 to 1500 cubic feet per hour	$30.00
1501 to 3000 cubic feet per hour	$35.00
3001 to 5000 cubic feet per hour	$45.00
over 5000 cubic feet per hour	$60.00

Orifice Meters
All sizes $40.00

The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.

290371 4.1.3

Returned Check/Bank Draft Charges -
Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of $25.00.

290372 4.1.4

Collection Fee -
A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

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290373 4.1.5

Reconnect Fees -
The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Schedule	Charge
Business Hours	$50.00,
After Hours	$70.00.

290374 4.1.6

Temporary Service -
Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in section 4.1.1(c) above. This service does not include extension of mains.

290375 4.1.7

Special Read -
Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

290376 4.1.8

No Access -
A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

290377 4.1.9

Tampering -
Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1(c) above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

290378 4.1.10

Extension Fee -
In the event the cost of extending mains exceeds the free limit established by Franchise for domestic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with section 4.1.1 above, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less a $150.00 credit. The actual cost

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		will be calculated in accordance witht eh rates specified in section 4.1.1(C) above.
290379	4.2.1	Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.|

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DESCRIPTION: Distribution Sales **STATUS:** A

EFFECTIVE DATE: 03/20/2018 **ORIGINAL CONTRACT DATE:** **RECEIVED DATE:** 04/20/2018

GAS CONSUMED: N **AMENDMENT DATE:** **OPERATOR NO:**

BILLS RENDERED: Y **INACTIVE DATE:**

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
914	

WEST TEXAS GAS, INC.
WTG Distribution Systems
RRC Tariff No: 26591

RATE SCHEDULE: DOMESTIC GAS SERVICE - WTG RATE #914

APPLICABLE TO: City of Devine (Note, Incorporated Areas will go into effect by municipal ordinance or operation of law.)

EFFECTIVE DATE: Bills Rendered on and after 03/20/2018

Subject to applicable rate adjustment provisions listed below, the following rates are the maximum applicable to Domestic consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

Customer Charge	$10.00
2013 GRIP Charge	$ 2.02
2014 GRIP Charge	$ 0.62
2015 GRIP Charge	$ 0.59
2016 GRIP Charge	$ 0.90
Total Customer Charge	$14.13 per month

All Consumption @ $3.76 per Mcf

The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

Gas Cost Adjustment
Gas Cost Adjustment is intended to allow collection of the Company's gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. This clause shall apply to customers in the South Gas Cost Zone.

Purchased Gas Cost Component
The Purchase Gas Cost for said Gas Cost Zone shall be computed utilizing the following components for the distribution system customers.

(i) Cost of gas purchased
(ii) Credits, Refunds, or out of Period Adjustments

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

(iii) Cost of gas withdrawn from storage
(iv) Interest on storage gas withdrawn
(v) Upstream gathering and Transportation Charges
(vi) Storage Deliverability Charges
(vii) Storage Capacity Charges
(viii) New Taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills

The Company shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. The Company shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor Calculation (PGF)
Each customer bill shall include a Purchased Gas Factor reflecting the estimated weighted average cost of gas, plus additional elements described in this section, during the period covered by the bill for said Gas Cost Zone. The PGF shall be determined to the nearest $0.001 per Mcf, and the following provisions shall apply:

(i) In addition to the estimated weighted average cost of gas for the current month's billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated WACOG and the actual WACOG during the previous billing period for said Gas Cost Zone
(ii) The PGF shall also include a "Reconciliation Factor", an amount reflecting the customer's share of any gas cost imbalances in the preceding reconciliation period for said Gas Cost Zone
(iii) The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill for said Gas Cost Zone

The Purchased Gas Factor is expressed as a formula as follows:

(A+/-B) + C + D = E

Where
A = Estimated WACOG
B = Estimated WACOG/Act. WACOG Difference
C = Reconciliation Factor
D = New Taxes
E = Total PGF

Gas Cost Reconciliation (GCR)
The Company shall keep accurate books and records of the Reconciliation Review and monthly PGF reports to the Railroad Commission of Texas and shall account for the Reconciliation Component and the Reconciliation Factors for said Gas Cost Zone.

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

sales volumes shall be converted to the same pressure base as the purchase volumes. Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia) for each listed municipality and associated environs:

Devine 14.68

If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply:

(i) The Company shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis for said Gas Cost Zone. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchase Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas.
(ii) Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
(iii) The interest rate shall be the same as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June).
(iv) The sum of the monthly imbalances, plus interest for said Gas Cost Zone for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged in said Gas Cost Zone.

If the Reconciliation Review indicates a gas loss or gain of greater than 5% of that metered into the system, the following methodology shall apply:

(i) The Company shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for said Gas Cost Zones Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:

1) Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period in said Gas Cost Zone.
2) Subtracting that result from 1, which when expressed as a percentage, becomes said Gas Cost Zones Actual P/S Ratio.
3) Subtracting 5.26% from said Gas Cost Zones Actual P/S Ratio, results in a Disallowance Factor for the review period.
4) Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the WACOG for each month, for said Gas Cost Zone will result in an amount to be disallowed each month.
5) The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above.

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(ii) Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
(iii) The interest rate shall be the rate in effect during the last month of the audit period (June).
(iv) The sum of the monthly imbalances, plus interest for the period under review shall be the Reconciliation Amount for said Gas Cost Zone or the total amount to be refunded or surcharged.

Reconciliation Factor Calculation (RFC)
The Reconciliation Amount for said Gas Cost Zone shall be divided by 12, resulting in the Reconciliation Component.

The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, according to Gas Cost Zone, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review.

The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf for each Gas Cost Zone. Any under or over collection from the prior month may be factored in subsequent months Reconciliation Component.

Each month during the reconciliation period, the PGF for each Gas Cost Zone on consumer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period.

Recovery of Existing Purchased Gas Cost Imbalances
The Company shall determine the amount of unrecovered purchased gas costs applicable to the customers served in each incorporated city or rural area immediately prior to the effectiveness of new Gas Cost Zones. Any resulting over-recovery or under-recovery in excess of $25,000 shall be charged or credited, as appropriate, to the customers in each such city or rural area. Any over-recovery or under-recovery of less than $25,000 in any incorporated city of rural area shall be recovered along with any Purchase Gas Costs in the applicable Gas Cost Zone.

Revenue Related Tax Adjustment
Each monthly bill, as adjusted above shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes, Municipal Taxes, Fees, or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by Company.

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	Rate Case Expense Surcharge Rate case expenses will be recovered through a surcharge designed for a sixty month recovery period. A $0.0984 per Mcf surcharge shall be added to each monthly billing until the approved rate case expenses are recovered.
Pipeline Safety Fee	(a) Pursuant to Texas Utilities Code, Section 121.211. PIPELINE SAFETY FEES, the railroad commission by rule may adopt an inspection fee to be assessed annually against operators of natural gas distribution pipelines and their pipeline facilities and natural gas master metered pipelines and their pipeline facilities subject to this chapter. (b) The railroad commission by rule shall establish the method by which the fee will be calculated and assessed. In adopting a fee structure, the railroad commission may consider any factors necessary to provide for the equitable allocation among operators of the costs of administering the railroad commission's pipeline safety program under this chapter. (c) The total amount of fees estimated to be collected under rules adopted by the railroad commission under this section may not exceed the amount estimated by the railroad commission to be necessary to recover the costs of administering the railroad commission's pipeline safety program under this chapter, excluding costs at are fully funded by federal sources. (d) The commission may assess each operator of a natural gas distribution system subject to this chapter an annual inspection fee not to exceed $1.00 for each service line reported by the system on the Distribution Annual Report, Form RSPA F7100.1-1, due on March 15 of each year. The fee is due March 15 of each year. (e) The railroad commission may assess each operator of a natural gas master metered system subject to this chapter an annual inspection fee not to exceed $100 for each master metered system. The fee is due June 30 of each year. (f) The railroad commission may assess a late payment penalty of 10 percent of the total assessment due under Subsection (d) or (e) that is not paid within 30 days after the annual due date established by the applicable subsection. (g) Each operator of a natural gas distribution system and each natural gas master meter operator shall recover as a surcharge to its existing rates the amounts paid to the commission under this section. Amounts collected under this subsection by an investor-owned natural gas distribution system or a cooperatively owned natural gas distribution system shall not be included in the revenue or gross receipts of the company for the purpose of calculating municipal franchise fees or any tax imposed under Subchapter B, Chapter 182, Tax Code, or under Chapter 122. Those amounts are not subject to a sales and use tax imposed by Chapter 151, Tax Code, or Subtitle C, Title 3, Tax Code. (h) A fee collected under this section shall be deposited to the credit of the general revenue fund to be used for the pipeline safety program. The current fee that is being applied by WTG is a one-time customer charge per bill of $1.00, based on $1.00 per service line.

RATE ADJUSTMENT PROVISIONS

None

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
32130	N	MCF	$2.9910	03/01/2018
CUSTOMER NAME	City of Devine			
32130	N	MCF	$3.3940	04/01/2018
CUSTOMER NAME	City of Devine			
32130	N	MCF	$2.6360	05/01/2018
CUSTOMER NAME	City of Devine			
32130	N	MCF	$2.9920	06/01/2018
CUSTOMER NAME	City of Devine			
32130	N	MCF	$2.6540	07/01/2018
CUSTOMER NAME	City of Devine			
32130	N	MCF	$3.0140	08/01/2018
CUSTOMER NAME	City of Devine			
32130	N	MCF	$2.4160	09/01/2018
CUSTOMER NAME	City of Devine			
32130	N	MCF	$3.7950	10/01/2018
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.6440	11/01/2017
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.5130	09/01/2017
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.1810	05/01/2017
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.5960	04/01/2017
CUSTOMER NAME	City of Devine			
32130	N	mcf	$4.3460	02/01/2017
CUSTOMER NAME	City of Devine			
32130	N	mcf	$4.2170	06/01/2017
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.8010	07/01/2017
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.5460	03/01/2017
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.6470	10/01/2017
CUSTOMER NAME	City of Devine			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
32130	N	mcf	$3.6120	08/01/2017
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.9830	02/01/2018
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.7610	01/01/2018
CUSTOMER NAME	City of Devine			
32130	N	mcf	$4.0720	12/01/2017
CUSTOMER NAME	City of Devine			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 10235(SOI)

CITY ORDINANCE NO: City in effect by operation of law.

AMENDMENT(EXPLAIN):

OTHER(EXPLAIN): Update rate, remove RCE and Temporary Gas surcharges.

SERVICES

TYPE OF SERVICE	SERVICE DESCRIPTION
A	Residential Sales

OTHER TYPE DESCRIPTION

PREPARER - PERSON FILING

RRC NO: 13 **ACTIVE FLAG:** Y **INACTIVE DATE:**

FIRST NAME: J.J. **MIDDLE:** **LAST NAME:** King

TITLE: Gas Marketing Manager

ADDRESS LINE 1: 211 N. Colorado

ADDRESS LINE 2:

CITY: Midland **STATE:** TX **ZIP:** 79701 **ZIP4:**

AREA CODE: 432 **PHONE NO:** 682-4349 **EXTENSION:**

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CURTAILMENT PLAN

PLAN ID	DESCRIPTION
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; 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; 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

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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 deired 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.

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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 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

POLICY ID	DESCRIPTION
1150	In the event the cost of extending mains exceeds the free limit established by Franchise for dometic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with Section 4.1.1 of WTG's tariff, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less $150.00 credit. The actual cost will be calculated in accordance with the rates specified in Section 4.1.1 of WTG's tariff.

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QUALITY OF SERVICE

QUAL_SERVICE_ID	DESCRIPTION
1	RULE 7.45 Quality of Service For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law. (1) Continuity of service. (A) Service interruptions. (i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected. (ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility 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 service. (iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers 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. (B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence. (C) Report to commission. The commission shall be notified in writing within 48 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. (2) Customer relations. (A) Information to customers. Each utility shall: (i) maintain a current set of maps showing the physical locations 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 utility 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 others entitled to the information as to the facilities available for serving that locality; (ii) assist the customer or applicant in selecting the most economical rate schedule;

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(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) 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 rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I)-(XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. If 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 or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

(C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for

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delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer 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.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer'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.

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, 101.003(7), 101.003(8), and 121.001-121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less

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often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility 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 regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility 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.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

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

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

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

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

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

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

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0 percent for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection,

with the words Termination Notice or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility'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 customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

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

(v) tampering with the utility company's meter or equipment or bypassing the same.

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

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

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

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

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

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

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

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

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

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

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(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer 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 12 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;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing 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) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

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

(i) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. 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 utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(ii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility 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.

(iii) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

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

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility 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.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

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

(III) each transaction concerning the deposit.

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(ii) The utility 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.

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

(F) Refund of deposit.

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

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) 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 customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

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

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is 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

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month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

1A (D) Disputed bills.

(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer'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 customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may 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. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the 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.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy

of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. 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 dollars 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.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0 percent from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) 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 foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility 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 to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to 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) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified 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. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 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

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utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

1B (a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001. For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law. (b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to: (1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day`s highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service. (2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or (3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service. (c) Payment plans. Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in paragraph (2)(D) of 7.45 of this title, relating to Quality of Service.. (d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows: (1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility`s service area. (2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility`s service area. (3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems. (4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers. (e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.44 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
276225	4.1.1a		Connection Charge $50.00 Business Hours and $70.00 After Hours. A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
276226	4.1.1b		Read In for Change Charge - A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.
276227	4.1.1c		After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.
276228	4.1.2		Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period form the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less $25.00, 276 to 1500 cubic feet per hour $30.00, 1501 to 3000 cubic feet per hour $35.00, 3001 to 5000 cubic feet per hour $45.00, over 5000 cubic feet per hour $60.00. Orifice Meters - All sizes $40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
276229	4.1.3		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a

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		bank for any reason may be charged a fee for each occurrence of $25.00.
276230	4.1.4	Collection Fee - A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.
276231	4.1.5	Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company. Business Hours $50.00, After Hours $70.00
276232	4.1.6	Temporary Service Fee - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge 4.1.1c. This service does not include extension of mains.
276233	4.1.7	Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.
276234	4.1.8	No Access - A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.
276235	4.1.9	Tampering Fee - Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly mesured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.
276237	4.2.1	Customer Deposits -

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Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.

276225 4.1.1a

Initiation of Service

a) Connection Charge
The following connection charges apply:

Schedule	Charge
Business Hours	$50.00
After Hours	$70.00

A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.

276226 4.1.1b

Read In for Change Charge -
A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.

276227 4.1.1c

After-Hours and Special Handling -
In addition to initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.

(i) Special Handling: The Company may, at customer's request, provide special handling in order to meet the Customer's requirements for a fee based on the rates indicated in (c) above. Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer's premises.

(ii) Expedited Service: If the customer requires that

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the order be worked after hours for their convenience or if the customer requires expedited service, the charge shall be based on the rates indicated in (c) above for after hours service work on customer premises. The customer's request for expedited service may then be scheduled at any time to fit the Company's work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.

(iii) Special Call Out: If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in (c) above for after hours service work on customer's premises.

276228 4.1.2

Customer Requested Meter Test
Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule.

Positive Displacement	Charge
275 cubic feet per hour or less	$25.00
276 to 1500 cubic feet per hour	$30.00
1501 to 3000 cubic feet per hour	$35.00
3001 to 5000 cubic feet per hour	$45.00
over 5000 cubic feet per hour	$60.00

Orifice Meters
All sizes $40.00

The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.

276229 4.1.3

Returned Check/Bank Draft Charges -
Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of $25.00.

276230 4.1.4

Collection Fee -
A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

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276231 4.1.5

Reconnect Fees -
The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Schedule	Charge
Business Hours	$50.00,
After Hours	$70.00.

276232 4.1.6

Temporary Service -
Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in section 4.1.1(c) above. This service does not include extension of mains.

276233 4.1.7

Special Read -
Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

276234 4.1.8

No Access -
A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

276235 4.1.9

Tampering -
Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1(c) above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

276236 4.1.10

Extension Fee -
In the event the cost of extending mains exceeds the free limit established by Franchise for domestic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with section 4.1.1 above, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less a $150.00 credit. The actual cost

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		will be calculated in accordance witht eh rates specified in section 4.1.1(C) above.
276237	4.2.1	Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.|

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DESCRIPTION: Distribution Sales **STATUS:** A

EFFECTIVE DATE: 03/20/2018 **ORIGINAL CONTRACT DATE:** **RECEIVED DATE:** 04/23/2018

GAS CONSUMED: N **AMENDMENT DATE:** **OPERATOR NO:**

BILLS RENDERED: Y **INACTIVE DATE:**

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
915	

WEST TEXAS GAS, INC.
WTG Distribution Systems
RRC Tariff No: 26592

RATE SCHEDULE: NON-DOMESTIC GAS SERVICE - WTG RATE #915

APPLICABLE TO: City of Devine (Note, Incorporated Areas will go into effect by municipal ordinance or operation of law.)

EFFECTIVE DATE: Bills Rendered on and after 03/20/2018

Subject to applicable rate adjustment provisions listed below, the following rates are the maximum applicable to Non-Domestic consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

Customer Charge	$13.70
2013 GRIP Charge	$ 5.33
2014 GRIP Charge	$ 1.69
2015 GRIP Charge	$ 1.57
2016 GRIP Charge	$ 2.39
Total Customer Charge	$24.68 per month

All Consumption @ $2.59 per Mcf

The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

Gas Cost Adjustment
Gas Cost Adjustment is intended to allow collection of the Company's gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. This clause shall apply to customers in the South Gas Cost Zone.

Purchased Gas Cost Component
The Purchase Gas Cost for said Gas Cost Zone shall be computed utilizing the following components for the distribution system customers.

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

(i) Cost of gas purchased
(ii) Credits, Refunds, or out of Period Adjustments
(iii) Cost of gas withdrawn from storage
(iv) Interest on storage gas withdrawn
(v) Upstream gathering and Transportation Charges
(vi) Storage Deliverability Charges
(vii) Storage Capacity Charges
(viii) New Taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills

The Company shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. The Company shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor Calculation (PGF)
Each customer bill shall include a Purchased Gas Factor reflecting the estimated weighted average cost of gas, plus additional elements described in this section, during the period covered by the bill for said Gas Cost Zone. The PGF shall be determined to the nearest $0.001 per Mcf, and the following provisions shall apply:

(i) In addition to the estimated weighted average cost of gas for the current month's billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated WACOG and the actual WACOG during the previous billing period for said Gas Cost Zone
(ii) The PGF shall also include a "Reconciliation Factor", an amount reflecting the customer's share of any gas cost imbalances in the preceding reconciliation period for said Gas Cost Zone
(iii) The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill for said Gas Cost Zone

The Purchased Gas Factor is expressed as a formula as follows:

(A+/-B) + C + D = E

Where
A = Estimated WACOG
B = Estimated WACOG/Act. WACOG Difference
C = Reconciliation Factor
D = New Taxes
E = Total PGF

Gas Cost Reconciliation (GCR)
The Company shall keep accurate books and records of the Reconciliation Review and monthly PGF reports to the Railroad Commission of Texas and shall account for the Reconciliation Component and the Reconciliation Factors for said Gas Cost Zone.

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes. Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia) for each listed municipality and associated environs:

Devine 14.68

If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply:

(i) The Company shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis for said Gas Cost Zone. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchase Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas.
(ii) Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
(iii) The interest rate shall be the same as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June).
(iv) The sum of the monthly imbalances, plus interest for said Gas Cost Zone for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged in said Gas Cost Zone.

If the Reconciliation Review indicates a gas loss or gain of greater than 5% of that metered into the system, the following methodology shall apply:

(i) The Company shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for said Gas Cost Zones Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:

1) Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period in said Gas Cost Zone.
2) Subtracting that result from 1, which when expressed as a percentage, becomes said Gas Cost Zones Actual P/S Ratio.
3) Subtracting 5.26% from said Gas Cost Zones Actual P/S Ratio, results in a Disallowance Factor for the review period.
4) Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the WACOG for each month, for said Gas Cost Zone will result in an amount to be disallowed each month.
5) The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above.

(ii) Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
(iii) The interest rate shall be the rate in effect during the last month of the audit period (June).
(iv) The sum of the monthly imbalances, plus interest for the period under review shall be the Reconciliation Amount for said Gas Cost Zone or the total amount to be refunded or surcharged.

Reconciliation Factor Calculation (RFC)
The Reconciliation Amount for said Gas Cost Zone shall be divided by 12, resulting in the Reconciliation Component.

The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, according to Gas Cost Zone, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review.

The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf for each Gas Cost Zone. Any under or over collection from the prior month may be factored in subsequent months Reconciliation Component.

Each month during the reconciliation period, the PGF for each Gas Cost Zone on consumer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period.

Recovery of Existing Purchased Gas Cost Imbalances
The Company shall determine the amount of unrecovered purchased gas costs applicable to the customers served in each incorporated city or rural area immediately prior to the effectiveness of new Gas Cost Zones. Any resulting over-recovery or under-recovery in excess of $25,000 shall be charged or credited, as appropriate, to the customers in each such city or rural area. Any over-recovery or under-recovery of less than $25,000 in any incorporated city of rural area shall be recovered along with any Purchase Gas Costs in the applicable Gas Cost Zone.

Revenue Related Tax Adjustment
Each monthly bill, as adjusted above shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	limited to, Gross Receipts Taxes, Municipal Taxes, Fees, or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by Company. Rate Case Expense Surcharge Rate case expenses will be recovered through a surcharge designed for a sixty month recovery period. A $0.0984 per Mcf surcharge shall be added to each monthly billing until the approved rate case expenses are recovered.
Pipeline Safety Fee	(a) Pursuant to Texas Utilities Code, Section 121.211. PIPELINE SAFETY FEES, the railroad commission by rule may adopt an inspection fee to be assessed annually against operators of natural gas distribution pipelines and their pipeline facilities and natural gas master metered pipelines and their pipeline facilities subject to this chapter. (b) The railroad commission by rule shall establish the method by which the fee will be calculated and assessed. In adopting a fee structure, the railroad commission may consider any factors necessary to provide for the equitable allocation among operators of the costs of administering the railroad commission's pipeline safety program under this chapter. (c) The total amount of fees estimated to be collected under rules adopted by the railroad commission under this section may not exceed the amount estimated by the railroad commission to be necessary to recover the costs of administering the railroad commission's pipeline safety program under this chapter, excluding costs at are fully funded by federal sources. (d) The commission may assess each operator of a natural gas distribution system subject to this chapter an annual inspection fee not to exceed $1.00 for each service line reported by the system on the Distribution Annual Report, Form RSPA F7100.1-1, due on March 15 of each year. The fee is due March 15 of each year. (e) The railroad commission may assess each operator of a natural gas master metered system subject to this chapter an annual inspection fee not to exceed $100 for each master metered system. The fee is due June 30 of each year. (f) The railroad commission may assess a late payment penalty of 10 percent of the total assessment due under Subsection (d) or (e) that is not paid within 30 days after the annual due date established by the applicable subsection. (g) Each operator of a natural gas distribution system and each natural gas master meter operator shall recover as a surcharge to its existing rates the amounts paid to the commission under this section. Amounts collected under this subsection by an investor-owned natural gas distribution system or a cooperatively owned natural gas distribution system shall not be included in the revenue or gross receipts of the company for the purpose of calculating municipal franchise fees or any tax

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	imposed under Subchapter B, Chapter 182, Tax Code, or under Chapter 122. Those amounts are not subject to a sales and use tax imposed by Chapter 151, Tax Code, or Subtitle C, Title 3, Tax Code. (h) A fee collected under this section shall be deposited to the credit of the general revenue fund to be used for the pipeline safety program. The current fee that is being applied by WTG is a one-time customer charge per bill of $1.00, based on $1.00 per service line.

RATE ADJUSTMENT PROVISIONS

None

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
32130	N	mcf	$2.4160	09/01/2018
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.0140	08/01/2018
CUSTOMER NAME	City of Devine			
32130	N	mcf	$2.9910	03/01/2018
CUSTOMER NAME	City of Devine			
32130	N	mcf	$4.2170	06/01/2017
CUSTOMER NAME	City of Devine			
32130	N	mcf	$2.6360	05/01/2018
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.3940	04/01/2018
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.6440	11/01/2017
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.5130	09/01/2017
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.1810	05/01/2017
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.5960	04/01/2017
CUSTOMER NAME	City of Devine			
32130	N	mcf	$4.3460	02/01/2017
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.8010	07/01/2017
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.5460	03/01/2017
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.6470	10/01/2017
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.6120	08/01/2017
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.9830	02/01/2018
CUSTOMER NAME	City of Devine			
32130	N	mcf	$3.7610	01/01/2018
CUSTOMER NAME	City of Devine			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
32130	N	mcf	$4.0720	12/01/2017
CUSTOMER NAME	City of Devine			
32130	N	mcf	$2.9920	06/01/2018
CUSTOMER NAME	City of Devine			
32130	N	mcf	$2.6540	07/01/2018
CUSTOMER NAME	City of Devine			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 10235(SOI)

CITY ORDINANCE NO: City in effect by operation of law

AMENDMENT(EXPLAIN):

OTHER(EXPLAIN): Rate Update, Remove RCE and Temporary Gas Surcharges., Update PSF.

SERVICES

TYPE OF SERVICE	SERVICE DESCRIPTION
B	Commercial Sales
OTHER TYPE DESCRIPTION	
C	Industrial Sales
OTHER TYPE DESCRIPTION	
D	Public Authority Sales
OTHER TYPE DESCRIPTION	

PREPARER - PERSON FILING

RRC NO: 13 **ACTIVE FLAG:** Y **INACTIVE DATE:**

FIRST NAME: J.J. **MIDDLE:** **LAST NAME:** King

TITLE: Gas Marketing Manager

ADDRESS LINE 1: 211 N. Colorado

ADDRESS LINE 2:

CITY: Midland **STATE:** TX **ZIP:** 79701 **ZIP4:**

AREA CODE: 432 **PHONE NO:** 682-4349 **EXTENSION:**

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CURTAILMENT PLAN

PLAN ID	DESCRIPTION
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; 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; 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

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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 deired 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.

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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 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

POLICY ID	DESCRIPTION
1150	In the event the cost of extending mains exceeds the free limit established by Franchise for dometic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with Section 4.1.1 of WTG's tariff, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less $150.00 credit. The actual cost will be calculated in accordance with the rates specified in Section 4.1.1 of WTG's tariff.

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QUALITY OF SERVICE

QUAL_SERVICE ID	DESCRIPTION
1	RULE 7.45 Quality of Service For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law. (1) Continuity of service. (A) Service interruptions. (i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected. (ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility 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 service. (iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers 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. (B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence. (C) Report to commission. The commission shall be notified in writing within 48 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. (2) Customer relations. (A) Information to customers. Each utility shall: (i) maintain a current set of maps showing the physical locations 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 utility 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 others entitled to the information as to the facilities available for serving that locality; (ii) assist the customer or applicant in selecting the most economical rate schedule;

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) 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 rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I)-(XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. If 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 or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

(C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for

delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer 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.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer'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.

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, 101.003(7), 101.003(8), and 121.001-121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less

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often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility 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 regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility 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.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

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

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

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

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

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

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

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0 percent for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection,

with the words Termination Notice or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility'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 customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

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

(v) tampering with the utility company's meter or equipment or bypassing the same.

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

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

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

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

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

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

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

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

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

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer 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 12 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;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing 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) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

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

(i) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. 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 utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(ii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility 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.

(iii) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

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

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility 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.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

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

(III) each transaction concerning the deposit.

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(ii) The utility 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.

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

(F) Refund of deposit.

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

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) 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 customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

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

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is 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

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month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

1A (D) Disputed bills.

(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer'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 customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may 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. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the 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.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy

of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. 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 dollars 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.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0 percent from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) 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 foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility 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 to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to 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) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified 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. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 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

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utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

1B (a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001. For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law. (b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to: (1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day`s highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service. (2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or (3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service. (c) Payment plans. Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in paragraph (2)(D) of 7.45 of this title, relating to Quality of Service.. (d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows: (1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility`s service area. (2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility`s service area. (3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems. (4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers. (e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.44 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
276239	4.1.1a		Connection Charge $50.00 Business Hours and $70.00 After Hours. A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
276240	4.1.1b		Read In for Change Charge - A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.
276241	4.1.1c		After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.
276242	4.1.2		Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period form the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less $25.00, 276 to 1500 cubic feet per hour $30.00, 1501 to 3000 cubic feet per hour $35.00, 3001 to 5000 cubic feet per hour $45.00, over 5000 cubic feet per hour $60.00. Orifice Meters - All sizes $40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
276243	4.1.3		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a

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		bank for any reason may be charged a fee for each occurrence of $25.00.
276244	4.1.4	Collection Fee - A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.
276245	4.1.5	Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company. Business Hours $50.00, After Hours $70.00
276246	4.1.6	Temporary Service Fee - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge 4.1.1c. This service does not include extension of mains.
276247	4.1.7	Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.
276248	4.1.8	No Access - A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.
276249	4.1.9	Tampering Fee - Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly mesured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.
276251	4.2.1	Customer Deposits -

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Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.

276239 4.1.1a

Initiation of Service

a) Connection Charge
The following connection charges apply:

Schedule	Charge
Business Hours	$50.00
After Hours	$70.00

A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.

276240 4.1.1b

Read In for Change Charge -
A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.

276241 4.1.1c

After-Hours and Special Handling -
In addition to initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.

(i) Special Handling: The Company may, at customer's request, provide special handling in order to meet the Customer's requirements for a fee based on the rates indicated in (c) above. Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer's premises.

(ii) Expedited Service: If the customer requires that

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the order be worked after hours for their convenience or if the customer requires expedited service, the charge shall be based on the rates indicated in (c) above for after hours service work on customer premises. The customer's request for expedited service may then be scheduled at any time to fit the Company's work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.

(iii) Special Call Out: If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in (c) above for after hours service work on customer's premises.

276242 4.1.2

Customer Requested Meter Test
Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule.

Positive Displacement	Charge
275 cubic feet per hour or less	$25.00
276 to 1500 cubic feet per hour	$30.00
1501 to 3000 cubic feet per hour	$35.00
3001 to 5000 cubic feet per hour	$45.00
over 5000 cubic feet per hour	$60.00

Orifice Meters
All sizes $40.00

The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.

276243 4.1.3

Returned Check/Bank Draft Charges -
Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of $25.00.

276244 4.1.4

Collection Fee -
A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

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276245 4.1.5

Reconnect Fees -
The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Schedule	Charge
Business Hours	$50.00,
After Hours	$70.00.

276246 4.1.6

Temporary Service -
Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in section 4.1.1(c) above. This service does not include extension of mains.

276247 4.1.7

Special Read -
Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

276248 4.1.8

No Access -
A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

276249 4.1.9

Tampering -
Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1(c) above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

276250 4.1.10

Extension Fee -
In the event the cost of extending mains exceeds the free limit established by Franchise for domestic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with section 4.1.1 above, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less a $150.00 credit. The actual cost

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		will be calculated in accordance witht eh rates specified in section 4.1.1(C) above.
276251	4.2.1	Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.|

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DESCRIPTION: Distribution Sales **STATUS:** A

EFFECTIVE DATE: 02/11/2020 **ORIGINAL CONTRACT DATE:** **RECEIVED DATE:** 03/09/2020

GAS CONSUMED: N **AMENDMENT DATE:** **OPERATOR NO:**

BILLS RENDERED: Y **INACTIVE DATE:**

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
916	

WEST TEXAS GAS, INC.
WTG Distribution Systems
RRC Tariff No. 26593

RATE SCHEDULE: DOMESTIC GAS SERVICE - WTG RATE #916
Applicable to: City of Natalia, City of Somerset, City of Somerset Environs, City of Natalia Environs, City of Devine Environs (Note, Incorporated Areas will go into effect by municipal ordinance or operation of law).

Subject to applicable rate adjustment provisions listed below, the following rates are the maximum applicable to Domestic consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

Customer Charge $9.54.
2013 GRIP Charge $1.74.
2014 GRIP Charge $0.57.
2015 GRIP Charge $0.56.
2016 GRIP Charge $0.90.
2017 GRIP Charge $0.84.
2018 GRIP Charge $0.60.
Total Customer Charge $14.75 per month.

All Consumption @ $3.59 per Mcf.

The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

Gas Cost Adjustment - Gas Cost Adjustment is intended to allow collection of the Company`s gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. This clause shall apply to customers in the South Gas Cost Zone.

Purchased Gas Cost Component - The Purchase Gas Cost for said Gas Cost Zone shall be computed utilizing the following components for the distribution system customers.

Cost of gas purchased,
Credits, Refunds, or out of Period Adjustments,

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

Cost of gas withdrawn from storage,
Interest on storage gas withdrawn,
Upstream gathering and Transportation Charges,
Storage Deliverability Charges, Storage Capacity Charges.
New Taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills.

The Company shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. The Company shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor Calculation (PGF) - Each customer bill shall include a Purchased Gas Factor reflecting the estimated weighted average cost of gas, plus additional elements described in this section, during the period covered by the bill for said Gas Cost Zone. The PGF shall be determined to the nearest $0.001 per Mcf, and the following provisions shall apply:

In addition to the estimated weighted average cost of gas for the current month`s billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated WACOG and the actual WACOG during the previous billing period for said Gas Cost Zone.
The PGF shall also include a `Reconciliation Factor`, an amount reflecting the customer`s share of any gas cost imbalances in the preceding reconciliation period for said Gas Cost Zone.
The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill for said Gas Cost Zone.

The Purchased Gas Factor is expressed as a formula as follows:

(A+/-B) + C + D = E

Where
A = Estimated WACOG,
B = Estimated WACOG/Act. WACOG Difference,
C = Reconciliation Factor,
D = New Taxes,
E = Total PGF.

Gas Cost Reconciliation (GCR) - The Company shall keep accurate books and records of the Reconciliation Review and monthly PGF reports to the Railroad Commission of Texas and shall account for the Reconciliation Component and the Reconciliation Factors for said Gas Cost Zone.

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes.

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SCHEDULE ID	DESCRIPTION
	Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia) for each listed municipality and associated environs: Devine 14.68, Eden 14.08, Junction 14.18, LaVernia 14.68, Menard 14.08, Natalia 14.68, Paint Rock 14.28, Somerset 14.68, Sonora 13.98. If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply: The Company shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis for said Gas Cost Zone. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchase Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas. Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period. The interest rate shall be the same as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June). The sum of the monthly imbalances, plus interest for said Gas Cost Zone for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged in said Gas Cost Zone. If the Reconciliation Review indicates a gas loss or gain of greater than 5% of that metered into the system, the following methodology shall apply: The Company shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for said Gas Cost Zones Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by: Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period in said Gas Cost Zone. Subtracting that result from 1, which when expressed as a percentage, becomes said Gas Cost Zones Actual P/S Ratio. Subtracting 5.26% from said Gas Cost Zones Actual P/S Ratio, results in a Disallowance Factor for the review period. Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the WACOG for each month, for said Gas Cost Zone will result in an amount to be disallowed each month. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above.

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period. The interest rate shall be the rate in effect during the last month of the audit period (June). The sum of the monthly imbalances, plus interest for the period under review shall be the Reconciliation Amount for said Gas Cost Zone or the total amount to be refunded or surcharged. Reconciliation Factor Calculation (RFC) - The Reconciliation Amount for said Gas Cost Zone shall be divided by 12, resulting in the Reconciliation Component. The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, according to Gas Cost Zone, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review. The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf for each Gas Cost Zone. Any under or over collection from the prior month may be factored in subsequent months Reconciliation Component. Each month during the reconciliation period, the PGF for each Gas Cost Zone on consumer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period. Recovery of Existing Purchased Gas Cost Imbalances - The Company shall determine the amount of unrecovered purchased gas costs applicable to the customers served in each incorporated city or rural area immediately prior to the effectiveness of new Gas Cost Zones. Any resulting over-recovery or under-recovery in excess of $25,000 shall be charged or credited, as appropriate, to the customers in each such city or rural area. Any over-recovery or under-recovery of less than $25,000 in any incorporated city of rural area shall be recovered along with any Purchase Gas Costs in the applicable Gas Cost Zone. Revenue Related Tax Adjustment - Each monthly bill, as adjusted above shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes, Municipal Taxes, Fees, or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by Company.
Pipeline Safety Fee	(a) Pursuant to Texas Utilities Code, Section 121.211. PIPELINE SAFETY FEES, the railroad commission by rule may adopt an inspection fee to be assessed annually

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	against operators of natural gas distribution pipelines and their pipeline facilities and natural gas master metered pipelines and their pipeline facilities subject to this chapter. (b) The railroad commission by rule shall establish the method by which the fee will be calculated and assessed. In adopting a fee structure, the railroad commission may consider any factors necessary to provide for the equitable allocation among operators of the costs of administering the railroad commission's pipeline safety program under this chapter. (c) The total amount of fees estimated to be collected under rules adopted by the railroad commission under this section may not exceed the amount estimated by the railroad commission to be necessary to recover the costs of administering the railroad commission's pipeline safety program under this chapter, excluding costs at are fully funded by federal sources. (d) The commission may assess each operator of a natural gas distribution system subject to this chapter an annual inspection fee not to exceed $1.00 for each service line reported by the system on the Distribution Annual Report, Form RSPA F7100.1-1, due on March 15 of each year. The fee is due March 15 of each year. (e) The railroad commission may assess each operator of a natural gas master metered system subject to this chapter an annual inspection fee not to exceed $100 for each master metered system. The fee is due June 30 of each year. (f) The railroad commission may assess a late payment penalty of 10 percent of the total assessment due under Subsection (d) or (e) that is not paid within 30 days after the annual due date established by the applicable subsection. (g) Each operator of a natural gas distribution system and each natural gas master meter operator shall recover as a surcharge to its existing rates the amounts paid to the commission under this section. Amounts collected under this subsection by an investor-owned natural gas distribution system or a cooperatively owned natural gas distribution system shall not be included in the revenue or gross receipts of the company for the purpose of calculating municipal franchise fees or any tax imposed under Subchapter B, Chapter 182, Tax Code, or under Chapter 122. Those amounts are not subject to a sales and use tax imposed by Chapter 151, Tax Code, or Subtitle C, Title 3, Tax Code. (h) A fee collected under this section shall be deposited to the credit of the general revenue fund to be used for the pipeline safety program. The current fee that is being applied by WTG is a one-time customer charge per bill of $1.00, based on $1.00 per service line.

RATE ADJUSTMENT PROVISIONS

See rate schedule for the rate adjustment provision.

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3046	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Somerset			
3046	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Somerset			
3047	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Somerset Environs			
3047	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Somerset Environs			
3170	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Natalia			
3170	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Natalia			
3171	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Natalia Environs			
3171	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Natalia Environs			
32131	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Devine Environs			
32131	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Devine Environs			
3046	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Somerset			
3046	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Somerset			
3046	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Somerset			
3046	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Somerset			
3046	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Somerset			
3046	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Somerset			
3047	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Somerset Environs			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3047	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Somerset Environs			
3047	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Somerset Environs			
3047	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Somerset Environs			
3047	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Somerset Environs			
3047	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Somerset Environs			
3170	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Natalia			
3170	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Natalia			
3170	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Natalia			
3170	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Natalia			
3170	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Natalia			
3170	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Natalia			
3171	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Natalia Environs			
3171	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Natalia Environs			
3171	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Natalia Environs			
3171	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Natalia Environs			
3171	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Natalia Environs			
3171	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Natalia Environs			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
32131	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Devine Environs			
32131	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Devine Environs			
32131	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Devine Environs			
32131	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Devine Environs			
32131	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Devine Environs			
32131	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Devine Environs			
3046	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Somerset			
3047	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Somerset Environs			
3170	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Natalia			
3171	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Natalia Environs			
32131	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Devine Environs			
3170	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Natalia			
3171	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Natalia Environs			
3046	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Somerset			
3047	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Somerset Environs			
32131	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Devine Environs			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 10235 (base rate) 10418 (2013 GRIP) 10479 (2014 GRIP) 10563 (2015 GRIP) 10668 (2016 GRIP)

GAS SERVICES DIVISION

GSD - 1 TARIFF REPORT

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

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10763 (104.111 filing) 10787 (2017 GRIP) 10913 (2018 GRIP)

CITY ORDINANCE NO:

AMENDMENT(EXPLAIN):

OTHER(EXPLAIN): GRIP Rates Update

SERVICES

TYPE OF SERVICE	SERVICE DESCRIPTION
A	Residential Sales

OTHER TYPE DESCRIPTION

PREPARER - PERSON FILING

RRC NO: 1075 **ACTIVE FLAG:** Y **INACTIVE DATE:**

FIRST NAME: Amanda **MIDDLE:** **LAST NAME:** Edgmon

TITLE: Regulatory Reporting

ADDRESS LINE 1: 211 N Colorado St

ADDRESS LINE 2:

CITY: Midland **STATE:** TX **ZIP:** 79701 **ZIP4:**

AREA CODE: 432 **PHONE NO:** 253-4630 **EXTENSION:**

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TARIFF CODE: DS **RRC TARIFF NO:** 26593

CURTAILMENT PLAN

PLAN ID	DESCRIPTION
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; 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; 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

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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 deired 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.

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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 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

POLICY ID	DESCRIPTION
1150	In the event the cost of extending mains exceeds the free limit established by Franchise for dometic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with Section 4.1.1 of WTG's tariff, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less $150.00 credit. The actual cost will be calculated in accordance with the rates specified in Section 4.1.1 of WTG's tariff.

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QUALITY OF SERVICE

QUAL_SERVICE_ID	DESCRIPTION
1	RULE 7.45 Quality of Service For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law. (1) Continuity of service. (A) Service interruptions. (i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected. (ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility 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 service. (iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers 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. (B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence. (C) Report to commission. The commission shall be notified in writing within 48 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. (2) Customer relations. (A) Information to customers. Each utility shall: (i) maintain a current set of maps showing the physical locations 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 utility 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 others entitled to the information as to the facilities available for serving that locality; (ii) assist the customer or applicant in selecting the most economical rate schedule;

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(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) 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 rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I)-(XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. If 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 or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

(C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for

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delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer 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.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer'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.

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, 101.003(7), 101.003(8), and 121.001-121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less

often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility 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 regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility 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.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

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

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

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

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

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

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

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0 percent for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection,

with the words Termination Notice or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility'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 customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

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

(v) tampering with the utility company's meter or equipment or bypassing the same.

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

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

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

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

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

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

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

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

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

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer 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 12 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;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing 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) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

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

(i) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. 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 utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(ii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility 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.

(iii) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

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

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility 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.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

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

(III) each transaction concerning the deposit.

(ii) The utility 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.

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

(F) Refund of deposit.

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

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) 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 customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

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

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is 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

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month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

1A (D) Disputed bills.

(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer'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 customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may 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. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the 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.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy

of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. 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 dollars 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.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0 percent from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) 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 foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility 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 to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to 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) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified 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. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 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

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utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

1B (a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001. For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law. (b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to: (1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day`s highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service. (2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or (3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service. (c) Payment plans. Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in paragraph (2)(D) of 7.45 of this title, relating to Quality of Service.. (d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows: (1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility`s service area. (2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility`s service area. (3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems. (4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers. (e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.44 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
290381	4.1.1a		Connection Charge $50.00 Business Hours and $70.00 After Hours. A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
290382	4.1.1b		Read In for Change Charge - A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.
290383	4.1.1c		After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.
290384	4.1.2		Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period form the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less $25.00, 276 to 1500 cubic feet per hour $30.00, 1501 to 3000 cubic feet per hour $35.00, 3001 to 5000 cubic feet per hour $45.00, over 5000 cubic feet per hour $60.00. Orifice Meters - All sizes $40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
290385	4.1.3		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a

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		bank for any reason may be charged a fee for each occurrence of $25.00.
290386	4.1.4	Collection Fee - A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.
290387	4.1.5	Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company. Business Hours $50.00, After Hours $70.00
290388	4.1.6	Temporary Service Fee - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge 4.1.1c. This service does not include extension of mains.
290389	4.1.7	Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.
290390	4.1.8	No Access - A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.
290391	4.1.9	Tampering Fee - Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly mesured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.
290393	4.2.1	Customer Deposits -

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Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.

290381 4.1.1a

Initiation of Service

a) Connection Charge
The following connection charges apply:

Schedule	Charge
Business Hours	$50.00
After Hours	$70.00

A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.

290382 4.1.1b

Read In for Change Charge -
A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.

290383 4.1.1c

After-Hours and Special Handling -
In addition to initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.

(i) Special Handling: The Company may, at customer's request, provide special handling in order to meet the Customer's requirements for a fee based on the rates indicated in (c) above. Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer's premises.

(ii) Expedited Service: If the customer requires that

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the order be worked after hours for their convenience or if the customer requires expedited service, the charge shall be based on the rates indicated in (c) above for after hours service work on customer premises. The customer's request for expedited service may then be scheduled at any time to fit the Company's work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.

(iii) Special Call Out: If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in (c) above for after hours service work on customer's premises.

290384 4.1.2

Customer Requested Meter Test
Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule.

Positive Displacement	Charge
275 cubic feet per hour or less	$25.00
276 to 1500 cubic feet per hour	$30.00
1501 to 3000 cubic feet per hour	$35.00
3001 to 5000 cubic feet per hour	$45.00
over 5000 cubic feet per hour	$60.00

Orifice Meters
All sizes $40.00

The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.

290385 4.1.3

Returned Check/Bank Draft Charges -
Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of $25.00.

290386 4.1.4

Collection Fee -
A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

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290387 4.1.5

Reconnect Fees -
The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Schedule	Charge
Business Hours	$50.00,
After Hours	$70.00.

290388 4.1.6

Temporary Service -
Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in section 4.1.1(c) above. This service does not include extension of mains.

290389 4.1.7

Special Read -
Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

290390 4.1.8

No Access -
A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

290391 4.1.9

Tampering -
Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1(c) above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

290392 4.1.10

Extension Fee -
In the event the cost of extending mains exceeds the free limit established by Franchise for domestic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with section 4.1.1 above, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less a $150.00 credit. The actual cost

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		will be calculated in accordance witht eh rates specified in section 4.1.1(C) above.
290393	4.2.1	Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.|

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TARIFF CODE: DS **RRC TARIFF NO:** 26594

DESCRIPTION: Distribution Sales **STATUS:** A

EFFECTIVE DATE: 02/11/2020 **ORIGINAL CONTRACT DATE:** **RECEIVED DATE:** 03/09/2020

GAS CONSUMED: N **AMENDMENT DATE:** **OPERATOR NO:**

BILLS RENDERED: Y **INACTIVE DATE:**

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
917	

WEST TEXAS GAS, INC.
WTG Distribution Systems
RRC Tariff No. 26594

RATE SCHEDULE: NON-DOMESTIC GAS SERVICE - WTG RATE #917
Applicable to: City of Natalia, City of Somerset, City of Somerset Environs, City of Natalia Environs, City of Devine Environs (Note, Incorporated Areas will go into effect by municipal ordinance or operation of law).
EFFECTIVE DATE: Bills Rendered on and after 01/01/2020

Subject to applicable rate adjustment provisions listed below, the following rates are the maximum applicable to Non-Domestic consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

Customer Charge $13.06.
2013 GRIP Charge $4.58,
2014 GRIP Charge $1.56.
2015 GRIP Charge $1.49.
2016 GRIP Charge $2.39.
2017 GRIP Charge $1.82.
2018 GRIP Charge $1.32.
Total Customer Charge $26.22 per month.

All Consumption @ $2.47 per Mcf.

The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

Gas Cost Adjustment - Gas Cost Adjustment is intended to allow collection of the Company`s gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. This clause shall apply to customers in the South Gas Cost Zone.

Purchased Gas Cost Component - The Purchase Gas Cost for said Gas Cost Zone shall be computed utilizing the following components for the distribution system customers.

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

Cost of gas purchased,
Credits, Refunds, or out of Period Adjustments,
Cost of gas withdrawn from storage,
Interest on storage gas withdrawn, Upstream gathering and Transportation Charges,
Storage Deliverability Charges,
Storage Capacity Charges,
New Taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills.

The Company shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. The Company shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor Calculation (PGF) - Each customer bill shall include a Purchased Gas Factor reflecting the estimated weighted average cost of gas, plus additional elements described in this section, during the period covered by the bill for said Gas Cost Zone. The PGF shall be determined to the nearest $0.001 per Mcf, and the following provisions shall apply:

In addition to the estimated weighted average cost of gas for the current month`s billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated WACOG and the actual WACOG during the previous billing period for said Gas Cost Zone.
The PGF shall also include a `Reconciliation Factor`, an amount reflecting the customer`s share of any gas cost imbalances in the preceding reconciliation period for said Gas Cost Zone.
The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill for said Gas Cost Zone.

The Purchased Gas Factor is expressed as a formula as follows:

(A+/-B) + C + D = E.

Where
A = Estimated WACOG,
B = Estimated WACOG/Act. WACOG Difference,
C = Reconciliation Factor,
D = New Taxes,
E = Total PGF.

Gas Cost Reconciliation (GCR) - The Company shall keep accurate books and records of the Reconciliation Review and monthly PGF reports to the Railroad Commission of Texas and shall account for the Reconciliation Component and the Reconciliation Factors for said Gas Cost Zone.

A Reconciliation Review and calculation shall first determine whether the lost and

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26594

RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes. Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia) for each listed municipality and associated environs:

Devine 14.68, Eden 14.08, Junction 14.18, LaVernia 14.68, Menard 14.08, Natalia 14.68, Paint Rock 14.28, Somerset 14.68, Sonora 13.98.

If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis for said Gas Cost Zone. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchase Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas.
Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
The interest rate shall be the same as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June).
The sum of the monthly imbalances, plus interest for said Gas Cost Zone for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged in said Gas Cost Zone.

If the Reconciliation Review indicates a gas loss or gain of greater than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for said Gas Cost Zones Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:

Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period in said Gas Cost Zone.
Subtracting that result from 1, which when expressed as a percentage, becomes said Gas Cost Zones Actual P/S Ratio.
Subtracting 5.26% from said Gas Cost Zones Actual P/S Ratio, results in a Disallowance Factor for the review period.
Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the WACOG for each month, for said Gas Cost Zone will result in an amount to be disallowed each month.
The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG

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	to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above. Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period. The interest rate shall be the rate in effect during the last month of the audit period (June). The sum of the monthly imbalances, plus interest for the period under review shall be the Reconciliation Amount for said Gas Cost Zone or the total amount to be refunded or surcharged. Reconciliation Factor Calculation (RFC) - The Reconciliation Amount for said Gas Cost Zone shall be divided by 12, resulting in the Reconciliation Component. The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, according to Gas Cost Zone, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review. The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf for each Gas Cost Zone. Any under or over collection from the prior month may be factored in subsequent months Reconciliation Component. Each month during the reconciliation period, the PGF for each Gas Cost Zone on consumer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period. Recovery of Existing Purchased Gas Cost Imbalances - The Company shall determine the amount of unrecovered purchased gas costs applicable to the customers served in each incorporated city or rural area immediately prior to the effectiveness of new Gas Cost Zones. Any resulting over-recovery or under-recovery in excess of $25,000 shall be charged or credited, as appropriate, to the customers in each such city or rural area. Any over-recovery or under-recovery of less than $25,000 in any incorporated city of rural area shall be recovered along with any Purchase Gas Costs in the applicable Gas Cost Zone. Revenue Related Tax Adjustment - Each monthly bill, as adjusted above shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes, Municipal Taxes, Fees, or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by Company.

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SCHEDULE ID	DESCRIPTION
Pipeline Safety Fee	(a) Pursuant to Texas Utilities Code, Section 121.211. PIPELINE SAFETY FEES, the railroad commission by rule may adopt an inspection fee to be assessed annually against operators of natural gas distribution pipelines and their pipeline facilities and natural gas master metered pipelines and their pipeline facilities subject to this chapter. (b) The railroad commission by rule shall establish the method by which the fee will be calculated and assessed. In adopting a fee structure, the railroad commission may consider any factors necessary to provide for the equitable allocation among operators of the costs of administering the railroad commission's pipeline safety program under this chapter. (c) The total amount of fees estimated to be collected under rules adopted by the railroad commission under this section may not exceed the amount estimated by the railroad commission to be necessary to recover the costs of administering the railroad commission's pipeline safety program under this chapter, excluding costs at are fully funded by federal sources. (d) The commission may assess each operator of a natural gas distribution system subject to this chapter an annual inspection fee not to exceed $1.00 for each service line reported by the system on the Distribution Annual Report, Form RSPA F7100.1-1, due on March 15 of each year. The fee is due March 15 of each year. (e) The railroad commission may assess each operator of a natural gas master metered system subject to this chapter an annual inspection fee not to exceed $100 for each master metered system. The fee is due June 30 of each year. (f) The railroad commission may assess a late payment penalty of 10 percent of the total assessment due under Subsection (d) or (e) that is not paid within 30 days after the annual due date established by the applicable subsection. (g) Each operator of a natural gas distribution system and each natural gas master meter operator shall recover as a surcharge to its existing rates the amounts paid to the commission under this section. Amounts collected under this subsection by an investor-owned natural gas distribution system or a cooperatively owned natural gas distribution system shall not be included in the revenue or gross receipts of the company for the purpose of calculating municipal franchise fees or any tax imposed under Subchapter B, Chapter 182, Tax Code, or under Chapter 122. Those amounts are not subject to a sales and use tax imposed by Chapter 151, Tax Code, or Subtitle C, Title 3, Tax Code. (h) A fee collected under this section shall be deposited to the credit of the general revenue fund to be used for the pipeline safety program. The current fee that is being applied by WTG is a one-time customer charge per bill of $1.00, based on $1.00 per service line.

RATE ADJUSTMENT PROVISIONS

See rate schedule for the rate adjustment provision.

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3046	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Somerset			
3046	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Somerset			
3047	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Somerset Environs			
3047	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Somerset Environs			
3170	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Natalia			
3170	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Natalia			
3171	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Natalia Environs			
3171	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Natalia Environs			
32131	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Devine Environs			
32131	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Devine Environs			
3046	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Somerset			
3046	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Somerset			
3046	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Somerset			
3046	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Somerset			
3046	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Somerset			
3046	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Somerset			
3047	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Somerset Environs			

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TARIFF CODE: DS **RRC TARIFF NO:** 26594

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3047	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Somerset Environs			
3047	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Somerset Environs			
3047	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Somerset Environs			
3047	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Somerset Environs			
3047	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Somerset Environs			
3170	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Natalia			
3170	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Natalia			
3170	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Natalia			
3170	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Natalia			
3170	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Natalia			
3170	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Natalia			
3171	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Natalia Environs			
3171	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Natalia Environs			
3171	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Natalia Environs			
3171	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Natalia Environs			
3171	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Natalia Environs			
3171	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Natalia Environs			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
32131	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Devine Environs			
32131	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Devine Environs			
32131	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Devine Environs			
32131	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Devine Environs			
32131	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Devine Environs			
32131	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Devine Environs			
3046	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Somerset			
3047	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Somerset Environs			
3170	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Natalia			
3171	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Natalia Environs			
32131	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Devine Environs			
3170	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Natalia			
3171	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Natalia Environs			
32131	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Devine Environs			
3046	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Somerset			
3047	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Somerset Environs			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 10235 (base rate) 10418 (2013 GRIP) 10479 (2014 GRIP) 10563 (2015 GRIP) 10668 (2016 GRIP)

GAS SERVICES DIVISION

GSD - 1 TARIFF REPORT

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26594

10763 (104.111 filing) 10787 (2017 GRIP) 10913 (2018 GRIP)

CITY ORDINANCE NO:

AMENDMENT(EXPLAIN):

OTHER(EXPLAIN): GRIP Rates Update

SERVICES

TYPE OF SERVICE	SERVICE DESCRIPTION
B	Commercial Sales
OTHER TYPE DESCRIPTION	
C	Industrial Sales
OTHER TYPE DESCRIPTION	
D	Public Authority Sales
OTHER TYPE DESCRIPTION	

PREPARER - PERSON FILING

RRC NO: 1075 **ACTIVE FLAG:** Y **INACTIVE DATE:**

FIRST NAME: Amanda **MIDDLE:** **LAST NAME:** Edgmon

TITLE: Regulatory Reporting

ADDRESS LINE 1: 211 N Colorado St

ADDRESS LINE 2:

CITY: Midland **STATE:** TX **ZIP:** 79701 **ZIP4:**

AREA CODE: 432 **PHONE NO:** 253-4630 **EXTENSION:**

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26594

CURTAILMENT PLAN

PLAN ID	DESCRIPTION
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; 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; 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

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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 deired 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.

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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 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

POLICY ID	DESCRIPTION
1150	In the event the cost of extending mains exceeds the free limit established by Franchise for dometic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with Section 4.1.1 of WTG's tariff, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less $150.00 credit. The actual cost will be calculated in accordance with the rates specified in Section 4.1.1 of WTG's tariff.

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QUALITY OF SERVICE

QUAL_SERVICE ID	DESCRIPTION
1	RULE 7.45 Quality of Service

For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law.

(1) Continuity of service.

(A) Service interruptions.

(i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected.

(ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility 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 service.

(iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers 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.

(B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence.

(C) Report to commission. The commission shall be notified in writing within 48 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.

(2) Customer relations.

(A) Information to customers. Each utility shall:

(i) maintain a current set of maps showing the physical locations 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 utility 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 others entitled to the information as to the facilities available for serving that locality;

(ii) assist the customer or applicant in selecting the most economical rate schedule;

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) 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 rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I)-(XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. If 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 or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

(C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for

delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer 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.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer'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.

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, 101.003(7), 101.003(8), and 121.001-121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less

often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility 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 regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility 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.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

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

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

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

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

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

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

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0 percent for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection,

with the words Termination Notice or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility'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 customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

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

(v) tampering with the utility company's meter or equipment or bypassing the same.

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

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

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

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

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

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

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

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

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

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer 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 12 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;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing 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) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

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

(i) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. 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 utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(ii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility 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.

(iii) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

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

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility 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.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

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

(III) each transaction concerning the deposit.

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(ii) The utility 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.

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

(F) Refund of deposit.

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

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) 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 customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

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

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is 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

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month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

1A (D) Disputed bills.

(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer'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 customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may 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. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the 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.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy

of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. 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 dollars 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.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0 percent from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) 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 foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility 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 to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to 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) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified 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. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 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

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utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

1B (a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001. For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law. (b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to: (1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day`s highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service. (2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or (3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service. (c) Payment plans. Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in paragraph (2)(D) of 7.45 of this title, relating to Quality of Service.. (d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows: (1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility`s service area. (2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility`s service area. (3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems. (4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers. (e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.44 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
290395	4.1.1a		Connection Charge $50.00 Business Hours and $70.00 After Hours. A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
290396	4.1.1b		Read In for Change Charge - A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.
290397	4.1.1c		After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.
290398	4.1.2		Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period form the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less $25.00, 276 to 1500 cubic feet per hour $30.00, 1501 to 3000 cubic feet per hour $35.00, 3001 to 5000 cubic feet per hour $45.00, over 5000 cubic feet per hour $60.00. Orifice Meters - All sizes $40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
290399	4.1.3		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a

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		bank for any reason may be charged a fee for each occurrence of $25.00.
290400	4.1.4	Collection Fee - A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.
290401	4.1.5	Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company. Business Hours $50.00, After Hours $70.00
290402	4.1.6	Temporary Service Fee - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge 4.1.1c. This service does not include extension of mains.
290403	4.1.7	Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.
290404	4.1.8	No Access - A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.
290405	4.1.9	Tampering Fee - Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly mesured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.
290407	4.2.1	Customer Deposits -

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Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.

290395 4.1.1a

Initiation of Service

a) Connection Charge
The following connection charges apply:

Schedule	Charge
Business Hours	$50.00
After Hours	$70.00

A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.

290396 4.1.1b

Read In for Change Charge -
A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.

290397 4.1.1c

After-Hours and Special Handling -
In addition to initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.

(i) Special Handling: The Company may, at customer's request, provide special handling in order to meet the Customer's requirements for a fee based on the rates indicated in (c) above. Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer's premises.

(ii) Expedited Service: If the customer requires that

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the order be worked after hours for their convenience or if the customer requires expedited service, the charge shall be based on the rates indicated in (c) above for after hours service work on customer premises. The customer's request for expedited service may then be scheduled at any time to fit the Company's work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.

(iii) Special Call Out: If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in (c) above for after hours service work on customer's premises.

290398 4.1.2

Customer Requested Meter Test
Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule.

Positive Displacement	Charge
275 cubic feet per hour or less	$25.00
276 to 1500 cubic feet per hour	$30.00
1501 to 3000 cubic feet per hour	$35.00
3001 to 5000 cubic feet per hour	$45.00
over 5000 cubic feet per hour	$60.00

Orifice Meters
All sizes $40.00

The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.

290399 4.1.3

Returned Check/Bank Draft Charges -
Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of $25.00.

290400 4.1.4

Collection Fee -
A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

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290401 4.1.5

Reconnect Fees -
The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Schedule	Charge
Business Hours	$50.00,
After Hours	$70.00.

290402 4.1.6

Temporary Service -
Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in section 4.1.1(c) above. This service does not include extension of mains.

290403 4.1.7

Special Read -
Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

290404 4.1.8

No Access -
A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

290405 4.1.9

Tampering -
Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1(c) above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

290406 4.1.10

Extension Fee -
In the event the cost of extending mains exceeds the free limit established by Franchise for domestic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with section 4.1.1 above, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less a $150.00 credit. The actual cost

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		will be calculated in accordance witht eh rates specified in section 4.1.1(C) above.
290407	4.2.1	Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.|

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26595

DESCRIPTION: Distribution Sales **STATUS:** A

EFFECTIVE DATE: 02/11/2020 **ORIGINAL CONTRACT DATE:** **RECEIVED DATE:** 03/09/2020

GAS CONSUMED: N **AMENDMENT DATE:** **OPERATOR NO:**

BILLS RENDERED: Y **INACTIVE DATE:**

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
951	

WEST TEXAS GAS, INC.
WTG Distribution Systems
RRC Tariff No. 26595

RATE SCHEDULE: NON-DOMESTIC GAS SERVICE ? WTG RATE #951
Applicable to: City of Groom, City of Claude & Environs & Goodnight, City of Higgins & Environs, City of Mobeetie & Environs, City of Wheeler & Environs, City of Shamrock, City of Texline Incorporated area of Farwell, City of Darrouzett & Environs, City of Follett & Environs, City of Texhoma (Note, Incorporated Areas will go into effect by municipal ordinance or operation of law).

Subject to applicable rate adjustment provisions listed below, the following rates are the maximum applicable to Non-Domestic consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

Customer Charge $13.06. 2013
GRIP Charge $4.58, 2014
GRIP Charge $1.56. 2015
GRIP Charge $1.49. 2016
GRIP Charge $2.39. 2017
GRIP Charge $1.82. 2018
GRIP Charge $1.32. Total
Customer Charge $26.22 per month.

All Consumption @ $2.47 per Mcf.

The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

Gas Cost Adjustment - Gas Cost Adjustment is intended to allow collection of the Company`s gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. This clause shall apply to customers in the North Gas Cost Zone.

Purchased Gas Cost Component - The Purchase Gas Cost for said Gas Cost Zone shall be computed utilizing the following components for the distribution system customers.

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26595

RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

Cost of gas purchased,
Credits, Refunds, or out of Period Adjustments,
Cost of gas withdrawn from storage,
Interest on storage gas withdrawn,
Upstream gathering and Transportation Charges,
Storage Deliverability Charges,
Storage Capacity Charges,
New Taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills.

The Company shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. The Company shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor Calculation (PGF) - Each customer bill shall include a Purchased Gas Factor reflecting the estimated weighted average cost of gas, plus additional elements described in this section, during the period covered by the bill for said Gas Cost Zone. The PGF shall be determined to the nearest $0.001 per Mcf, and the following provisions shall apply:

In addition to the estimated weighted average cost of gas for the current month`s billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated WACOG and the actual WACOG during the previous billing period for said Gas Cost Zone.
The PGF shall also include a `Reconciliation Factor`, an amount reflecting the customer`s share of any gas cost imbalances in the preceding reconciliation period for said Gas Cost Zone.
The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill for said Gas Cost Zone.

The Purchased Gas Factor is expressed as a formula as follows:

(A+/-B) + C + D = E.

Where
A = Estimated WACOG,
B = Estimated WACOG/Act. WACOG Difference,
C = Reconciliation Factor,
D = New Taxes,
E = Total PGF.

Gas Cost Reconciliation (GCR) - The Company shall keep accurate books and records of the Reconciliation Review and monthly PGF reports to the Railroad Commission of Texas and shall account for the Reconciliation Component and the Reconciliation Factors for said Gas Cost Zone.

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes. Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia) for each listed municipality and associated environs:

Claude 13.38, Darrouzett 13.78, Farwell 13.18, Follett 13.68, Groom 13.38, Higgins 13.78, Mobeetie 13.78, Shamrock 13.88, Texhoma 13.38, Texline 12.98, Wheeler 13.78.

If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis for said Gas Cost Zone. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchase Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas.
Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
The interest rate shall be the same as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June).
The sum of the monthly imbalances, plus interest for said Gas Cost Zone for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged in said Gas Cost Zone.

If the Reconciliation Review indicates a gas loss or gain of greater than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for said Gas Cost Zones Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:

Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period in said Gas Cost Zone.
Subtracting that result from 1, which when expressed as a percentage, becomes said Gas Cost Zones Actual P/S Ratio.
Subtracting 5.26% from said Gas Cost Zones Actual P/S Ratio, results in a Disallowance Factor for the review period.
Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the WACOG for each month, for said Gas Cost Zone will result in an amount to be disallowed each month.
The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26595

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above. Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period. The interest rate shall be the rate in effect during the last month of the audit period (June). The sum of the monthly imbalances, plus interest for the period under review shall be the Reconciliation Amount for said Gas Cost Zone or the total amount to be refunded or surcharged. Reconciliation Factor Calculation (RFC) - The Reconciliation Amount for said Gas Cost Zone shall be divided by 12, resulting in the Reconciliation Component. The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, according to Gas Cost Zone, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review. The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf for each Gas Cost Zone. Any under or over collection from the prior month may be factored in subsequent months Reconciliation Component. Each month during the reconciliation period, the PGF for each Gas Cost Zone on consumer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period. Recovery of Existing Purchased Gas Cost Imbalances - The Company shall determine the amount of unrecovered purchased gas costs applicable to the customers served in each incorporated city or rural area immediately prior to the effectiveness of new Gas Cost Zones. Any resulting over-recovery or under-recovery in excess of $25,000 shall be charged or credited, as appropriate, to the customers in each such city or rural area. Any over-recovery or under-recovery of less than $25,000 in any incorporated city of rural area shall be recovered along with any Purchase Gas Costs in the applicable Gas Cost Zone. Revenue Related Tax Adjustment - Each monthly bill, as adjusted above shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes, Municipal Taxes, Fees, or any other governmental imposition, rental fee or charge levied that

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26595

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	is based on any portion of revenues billed by Company.
Pipeline Safety Fee	(a) Pursuant to Texas Utilities Code, Section 121.211. PIPELINE SAFETY FEES, the railroad commission by rule may adopt an inspection fee to be assessed annually against operators of natural gas distribution pipelines and their pipeline facilities and natural gas master metered pipelines and their pipeline facilities subject to this chapter. (b) The railroad commission by rule shall establish the method by which the fee will be calculated and assessed. In adopting a fee structure, the railroad commission may consider any factors necessary to provide for the equitable allocation among operators of the costs of administering the railroad commission's pipeline safety program under this chapter. (c) The total amount of fees estimated to be collected under rules adopted by the railroad commission under this section may not exceed the amount estimated by the railroad commission to be necessary to recover the costs of administering the railroad commission's pipeline safety program under this chapter, excluding costs at are fully funded by federal sources. (d) The commission may assess each operator of a natural gas distribution system subject to this chapter an annual inspection fee not to exceed $1.00 for each service line reported by the system on the Distribution Annual Report, Form RSPA F7100.1-1, due on March 15 of each year. The fee is due March 15 of each year. (e) The railroad commission may assess each operator of a natural gas master metered system subject to this chapter an annual inspection fee not to exceed $100 for each master metered system. The fee is due June 30 of each year. (f) The railroad commission may assess a late payment penalty of 10 percent of the total assessment due under Subsection (d) or (e) that is not paid within 30 days after the annual due date established by the applicable subsection. (g) Each operator of a natural gas distribution system and each natural gas master meter operator shall recover as a surcharge to its existing rates the amounts paid to the commission under this section. Amounts collected under this subsection by an investor-owned natural gas distribution system or a cooperatively owned natural gas distribution system shall not be included in the revenue or gross receipts of the company for the purpose of calculating municipal franchise fees or any tax imposed under Subchapter B, Chapter 182, Tax Code, or under Chapter 122. Those amounts are not subject to a sales and use tax imposed by Chapter 151, Tax Code, or Subtitle C, Title 3, Tax Code. (h) A fee collected under this section shall be deposited to the credit of the general revenue fund to be used for the pipeline safety program. The current fee that is being applied by WTG is a one-time customer charge per bill of $1.00, based on $1.00 per service line.

RATE ADJUSTMENT PROVISIONS

See rate schedule for the rate adjustment provision.

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26595

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
14	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Groom			
14	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Groom			
15	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Claude & Environs & Goodnight			
15	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Higgins & Environs			
23	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Higgins & Environs			
24	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Mobeetie & Environs			
24	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Wheeler & Environs			
25	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Wheeler & Environs			
3030	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Shamrock			
3030	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Texline			
3031	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Texline			
3042	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	Incorporated Area of Farwell			
3042	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Darrouzett & Environs			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26595

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3048	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Darrouzett & Environs			
3049	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Follett & Environs			
3049	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$1.3960	06/01/2020
CUSTOMER NAME	City of Texhoma			
3055	N	mcf	$1.3280	07/01/2020
CUSTOMER NAME	City of Texhoma			
14	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Groom			
14	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Groom			
14	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Groom			
14	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Groom			
14	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Groom			
14	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Groom			
15	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Claude & Environs & Goodnight			
15	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Claude & Environs & Goodnight			
15	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Claude & Environs & Goodnight			
3042	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	Incorporated Area of Farwell			
15	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Claude & Environs & Goodnight			
15	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Claude & Environs & Goodnight			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26595

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
15	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Higgins & Environs			
3048	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Darrouzett & Environs			
23	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Higgins & Environs			
23	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Higgins & Environs			
3048	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Darrouzett & Environs			
3048	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Darrouzett & Environs			
23	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Higgins & Environs			
23	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Higgins & Environs			
23	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Higgins & Environs			
24	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Mobeetie & Environs			
24	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Mobeetie & Environs			
24	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Mobeetie & Environs			
24	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Mobeetie & Environs			
24	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Mobeetie & Environs			
24	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Wheeler & Environs			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26595

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
25	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Wheeler & Environs			
25	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Wheeler & Environs			
25	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Wheeler & Environs			
25	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Wheeler & Environs			
25	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Wheeler & Environs			
3030	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Shamrock			
3030	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Shamrock			
3030	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Shamrock			
3030	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Shamrock			
3030	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Shamrock			
3030	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Texline			
3031	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Texline			
3031	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Texline			
3031	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Texline			
3031	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Texline			
3031	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Texline			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26595

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3042	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	Incorporated Area of Farwell			
3042	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	Incorporated Area of Farwell			
3042	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	Incorporated Area of Farwell			
3042	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	Incorporated Area of Farwell			
3042	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Darrouzett & Environs			
3048	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Darrouzett & Environs			
3048	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Darrouzett & Environs			
3049	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Follett & Environs			
3049	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Follett & Environs			
3049	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Follett & Environs			
3049	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Follett & Environs			
3049	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Follett & Environs			
3049	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$1.7670	12/01/2019
CUSTOMER NAME	City of Texhoma			
3055	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Texhoma			
3055	N	mcf	$1.2760	02/01/2020
CUSTOMER NAME	City of Texhoma			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26595

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3055	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Texhoma			
3055	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Texhoma			
3055	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Texhoma			
14	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Groom			
15	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Higgins & Environs			
24	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Wheeler & Environs			
3030	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Texline			
3042	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Darrouzett & Environs			
3049	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$1.4970	05/01/2020
CUSTOMER NAME	City of Texhoma			
23	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Higgins & Environs			
24	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$1.7840	03/01/2020
CUSTOMER NAME	City of Wheeler & Environs			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26595

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
14	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Groom			
15	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Claude & Environs & Goodnight			
3030	N	mcf	$1.4580	01/01/2020
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Texline			
3042	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$1.5000	10/01/2019
CUSTOMER NAME	City of Darrouzett & Environs			
3049	N	mcf	$1.7510	11/01/2019
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$1.4380	04/01/2020
CUSTOMER NAME	City of Texhoma			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 10235 (base rate) 10418 (2013 GRIP) 10479 (2014 GRIP) 10563 (2015 GRIP) 10668 (2016 GRIP) 10763 (104.111 filing) 10787 (2017 GRIP) 10913 (2018 GRIP)

CITY ORDINANCE NO:

AMENDMENT(EXPLAIN):

OTHER(EXPLAIN): GRIP Rates Update

SERVICES

TYPE OF SERVICE	SERVICE DESCRIPTION
B	Commercial Sales
OTHER TYPE DESCRIPTION	
C	Industrial Sales
OTHER TYPE DESCRIPTION	
D	Public Authority Sales
OTHER TYPE DESCRIPTION	

GAS SERVICES DIVISION

GSD - 1 TARIFF REPORT

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26595

PREPARER - PERSON FILING

RRC NO: 1075 **ACTIVE FLAG:** Y **INACTIVE DATE:**

FIRST NAME: Amanda **MIDDLE:** **LAST NAME:** Edgmon

TITLE: Regulatory Reporting

ADDRESS LINE 1: 211 N Colorado St

ADDRESS LINE 2:

CITY: Midland **STATE:** TX **ZIP:** 79701 **ZIP4:**

AREA CODE: 432 **PHONE NO:** 253-4630 **EXTENSION:**

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26595

CURTAILMENT PLAN

PLAN ID	DESCRIPTION
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; 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; 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

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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 deired 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.

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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 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

POLICY ID	DESCRIPTION
1150	In the event the cost of extending mains exceeds the free limit established by Franchise for dometic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with Section 4.1.1 of WTG's tariff, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less $150.00 credit. The actual cost will be calculated in accordance with the rates specified in Section 4.1.1 of WTG's tariff.

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QUALITY OF SERVICE

QUAL_SERVICE_ID	DESCRIPTION
1	RULE 7.45 Quality of Service For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law. (1) Continuity of service. (A) Service interruptions. (i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected. (ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility 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 service. (iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers 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. (B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence. (C) Report to commission. The commission shall be notified in writing within 48 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. (2) Customer relations. (A) Information to customers. Each utility shall: (i) maintain a current set of maps showing the physical locations 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 utility 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 others entitled to the information as to the facilities available for serving that locality; (ii) assist the customer or applicant in selecting the most economical rate schedule;

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(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) 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 rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I)-(XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. If 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 or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

(C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for

delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer 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.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer'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.

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, 101.003(7), 101.003(8), and 121.001-121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less

often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility 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 regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility 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.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

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

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

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

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

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

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

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0 percent for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection,

with the words Termination Notice or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility'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 customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

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

(v) tampering with the utility company's meter or equipment or bypassing the same.

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

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

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

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

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

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

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

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

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

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

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(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer 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 12 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;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing 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) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

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

(i) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. 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 utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(ii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility 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.

(iii) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

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

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility 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.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

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

(III) each transaction concerning the deposit.

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(ii) The utility 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.

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

(F) Refund of deposit.

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

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) 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 customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

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

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is 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

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month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

1A (D) Disputed bills.

(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer'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 customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may 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. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the 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.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy

of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. 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 dollars 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.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0 percent from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) 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 foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility 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 to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to 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) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified 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. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 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

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utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

1B (a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001. For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law. (b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to: (1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day`s highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service. (2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or (3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service. (c) Payment plans. Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in paragraph (2)(D) of 7.45 of this title, relating to Quality of Service.. (d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows: (1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility`s service area. (2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility`s service area. (3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems. (4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers. (e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.44 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
290409	4.1.1a		Connection Charge $50.00 Business Hours and $70.00 After Hours. A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
290410	4.1.1b		Read In for Change Charge - A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.
290411	4.1.1c		After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.
290412	4.1.2		Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period form the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less $25.00, 276 to 1500 cubic feet per hour $30.00, 1501 to 3000 cubic feet per hour $35.00, 3001 to 5000 cubic feet per hour $45.00, over 5000 cubic feet per hour $60.00. Orifice Meters - All sizes $40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
290413	4.1.3		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a

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		bank for any reason may be charged a fee for each occurrence of $25.00.
290414	4.1.4	Collection Fee - A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.
290415	4.1.5	Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company. Business Hours $50.00, After Hours $70.00
290416	4.1.6	Temporary Service Fee - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge 4.1.1c. This service does not include extension of mains.
290417	4.1.7	Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.
290418	4.1.8	No Access - A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.
290419	4.1.9	Tampering Fee - Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly mesured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.
290421	4.2.1	Customer Deposits -

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Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.

290409 4.1.1a

Initiation of Service

a) Connection Charge
The following connection charges apply:

Schedule	Charge
Business Hours	$50.00
After Hours	$70.00

A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.

290410 4.1.1b

Read In for Change Charge -
A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.

290411 4.1.1c

After-Hours and Special Handling -
In addition to initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.

(i) Special Handling: The Company may, at customer's request, provide special handling in order to meet the Customer's requirements for a fee based on the rates indicated in (c) above. Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer's premises.

(ii) Expedited Service: If the customer requires that

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the order be worked after hours for their convenience or if the customer requires expedited service, the charge shall be based on the rates indicated in (c) above for after hours service work on customer premises. The customer's request for expedited service may then be scheduled at any time to fit the Company's work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.

(iii) Special Call Out: If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in (c) above for after hours service work on customer's premises.

290412 4.1.2

Customer Requested Meter Test
Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule.

Positive Displacement	Charge
275 cubic feet per hour or less	$25.00
276 to 1500 cubic feet per hour	$30.00
1501 to 3000 cubic feet per hour	$35.00
3001 to 5000 cubic feet per hour	$45.00
over 5000 cubic feet per hour	$60.00

Orifice Meters
All sizes $40.00

The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.

290413 4.1.3

Returned Check/Bank Draft Charges -
Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of $25.00.

290414 4.1.4

Collection Fee -
A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

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290415 4.1.5

Reconnect Fees -
The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Schedule	Charge
Business Hours	$50.00,
After Hours	$70.00.

290416 4.1.6

Temporary Service -
Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in section 4.1.1(c) above. This service does not include extension of mains.

290417 4.1.7

Special Read -
Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

290418 4.1.8

No Access -
A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

290419 4.1.9

Tampering -
Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1(c) above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

290420 4.1.10

Extension Fee -
In the event the cost of extending mains exceeds the free limit established by Franchise for domestic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with section 4.1.1 above, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less a $150.00 credit. The actual cost

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		will be calculated in accordance witht eh rates specified in section 4.1.1(C) above.
290421	4.2.1	Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.|

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TARIFF CODE: DS **RRC TARIFF NO:** 26596

DESCRIPTION: Distribution Sales **STATUS:** A

EFFECTIVE DATE: 02/11/2020 **ORIGINAL CONTRACT DATE:** **RECEIVED DATE:** 03/09/2020

GAS CONSUMED: N **AMENDMENT DATE:** **OPERATOR NO:**

BILLS RENDERED: Y **INACTIVE DATE:**

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
952	

WEST TEXAS GAS, INC.
WTG Distribution Systems
RRC Tariff No. 26596

RATE SCHEDULE: DOMESTIC GAS SERVICE ? WTG RATE #952Applicable to: City of Balmorhea - Reeves County (Note, Incorporated Areas will go into effect by municipal ordinance or operation of law).

Subject to applicable rate adjustment provisions listed below, the following rates are the maximum applicable to Domestic consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

Customer Charge $9.54.
2013 GRIP Charge $1.74.
2014 GRIP Charge $0.57.
2015 GRIP Charge $0.56.
2016 GRIP Charge $0.90.
2017 GRIP Charge $0.84.
2018 GRIP Charge $0.60.
Total Customer Charge $14.75 per month.

All Consumption @ $3.59 per Mcf.

The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

Gas Cost Adjustment - Gas Cost Adjustment is intended to allow collection of the Company`s gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. This clause shall apply to customers in the West Gas Cost Zone.

Purchased Gas Cost Component - The Purchase Gas Cost for said Gas Cost Zone shall be computed utilizing the following components for the distribution system customers.

Cost of gas purchased,
Credits, Refunds, or out of Period Adjustments,
Cost of gas withdrawn from storage,

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

Interest on storage gas withdrawn,
Upstream gathering and Transportation Charges,
Storage Deliverability Charges,
Storage Capacity Charges.
New Taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills.

The Company shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. The Company shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor Calculation (PGF) - Each customer bill shall include a Purchased Gas Factor reflecting the estimated weighted average cost of gas, plus additional elements described in this section, during the period covered by the bill for said Gas Cost Zone. The PGF shall be determined to the nearest $0.001 per Mcf, and the following provisions shall apply:

In addition to the estimated weighted average cost of gas for the current month`s billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated WACOG and the actual WACOG during the previous billing period for said Gas Cost Zone.
The PGF shall also include a `Reconciliation Factor`, an amount reflecting the customer`s share of any gas cost imbalances in the preceding reconciliation period for said Gas Cost Zone.
The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill for said Gas Cost Zone.

The Purchased Gas Factor is expressed as a formula as follows:

(A+/-B) + C + D = E

Where
A = Estimated WACOG,
B = Estimated WACOG/Act. WACOG Difference,
C = Reconciliation Factor,
D = New Taxes,
E = Total PGF.

Gas Cost Reconciliation (GCR) - The Company shall keep accurate books and records of the Reconciliation Review and monthly PGF reports to the Railroad Commission of Texas and shall account for the Reconciliation Component and the Reconciliation Factors for said Gas Cost Zone. A Reconciliation

Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes. Calculations

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia) for each listed municipality and associated environs:

Balmorhea 13.48.

If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis for said Gas Cost Zone. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchase Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas.
Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
The interest rate shall be the same as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June).
The sum of the monthly imbalances, plus interest for said Gas Cost Zone for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged in said Gas Cost Zone.

If the Reconciliation Review indicates a gas loss or gain of greater than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for said Gas Cost Zones Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:

Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period in said Gas Cost Zone.
Subtracting that result from 1, which when expressed as a percentage, becomes said Gas Cost Zones Actual P/S Ratio.
Subtracting 5.26% from said Gas Cost Zones Actual P/S Ratio, results in a Disallowance Factor for the review period.
Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the WACOG for each month, for said Gas Cost Zone will result in an amount to be disallowed each month.
The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above.

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	Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period. The interest rate shall be the rate in effect during the last month of the audit period (June). The sum of the monthly imbalances, plus interest for the period under review shall be the Reconciliation Amount for said Gas Cost Zone or the total amount to be refunded or surcharged. Reconciliation Factor Calculation (RFC) - The Reconciliation Amount for said Gas Cost Zone shall be divided by 12, resulting in the Reconciliation Component. The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, according to Gas Cost Zone, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review. The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf for each Gas Cost Zone. Any under or over collection from the prior month may be factored in subsequent months Reconciliation Component. Each month during the reconciliation period, the PGF for each Gas Cost Zone on consumer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period. Recovery of Existing Purchased Gas Cost Imbalances - The Company shall determine the amount of unrecovered purchased gas costs applicable to the customers served in each incorporated city or rural area immediately prior to the effectiveness of new Gas Cost Zones. Any resulting over-recovery or under-recovery in excess of $25,000 shall be charged or credited, as appropriate, to the customers in each such city or rural area. Any over-recovery or under-recovery of less than $25,000 in any incorporated city of rural area shall be recovered along with any Purchase Gas Costs in the applicable Gas Cost Zone. Revenue Related Tax Adjustment - Each monthly bill, as adjusted above shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes, Municipal Taxes, Fees, or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by Company.
Pipeline Safety Fee	(a) Pursuant to Texas Utilities Code, Section 121.211. PIPELINE SAFETY FEES, the railroad commission by rule may adopt an inspection fee to be assessed annually

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	against operators of natural gas distribution pipelines and their pipeline facilities and natural gas master metered pipelines and their pipeline facilities subject to this chapter. (b) The railroad commission by rule shall establish the method by which the fee will be calculated and assessed. In adopting a fee structure, the railroad commission may consider any factors necessary to provide for the equitable allocation among operators of the costs of administering the railroad commission's pipeline safety program under this chapter. (c) The total amount of fees estimated to be collected under rules adopted by the railroad commission under this section may not exceed the amount estimated by the railroad commission to be necessary to recover the costs of administering the railroad commission's pipeline safety program under this chapter, excluding costs at are fully funded by federal sources. (d) The commission may assess each operator of a natural gas distribution system subject to this chapter an annual inspection fee not to exceed $1.00 for each service line reported by the system on the Distribution Annual Report, Form RSPA F7100.1-1, due on March 15 of each year. The fee is due March 15 of each year. (e) The railroad commission may assess each operator of a natural gas master metered system subject to this chapter an annual inspection fee not to exceed $100 for each master metered system. The fee is due June 30 of each year. (f) The railroad commission may assess a late payment penalty of 10 percent of the total assessment due under Subsection (d) or (e) that is not paid within 30 days after the annual due date established by the applicable subsection. (g) Each operator of a natural gas distribution system and each natural gas master meter operator shall recover as a surcharge to its existing rates the amounts paid to the commission under this section. Amounts collected under this subsection by an investor-owned natural gas distribution system or a cooperatively owned natural gas distribution system shall not be included in the revenue or gross receipts of the company for the purpose of calculating municipal franchise fees or any tax imposed under Subchapter B, Chapter 182, Tax Code, or under Chapter 122. Those amounts are not subject to a sales and use tax imposed by Chapter 151, Tax Code, or Subtitle C, Title 3, Tax Code. (h) A fee collected under this section shall be deposited to the credit of the general revenue fund to be used for the pipeline safety program. The current fee that is being applied by WTG is a one-time customer charge per bill of $1.00, based on $1.00 per service line.

RATE ADJUSTMENT PROVISIONS

See rate schedule for the rate adjustment provision.

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3041	N	mcf	$1.1960	06/01/2020
CUSTOMER NAME	City of Balmorhea - Reeves County			
3041	N	mcf	$1.2740	07/01/2020
CUSTOMER NAME	City of Balmorhea - Reeves County			
3041	N	mcf	$.4220	04/01/2020
CUSTOMER NAME	City of Balmorhea - Reeves County			
3041	N	mcf	$.8310	02/01/2020
CUSTOMER NAME	City of Balmorhea - Reeves County			
3041	N	mcf	$1.6680	10/01/2019
CUSTOMER NAME	City of Balmorhea - Reeves County			
3041	N	mcf	$1.6170	12/01/2019
CUSTOMER NAME	City of Balmorhea - Reeves County			
3041	N	mcf	$.9700	11/01/2019
CUSTOMER NAME	City of Balmorhea - Reeves County			
3041	N	mcf	$1.1330	01/01/2020
CUSTOMER NAME	City of Balmorhea - Reeves County			
3041	N	mcf	$1.1840	05/01/2020
CUSTOMER NAME	City of Balmorhea - Reeves County			
3041	N	mcf	$.2140	03/01/2020
CUSTOMER NAME	City of Balmorhea - Reeves County			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 10235 (base rate) 10418 (2013 GRIP) 10479 (2014 GRIP) 10563 (2015 GRIP) 10668 (2016 GRIP) 10763 (104.111 filing) 10787 (2017 GRIP) 10913 (2018 GRIP)

CITY ORDINANCE NO:

AMENDMENT(EXPLAIN):

OTHER(EXPLAIN): GRIP Rates Update

SERVICES

TYPE OF SERVICE	SERVICE DESCRIPTION
A	Residential Sales

OTHER TYPE DESCRIPTION

GAS SERVICES DIVISION

GSD - 1 TARIFF REPORT

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26596

PREPARER - PERSON FILING

RRC NO: 1075 **ACTIVE FLAG:** Y **INACTIVE DATE:**

FIRST NAME: Amanda **MIDDLE:** **LAST NAME:** Edgmon

TITLE: Regulatory Reporting

ADDRESS LINE 1: 211 N Colorado St

ADDRESS LINE 2:

CITY: Midland **STATE:** TX **ZIP:** 79701 **ZIP4:**

AREA CODE: 432 **PHONE NO:** 253-4630 **EXTENSION:**

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

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CURTAILMENT PLAN

PLAN ID	DESCRIPTION
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; 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; 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

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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 deired 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.

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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 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

POLICY ID	DESCRIPTION
1150	In the event the cost of extending mains exceeds the free limit established by Franchise for dometic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with Section 4.1.1 of WTG's tariff, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less $150.00 credit. The actual cost will be calculated in accordance with the rates specified in Section 4.1.1 of WTG's tariff.

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QUALITY OF SERVICE

QUAL_SERVICE_ID	DESCRIPTION
1	RULE 7.45 Quality of Service For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law. (1) Continuity of service. (A) Service interruptions. (i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected. (ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility 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 service. (iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers 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. (B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence. (C) Report to commission. The commission shall be notified in writing within 48 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. (2) Customer relations. (A) Information to customers. Each utility shall: (i) maintain a current set of maps showing the physical locations 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 utility 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 others entitled to the information as to the facilities available for serving that locality; (ii) assist the customer or applicant in selecting the most economical rate schedule;

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) 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 rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I)-(XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. If 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 or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

(C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for

delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer 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.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer'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.

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, 101.003(7), 101.003(8), and 121.001-121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less

often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility 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 regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility 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.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

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

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

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

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

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

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

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0 percent for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection,

with the words Termination Notice or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility'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 customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

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

(v) tampering with the utility company's meter or equipment or bypassing the same.

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

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

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

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

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

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

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

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

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

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer 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 12 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;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing 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) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

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

(i) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. 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 utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(ii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility 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.

(iii) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

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

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility 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.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

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

(III) each transaction concerning the deposit.

(ii) The utility 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.

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

(F) Refund of deposit.

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

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) 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 customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

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

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is 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

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month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

1A (D) Disputed bills.

(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer'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 customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may 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. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the 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.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy

of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. 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 dollars 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.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0 percent from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) 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 foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility 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 to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to 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) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified 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. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 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

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utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

1B (a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001. For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law. (b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to: (1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day`s highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service. (2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or (3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service. (c) Payment plans. Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in paragraph (2)(D) of 7.45 of this title, relating to Quality of Service.. (d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows: (1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility`s service area. (2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility`s service area. (3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems. (4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers. (e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.44 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
290423	4.1.1a		Connection Charge $50.00 Business Hours and $70.00 After Hours. A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
290424	4.1.1b		Read In for Change Charge - A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.
290425	4.1.1c		After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.
290426	4.1.2		Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period form the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less $25.00, 276 to 1500 cubic feet per hour $30.00, 1501 to 3000 cubic feet per hour $35.00, 3001 to 5000 cubic feet per hour $45.00, over 5000 cubic feet per hour $60.00. Orifice Meters - All sizes $40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
290427	4.1.3		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a

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		bank for any reason may be charged a fee for each occurrence of $25.00.
290428	4.1.4	Collection Fee - A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.
290429	4.1.5	Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company. Business Hours $50.00, After Hours $70.00
290430	4.1.6	Temporary Service Fee - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge 4.1.1c. This service does not include extension of mains.
290431	4.1.7	Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.
290432	4.1.8	No Access - A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.
290433	4.1.9	Tampering Fee - Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly mesured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.
290435	4.2.1	Customer Deposits -

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Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.

290423 4.1.1a

Initiation of Service

a) Connection Charge
The following connection charges apply:

Schedule	Charge
Business Hours	$50.00
After Hours	$70.00

A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.

290424 4.1.1b

Read In for Change Charge -
A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.

290425 4.1.1c

After-Hours and Special Handling -
In addition to initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.

(i) Special Handling: The Company may, at customer's request, provide special handling in order to meet the Customer's requirements for a fee based on the rates indicated in (c) above. Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer's premises.

(ii) Expedited Service: If the customer requires that

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the order be worked after hours for their convenience or if the customer requires expedited service, the charge shall be based on the rates indicated in (c) above for after hours service work on customer premises. The customer's request for expedited service may then be scheduled at any time to fit the Company's work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.

(iii) Special Call Out: If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in (c) above for after hours service work on customer's premises.

290426 4.1.2

Customer Requested Meter Test
Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule.

Positive Displacement	Charge
275 cubic feet per hour or less	$25.00
276 to 1500 cubic feet per hour	$30.00
1501 to 3000 cubic feet per hour	$35.00
3001 to 5000 cubic feet per hour	$45.00
over 5000 cubic feet per hour	$60.00

Orifice Meters
All sizes $40.00

The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.

290427 4.1.3

Returned Check/Bank Draft Charges -
Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of $25.00.

290428 4.1.4

Collection Fee -
A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

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290429 4.1.5

Reconnect Fees -
The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Schedule	Charge
Business Hours	$50.00,
After Hours	$70.00.

290430 4.1.6

Temporary Service -
Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in section 4.1.1(c) above. This service does not include extension of mains.

290431 4.1.7

Special Read -
Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

290432 4.1.8

No Access -
A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

290433 4.1.9

Tampering -
Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1(c) above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

290434 4.1.10

Extension Fee -
In the event the cost of extending mains exceeds the free limit established by Franchise for domestic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with section 4.1.1 above, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less a $150.00 credit. The actual cost

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		will be calculated in accordance witht eh rates specified in section 4.1.1(C) above.
290435	4.2.1	Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.|

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TARIFF CODE: DS **RRC TARIFF NO:** 26597

DESCRIPTION: Distribution Sales **STATUS:** A

EFFECTIVE DATE: 02/11/2020 **ORIGINAL CONTRACT DATE:** **RECEIVED DATE:** 03/09/2020

GAS CONSUMED: N **AMENDMENT DATE:** **OPERATOR NO:**

BILLS RENDERED: Y **INACTIVE DATE:**

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
953	

WEST TEXAS GAS, INC.
WTG Distribution Systems
RRC Tariff No. 26597

RATE SCHEDULE: NON-DOMESTIC GAS SERVICE - WTG RATE #953
Applicable to: City of Balmorhea - Reeves County (Note, Incorporated Areas will go into effect by municipal ordinance or operation of law).

Subject to applicable rate adjustment provisions listed below, the following rates are the maximum applicable to Non-Domestic consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

Customer Charge $13.06.
2013 GRIP Charge $4.58,
2014 GRIP Charge $1.56.
2015 GRIP Charge $1.49.
2016 GRIP Charge $2.39.
2017 GRIP Charge $1.82.
2018 GRIP Charge $1.32.
Total Customer Charge $26.22 per month.

All Consumption @ $2.47 per Mcf.

The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

Gas Cost Adjustment - Gas Cost Adjustment is intended to allow collection of the Company`s gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. This clause shall apply to customers in the West Gas Cost Zone.

Purchased Gas Cost Component - The Purchase Gas Cost for said Gas Cost Zone shall be computed utilizing the following components for the distribution system customers.

Cost of gas purchased,

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

Credits, Refunds, or out of Period Adjustments,
Cost of gas withdrawn from storage,
Interest on storage gas withdrawn,
Upstream gathering and Transportation Charges,
Storage Deliverability Charges,
Storage Capacity Charges,
New Taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills.

The Company shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. The Company shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor Calculation (PGF) - Each customer bill shall include a Purchased Gas Factor reflecting the estimated weighted average cost of gas, plus additional elements described in this section, during the period covered by the bill for said Gas Cost Zone. The PGF shall be determined to the nearest $0.001 per Mcf, and the following provisions shall apply:

In addition to the estimated weighted average cost of gas for the current month`s billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated WACOG and the actual WACOG during the previous billing period for said Gas Cost Zone. The PGF shall also include a `Reconciliation Factor`, an amount reflecting the customer`s share of any gas cost imbalances in the preceding reconciliation period for said Gas Cost Zone. The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill for said Gas Cost Zone.

The Purchased Gas Factor is expressed as a formula as follows:

(A+/-B) + C + D = E.

Where
A = Estimated WACOG,
B = Estimated WACOG/Act. WACOG Difference,
C = Reconciliation Factor,
D = New Taxes,
E = Total PGF.

Gas Cost Reconciliation (GCR) - The Company shall keep accurate books and records of the Reconciliation Review and monthly PGF reports to the Railroad Commission of Texas and shall account for the Reconciliation Component and the Reconciliation Factors for said Gas Cost Zone.

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	sales volumes shall be converted to the same pressure base as the purchase volumes. Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia) for each listed municipality and associated environs: Balmorhea 13.48. If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply: The Company shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis for said Gas Cost Zone. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchase Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas. Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period. The interest rate shall be the same as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June). The sum of the monthly imbalances, plus interest for said Gas Cost Zone for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged in said Gas Cost Zone. If the Reconciliation Review indicates a gas loss or gain of greater than 5% of that metered into the system, the following methodology shall apply: The Company shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for said Gas Cost Zones Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by: Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period in said Gas Cost Zone. Subtracting that result from 1, which when expressed as a percentage, becomes said Gas Cost Zones Actual P/S Ratio. Subtracting 5.26% from said Gas Cost Zones Actual P/S Ratio, results in a Disallowance Factor for the review period. Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the WACOG for each month, for said Gas Cost Zone will result in an amount to be disallowed each month. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above.

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period. The interest rate shall be the rate in effect during the last month of the audit period (June). The sum of the monthly imbalances, plus interest for the period under review shall be the Reconciliation Amount for said Gas Cost Zone or the total amount to be refunded or surcharged. Reconciliation Factor Calculation (RFC) - The Reconciliation Amount for said Gas Cost Zone shall be divided by 12, resulting in the Reconciliation Component. The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, according to Gas Cost Zone, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review. The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf for each Gas Cost Zone. Any under or over collection from the prior month may be factored in subsequent months Reconciliation Component. Each month during the reconciliation period, the PGF for each Gas Cost Zone on consumer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period. Recovery of Existing Purchased Gas Cost Imbalances - The Company shall determine the amount of unrecovered purchased gas costs applicable to the customers served in each incorporated city or rural area immediately prior to the effectiveness of new Gas Cost Zones. Any resulting over-recovery or under-recovery in excess of $25,000 shall be charged or credited, as appropriate, to the customers in each such city or rural area. Any over-recovery or under-recovery of less than $25,000 in any incorporated city of rural area shall be recovered along with any Purchase Gas Costs in the applicable Gas Cost Zone. Revenue Related Tax Adjustment - Each monthly bill, as adjusted above shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes, Municipal Taxes, Fees, or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by Company.
Pipeline Safety Fee	(a) Pursuant to Texas Utilities Code, Section 121.211. PIPELINE SAFETY FEES, the railroad commission by rule may adopt an inspection fee to be assessed annually

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	against operators of natural gas distribution pipelines and their pipeline facilities and natural gas master metered pipelines and their pipeline facilities subject to this chapter. (b) The railroad commission by rule shall establish the method by which the fee will be calculated and assessed. In adopting a fee structure, the railroad commission may consider any factors necessary to provide for the equitable allocation among operators of the costs of administering the railroad commission's pipeline safety program under this chapter. (c) The total amount of fees estimated to be collected under rules adopted by the railroad commission under this section may not exceed the amount estimated by the railroad commission to be necessary to recover the costs of administering the railroad commission's pipeline safety program under this chapter, excluding costs at are fully funded by federal sources. (d) The commission may assess each operator of a natural gas distribution system subject to this chapter an annual inspection fee not to exceed $1.00 for each service line reported by the system on the Distribution Annual Report, Form RSPA F7100.1-1, due on March 15 of each year. The fee is due March 15 of each year. (e) The railroad commission may assess each operator of a natural gas master metered system subject to this chapter an annual inspection fee not to exceed $100 for each master metered system. The fee is due June 30 of each year. (f) The railroad commission may assess a late payment penalty of 10 percent of the total assessment due under Subsection (d) or (e) that is not paid within 30 days after the annual due date established by the applicable subsection. (g) Each operator of a natural gas distribution system and each natural gas master meter operator shall recover as a surcharge to its existing rates the amounts paid to the commission under this section. Amounts collected under this subsection by an investor-owned natural gas distribution system or a cooperatively owned natural gas distribution system shall not be included in the revenue or gross receipts of the company for the purpose of calculating municipal franchise fees or any tax imposed under Subchapter B, Chapter 182, Tax Code, or under Chapter 122. Those amounts are not subject to a sales and use tax imposed by Chapter 151, Tax Code, or Subtitle C, Title 3, Tax Code. (h) A fee collected under this section shall be deposited to the credit of the general revenue fund to be used for the pipeline safety program. The current fee that is being applied by WTG is a one-time customer charge per bill of $1.00, based on $1.00 per service line.

RATE ADJUSTMENT PROVISIONS

See rate schedule for the rate adjustment provision.

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3041	N	mcf	$1.1960	06/01/2020
CUSTOMER NAME	City of Balmorhea - Reeves County			
3041	N	mcf	$1.2740	07/01/2020
CUSTOMER NAME	City of Balmorhea - Reeves County			
3041	N	mcf	$.2140	03/01/2020
CUSTOMER NAME	City of Balmorhea - Reeves County			
3041	N	mcf	$.8310	02/01/2020
CUSTOMER NAME	City of Balmorhea - Reeves County			
3041	N	mcf	$1.6680	10/01/2019
CUSTOMER NAME	City of Balmorhea - Reeves County			
3041	N	mcf	$1.6170	12/01/2019
CUSTOMER NAME	City of Balmorhea - Reeves County			
3041	N	mcf	$.9700	11/01/2019
CUSTOMER NAME	City of Balmorhea - Reeves County			
3041	N	mcf	$1.1330	01/01/2020
CUSTOMER NAME	City of Balmorhea - Reeves County			
3041	N	mcf	$1.1840	05/01/2020
CUSTOMER NAME	City of Balmorhea - Reeves County			
3041	N	mcf	$.4220	04/01/2020
CUSTOMER NAME	City of Balmorhea - Reeves County			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 10235 (base rate) 10418 (2013 GRIP) 10479 (2014 GRIP) 10563 (2015 GRIP) 10668 (2016 GRIP) 10763 (104.111 filing) 10787 (2017 GRIP) 10913 (2018 GRIP)

CITY ORDINANCE NO:

AMENDMENT(EXPLAIN):

OTHER(EXPLAIN): GRIP Rates Update

SERVICES

TYPE OF SERVICE	SERVICE DESCRIPTION
B	Commercial Sales
OTHER TYPE DESCRIPTION	
C	Industrial Sales
OTHER TYPE DESCRIPTION	
D	Public Authority Sales
OTHER TYPE DESCRIPTION	

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

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26597

PREPARER - PERSON FILING

RRC NO: 1075 **ACTIVE FLAG:** Y **INACTIVE DATE:**

FIRST NAME: Amanda **MIDDLE:** **LAST NAME:** Edgmon

TITLE: Regulatory Reporting

ADDRESS LINE 1: 211 N Colorado St

ADDRESS LINE 2:

CITY: Midland **STATE:** TX **ZIP:** 79701 **ZIP4:**

AREA CODE: 432 **PHONE NO:** 253-4630 **EXTENSION:**

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

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CURTAILMENT PLAN

PLAN ID	DESCRIPTION
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; 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; 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

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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 deired 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.

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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 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

POLICY ID	DESCRIPTION
1150	In the event the cost of extending mains exceeds the free limit established by Franchise for dometic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with Section 4.1.1 of WTG's tariff, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less $150.00 credit. The actual cost will be calculated in accordance with the rates specified in Section 4.1.1 of WTG's tariff.

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QUALITY OF SERVICE

QUAL_SERVICE_ID	DESCRIPTION
1	RULE 7.45 Quality of Service For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law. (1) Continuity of service. (A) Service interruptions. (i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected. (ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility 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 service. (iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers 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. (B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence. (C) Report to commission. The commission shall be notified in writing within 48 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. (2) Customer relations. (A) Information to customers. Each utility shall: (i) maintain a current set of maps showing the physical locations 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 utility 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 others entitled to the information as to the facilities available for serving that locality; (ii) assist the customer or applicant in selecting the most economical rate schedule;

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(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) 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 rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I)-(XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. If 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 or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

(C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for

delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer 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.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer'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.

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, 101.003(7), 101.003(8), and 121.001-121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less

often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility 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 regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility 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.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

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

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

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

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

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

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

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0 percent for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection,

with the words Termination Notice or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility'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 customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

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

(v) tampering with the utility company's meter or equipment or bypassing the same.

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

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

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

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

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

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

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

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

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

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer 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 12 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;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing 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) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

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

(i) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. 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 utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(ii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility 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.

(iii) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

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

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility 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.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

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

(III) each transaction concerning the deposit.

(ii) The utility 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.

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

(F) Refund of deposit.

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

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) 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 customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

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

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is 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

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month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

1A (D) Disputed bills.

(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer'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 customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may 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. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the 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.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy

of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. 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 dollars 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.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0 percent from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) 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 foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility 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 to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to 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) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified 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. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 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

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utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

1B (a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001. For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law. (b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to: (1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day`s highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service. (2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or (3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service. (c) Payment plans. Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in paragraph (2)(D) of 7.45 of this title, relating to Quality of Service.. (d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows: (1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility`s service area. (2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility`s service area. (3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems. (4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers. (e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.44 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
290437	4.1.1a		Connection Charge $50.00 Business Hours and $70.00 After Hours. A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
290438	4.1.1b		Read In for Change Charge - A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.
290439	4.1.1c		After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.
290440	4.1.2		Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period form the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less $25.00, 276 to 1500 cubic feet per hour $30.00, 1501 to 3000 cubic feet per hour $35.00, 3001 to 5000 cubic feet per hour $45.00, over 5000 cubic feet per hour $60.00. Orifice Meters - All sizes $40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
290441	4.1.3		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a

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		bank for any reason may be charged a fee for each occurrence of $25.00.
290442	4.1.4	Collection Fee - A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.
290443	4.1.5	Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company. Business Hours $50.00, After Hours $70.00
290444	4.1.6	Temporary Service Fee - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge 4.1.1c. This service does not include extension of mains.
290445	4.1.7	Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.
290446	4.1.8	No Access - A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.
290447	4.1.9	Tampering Fee - Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly mesured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.
290449	4.2.1	Customer Deposits -

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Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.

290437 4.1.1a

Initiation of Service

a) Connection Charge
The following connection charges apply:

Schedule	Charge
Business Hours	$50.00
After Hours	$70.00

A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.

290438 4.1.1b

Read In for Change Charge -
A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.

290439 4.1.1c

After-Hours and Special Handling -
In addition to initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.

(i) Special Handling: The Company may, at customer's request, provide special handling in order to meet the Customer's requirements for a fee based on the rates indicated in (c) above. Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer's premises.

(ii) Expedited Service: If the customer requires that

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the order be worked after hours for their convenience or if the customer requires expedited service, the charge shall be based on the rates indicated in (c) above for after hours service work on customer premises. The customer's request for expedited service may then be scheduled at any time to fit the Company's work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.

(iii) Special Call Out: If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in (c) above for after hours service work on customer's premises.

290440 4.1.2

Customer Requested Meter Test
Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule.

Positive Displacement	Charge
275 cubic feet per hour or less	$25.00
276 to 1500 cubic feet per hour	$30.00
1501 to 3000 cubic feet per hour	$35.00
3001 to 5000 cubic feet per hour	$45.00
over 5000 cubic feet per hour	$60.00

Orifice Meters
All sizes $40.00

The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.

290441 4.1.3

Returned Check/Bank Draft Charges -
Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of $25.00.

290442 4.1.4

Collection Fee -
A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

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290443 4.1.5

Reconnect Fees -
The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Schedule	Charge
Business Hours	$50.00,
After Hours	$70.00.

290444 4.1.6

Temporary Service -
Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in section 4.1.1(c) above. This service does not include extension of mains.

290445 4.1.7

Special Read -
Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

290446 4.1.8

No Access -
A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

290447 4.1.9

Tampering -
Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1(c) above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

290448 4.1.10

Extension Fee -
In the event the cost of extending mains exceeds the free limit established by Franchise for domestic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with section 4.1.1 above, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less a $150.00 credit. The actual cost

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		will be calculated in accordance witht eh rates specified in section 4.1.1(C) above.
290449	4.2.1	Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.|

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DESCRIPTION: Distribution Sales **STATUS:** A

EFFECTIVE DATE: 02/11/2020 **ORIGINAL CONTRACT DATE:** **RECEIVED DATE:** 03/09/2020

GAS CONSUMED: N **AMENDMENT DATE:** **OPERATOR NO:**

BILLS RENDERED: Y **INACTIVE DATE:**

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
955	

WEST TEXAS GAS, INC.
WTG Distribution Systems
RRC Tariff No. 26598

RATE SCHEDULE: NON-DOMESTIC GAS SERVICE - WTG RATE #955
Applicable to: City of Junction & Environs, City of Menard & Environs, City of Paint Rock (Note, Incorporated Areas will go into effect by municipal ordinance or operation of law).

Subject to applicable rate adjustment provisions listed below, the following rates are the maximum applicable to Non-Domestic consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

Customer Charge $13.06.
2013 GRIP Charge $4.58,
2014 GRIP Charge $1.56.
2015 GRIP Charge $1.49.
2016 GRIP Charge $2.39.
2017 GRIP Charge $1.82.
2018 GRIP Charge $1.32.
Total Customer Charge $26.22 per month.

All Consumption @ $2.47 per Mcf.

The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

Gas Cost Adjustment - Gas Cost Adjustment is intended to allow collection of the Company`s gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. This clause shall apply to customers in the South Gas Cost Zone.

Purchased Gas Cost Component - The Purchase Gas Cost for said Gas Cost Zone shall be computed utilizing the following components for the distribution system customers.

Cost of gas purchased,

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

Credits, Refunds, or out of Period Adjustments,
Cost of gas withdrawn from storage,
Interest on storage gas withdrawn,
Upstream gathering and Transportation Charges,
Storage Deliverability Charges,
Storage Capacity Charges,
New Taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills.

The Company shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. The Company shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor Calculation (PGF) - Each customer bill shall include a Purchased Gas Factor reflecting the estimated weighted average cost of gas, plus additional elements described in this section, during the period covered by the bill for said Gas Cost Zone. The PGF shall be determined to the nearest $0.001 per Mcf, and the following provisions shall apply:

In addition to the estimated weighted average cost of gas for the current month`s billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated WACOG and the actual WACOG during the previous billing period for said Gas Cost Zone.
The PGF shall also include a `Reconciliation Factor`, an amount reflecting the customer`s share of any gas cost imbalances in the preceding reconciliation period for said Gas Cost Zone.
The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill for said Gas Cost Zone. The Purchased Gas Factor is expressed as a formula as follows:

(A+/-B) + C + D = E.

Where

A = Estimated WACOG,
B = Estimated WACOG/Act. WACOG Difference,
C = Reconciliation Factor,
D = New Taxes,
E = Total PGF.

Gas Cost Reconciliation (GCR) - The Company shall keep accurate books and records of the Reconciliation Review and monthly PGF reports to the Railroad Commission of Texas and shall account for the Reconciliation Component and the Reconciliation Factors for said Gas Cost Zone.

A Reconciliation Review and calculation shall first determine whether the lost and

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes. Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia) for each listed municipality and associated environs:

Junction 14.18, Menard 14.08, Paint Rock 14.28.

If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis for said Gas Cost Zone. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchase Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas.
Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
The interest rate shall be the same as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June).
The sum of the monthly imbalances, plus interest for said Gas Cost Zone for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged in said Gas Cost Zone.

If the Reconciliation Review indicates a gas loss or gain of greater than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for said Gas Cost Zones Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:

Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period in said Gas Cost Zone.
Subtracting that result from 1, which when expressed as a percentage, becomes said Gas Cost Zones Actual P/S Ratio.
Subtracting 5.26% from said Gas Cost Zones Actual P/S Ratio, results in a Disallowance Factor for the review period.
Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the WACOG for each month, for said Gas Cost Zone will result in an amount to be disallowed each month.
The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is

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	calculated by subtracting the Disallowed Amount calculated above. Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period. The interest rate shall be the rate in effect during the last month of the audit period (June). The sum of the monthly imbalances, plus interest for the period under review shall be the Reconciliation Amount for said Gas Cost Zone or the total amount to be refunded or surcharged. Reconciliation Factor Calculation (RFC) - The Reconciliation Amount for said Gas Cost Zone shall be divided by 12, resulting in the Reconciliation Component. The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, according to Gas Cost Zone, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review. The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf for each Gas Cost Zone. Any under or over collection from the prior month may be factored in subsequent months Reconciliation Component. Each month during the reconciliation period, the PGF for each Gas Cost Zone on consumer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period. Recovery of Existing Purchased Gas Cost Imbalances - The Company shall determine the amount of unrecovered purchased gas costs applicable to the customers served in each incorporated city or rural area immediately prior to the effectiveness of new Gas Cost Zones. Any resulting over-recovery or under-recovery in excess of $25,000 shall be charged or credited, as appropriate, to the customers in each such city or rural area. Any over-recovery or under-recovery of less than $25,000 in any incorporated city of rural area shall be recovered along with any Purchase Gas Costs in the applicable Gas Cost Zone. Revenue Related Tax Adjustment - Each monthly bill, as adjusted above shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes, Municipal Taxes, Fees, or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by Company.
Pipeline Safety Fee	(a) Pursuant to Texas Utilities Code, Section 121.211. PIPELINE SAFETY FEES, the

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	railroad commission by rule may adopt an inspection fee to be assessed annually against operators of natural gas distribution pipelines and their pipeline facilities and natural gas master metered pipelines and their pipeline facilities subject to this chapter. (b) The railroad commission by rule shall establish the method by which the fee will be calculated and assessed. In adopting a fee structure, the railroad commission may consider any factors necessary to provide for the equitable allocation among operators of the costs of administering the railroad commission's pipeline safety program under this chapter. (c) The total amount of fees estimated to be collected under rules adopted by the railroad commission under this section may not exceed the amount estimated by the railroad commission to be necessary to recover the costs of administering the railroad commission's pipeline safety program under this chapter, excluding costs at are fully funded by federal sources. (d) The commission may assess each operator of a natural gas distribution system subject to this chapter an annual inspection fee not to exceed $1.00 for each service line reported by the system on the Distribution Annual Report, Form RSPA F7100.1-1, due on March 15 of each year. The fee is due March 15 of each year. (e) The railroad commission may assess each operator of a natural gas master metered system subject to this chapter an annual inspection fee not to exceed $100 for each master metered system. The fee is due June 30 of each year. (f) The railroad commission may assess a late payment penalty of 10 percent of the total assessment due under Subsection (d) or (e) that is not paid within 30 days after the annual due date established by the applicable subsection. (g) Each operator of a natural gas distribution system and each natural gas master meter operator shall recover as a surcharge to its existing rates the amounts paid to the commission under this section. Amounts collected under this subsection by an investor-owned natural gas distribution system or a cooperatively owned natural gas distribution system shall not be included in the revenue or gross receipts of the company for the purpose of calculating municipal franchise fees or any tax imposed under Subchapter B, Chapter 182, Tax Code, or under Chapter 122. Those amounts are not subject to a sales and use tax imposed by Chapter 151, Tax Code, or Subtitle C, Title 3, Tax Code. (h) A fee collected under this section shall be deposited to the credit of the general revenue fund to be used for the pipeline safety program. The current fee that is being applied by WTG is a one-time customer charge per bill of $1.00, based on $1.00 per service line.

RATE ADJUSTMENT PROVISIONS

See rate schedule for the rate adjustment provision.

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3037	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Junction & Environs			
3037	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Junction & Environs			
3038	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Menard & Environs			
3038	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Menard & Environs			
3057	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Paint Rock			
3057	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Paint Rock			
3037	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Junction & Environs			
3037	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Junction & Environs			
3037	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Junction & Environs			
3037	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Junction & Environs			
3037	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Junction & Environs			
3037	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Junction & Environs			
3038	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Menard & Environs			
3038	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Menard & Environs			
3038	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Menard & Environs			
3038	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Menard & Environs			
3038	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Menard & Environs			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3038	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Menard & Environs			
3057	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Paint Rock			
3057	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Paint Rock			
3057	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Paint Rock			
3057	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Paint Rock			
3057	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Paint Rock			
3057	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Paint Rock			
3037	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Junction & Environs			
3038	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Menard & Environs			
3057	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Paint Rock			
3057	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Paint Rock			
3037	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Junction & Environs			
3038	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Menard & Environs			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 10235 (base rate) 10418 (2013 GRIP) 10479 (2014 GRIP) 10563 (2015 GRIP) 10668 (2016 GRIP) 10763 (104.111 filing) 10787 (2017 GRIP) 10913 (2018 GRIP)

CITY ORDINANCE NO:

AMENDMENT(EXPLAIN):

OTHER(EXPLAIN): GRIP Rates Update

GAS SERVICES DIVISION

GSD - 1 TARIFF REPORT

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26598

SERVICES

TYPE OF SERVICE	SERVICE DESCRIPTION
B	Commercial Sales
OTHER TYPE DESCRIPTION	
C	Industrial Sales
OTHER TYPE DESCRIPTION	
D	Public Authority Sales
OTHER TYPE DESCRIPTION	

PREPARER - PERSON FILING

RRC NO: 1075 **ACTIVE FLAG:** Y **INACTIVE DATE:**

FIRST NAME: Amanda **MIDDLE:** **LAST NAME:** Edgmon

TITLE: Regulatory Reporting

ADDRESS LINE 1: 211 N Colorado St

ADDRESS LINE 2:

CITY: Midland **STATE:** TX **ZIP:** 79701 **ZIP4:**

AREA CODE: 432 **PHONE NO:** 253-4630 **EXTENSION:**

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26598

CURTAILMENT PLAN

PLAN ID	DESCRIPTION
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; 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; 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

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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 deired 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.

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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 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

POLICY ID	DESCRIPTION
1150	In the event the cost of extending mains exceeds the free limit established by Franchise for dometic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with Section 4.1.1 of WTG's tariff, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less $150.00 credit. The actual cost will be calculated in accordance with the rates specified in Section 4.1.1 of WTG's tariff.

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QUALITY OF SERVICE

QUAL_SERVICE ID	DESCRIPTION
1	RULE 7.45 Quality of Service For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law. (1) Continuity of service. (A) Service interruptions. (i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected. (ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility 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 service. (iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers 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. (B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence. (C) Report to commission. The commission shall be notified in writing within 48 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. (2) Customer relations. (A) Information to customers. Each utility shall: (i) maintain a current set of maps showing the physical locations 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 utility 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 others entitled to the information as to the facilities available for serving that locality; (ii) assist the customer or applicant in selecting the most economical rate schedule;

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(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) 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 rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I)-(XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. If 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 or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

(C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for

delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer 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.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer'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.

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, 101.003(7), 101.003(8), and 121.001-121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less

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often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility 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 regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility 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.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

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

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

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

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

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

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

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0 percent for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection,

with the words Termination Notice or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility'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 customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

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

(v) tampering with the utility company's meter or equipment or bypassing the same.

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

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

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

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

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

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

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

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

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

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer 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 12 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;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing 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) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

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

(i) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. 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 utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(ii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility 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.

(iii) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

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

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility 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.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

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

(III) each transaction concerning the deposit.

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(ii) The utility 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.

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

(F) Refund of deposit.

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

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) 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 customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

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

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is 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

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month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

1A (D) Disputed bills.

(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer'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 customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may 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. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the 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.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy

of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. 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 dollars 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.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0 percent from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) 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 foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility 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 to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to 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) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified 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. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 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

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utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

1B (a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001. For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law. (b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to: (1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day`s highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service. (2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or (3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service. (c) Payment plans. Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in paragraph (2)(D) of 7.45 of this title, relating to Quality of Service.. (d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows: (1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility`s service area. (2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility`s service area. (3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems. (4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers. (e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.44 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
290465	4.1.1a		Connection Charge $50.00 Business Hours and $70.00 After Hours. A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
290466	4.1.1b		Read In for Change Charge - A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.
290467	4.1.1c		After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.
290468	4.1.2		Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period form the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less $25.00, 276 to 1500 cubic feet per hour $30.00, 1501 to 3000 cubic feet per hour $35.00, 3001 to 5000 cubic feet per hour $45.00, over 5000 cubic feet per hour $60.00. Orifice Meters - All sizes $40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
290469	4.1.3		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a

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		bank for any reason may be charged a fee for each occurrence of $25.00.
290470	4.1.4	Collection Fee - A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.
290471	4.1.5	Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company. Business Hours $50.00, After Hours $70.00
290472	4.1.6	Temporary Service Fee - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge 4.1.1c. This service does not include extension of mains.
290473	4.1.7	Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.
290474	4.1.8	No Access - A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.
290475	4.1.9	Tampering Fee - Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly mesured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.
290477	4.2.1	Customer Deposits -

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Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.

290465 4.1.1a

Initiation of Service

a) Connection Charge
The following connection charges apply:

Schedule	Charge
Business Hours	$50.00
After Hours	$70.00

A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.

290466 4.1.1b

Read In for Change Charge -
A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.

290467 4.1.1c

After-Hours and Special Handling -
In addition to initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.

(i) Special Handling: The Company may, at customer's request, provide special handling in order to meet the Customer's requirements for a fee based on the rates indicated in (c) above. Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer's premises.

(ii) Expedited Service: If the customer requires that

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the order be worked after hours for their convenience or if the customer requires expedited service, the charge shall be based on the rates indicated in (c) above for after hours service work on customer premises. The customer's request for expedited service may then be scheduled at any time to fit the Company's work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.

(iii) Special Call Out: If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in (c) above for after hours service work on customer's premises.

290468 4.1.2

Customer Requested Meter Test
Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule.

Positive Displacement	Charge
275 cubic feet per hour or less	$25.00
276 to 1500 cubic feet per hour	$30.00
1501 to 3000 cubic feet per hour	$35.00
3001 to 5000 cubic feet per hour	$45.00
over 5000 cubic feet per hour	$60.00

Orifice Meters
All sizes $40.00

The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.

290469 4.1.3

Returned Check/Bank Draft Charges -
Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of $25.00.

290470 4.1.4

Collection Fee -
A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

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290471 4.1.5

Reconnect Fees -
The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Schedule	Charge
Business Hours	$50.00,
After Hours	$70.00.

290472 4.1.6

Temporary Service -
Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in section 4.1.1(c) above. This service does not include extension of mains.

290473 4.1.7

Special Read -
Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

290474 4.1.8

No Access -
A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

290475 4.1.9

Tampering -
Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1(c) above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

290476 4.1.10

Extension Fee -
In the event the cost of extending mains exceeds the free limit established by Franchise for domestic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with section 4.1.1 above, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less a $150.00 credit. The actual cost

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		will be calculated in accordance witht eh rates specified in section 4.1.1(C) above.
290477	4.2.1	Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.|

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DESCRIPTION: Distribution Sales **STATUS:** A

EFFECTIVE DATE: 03/20/2018 **ORIGINAL CONTRACT DATE:** **RECEIVED DATE:** 04/17/2018

GAS CONSUMED: N **AMENDMENT DATE:** **OPERATOR NO:**

BILLS RENDERED: Y **INACTIVE DATE:**

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
950	

WEST TEXAS GAS, INC.
WTG Distribution Systems
RRC Tariff No: 26599

RATE SCHEDULE: DOMESTIC GAS SERVICE WTG RATE #950

APPLICABLE TO: City of Groom, City of Claude & Environs & Goodnight, City of Higgins & Environs, City of Mobeetie & Environs, City of Wheeler & Environs, City of Shamrock, City of Texline, Incorporated area of Farwell, City of Darrouzett & Environs, City of Follett & Environs, City of Texhoma (Note, Incorporated Areas will go into effect by municipal ordinance or operation of law.)

EFFECTIVE DATE: Bills Rendered on and after 3/20/2018

Subject to applicable rate adjustment provisions listed below, the following rates are the maximum applicable to Domestic consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

Customer Charge $10.00
2013 GRIP Charge $ 2.02
2014 GRIP Charge $ 0.62
2015 GRIP Charge $ 0.59
2016 GRIP Charge $ 0.90
Total Customer Charge $14.13 per month

All Consumption @ $3.76 per Mcf

The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

Gas Cost Adjustment
Gas Cost Adjustment is intended to allow collection of the Company?s gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. This clause shall apply to customers in the North Gas Cost Zone.

Purchased Gas Cost Component
The Purchase Gas Cost for said Gas Cost Zone shall be computed utilizing the following components for the distribution system customers.

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

(i) Cost of gas purchased
(ii) Credits, Refunds, or out of Period Adjustments
(iii) Cost of gas withdrawn from storage
(iv) Interest on storage gas withdrawn
(v) Upstream gathering and Transportation Charges
(vi) Storage Deliverability Charges
(vii) Storage Capacity Charges
(viii) New Taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills

The Company shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. The Company shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor Calculation (PGF)
Each customer bill shall include a Purchased Gas Factor reflecting the estimated weighted average cost of gas, plus additional elements described in this section, during the period covered by the bill for said Gas Cost Zone. The PGF shall be determined to the nearest $0.001 per Mcf, and the following provisions shall apply:

(i) In addition to the estimated weighted average cost of gas for the current month?s billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated WACOG and the actual WACOG during the previous billing period for said Gas Cost Zone
(ii) The PGF shall also include a ?Reconciliation Factor?, an amount reflecting the customer?s share of any gas cost imbalances in the preceding reconciliation period for said Gas Cost Zone
(iii) The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill for said Gas Cost Zone

The Purchased Gas Factor is expressed as a formula as follows:

(A+/-B) + C + D = E

Where
A = Estimated WACOG
B = Estimated WACOG/Act. WACOG Difference
C = Reconciliation Factor
D = New Taxes
E = Total PGF

Gas Cost Reconciliation (GCR)
The Company shall keep accurate books and records of the Reconciliation Review and monthly PGF reports to the Railroad Commission of Texas and shall account for the Reconciliation Component and the Reconciliation Factors for said Gas Cost Zone.

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes. Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia) for each listed municipality and associated environs:

Claude 13.38, Darrouzett 13.78, Farwell 13.18, Follett 13.68, Groom 13.38, Higgins 13.78, Mobeetie 13.78, Shamrock 13.88, Texhoma 13.38, Texline 12.98, Wheeler 13.78

If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply:

(i) The Company shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis for said Gas Cost Zone. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchase Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas.
(ii) Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
(iii) The interest rate shall be the same as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June).
(iv) The sum of the monthly imbalances, plus interest for said Gas Cost Zone for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged in said Gas Cost Zone.

If the Reconciliation Review indicates a gas loss or gain of greater than 5% of that metered into the system, the following methodology shall apply:

(i) The Company shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for said Gas Cost Zones Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:

1) Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period in said Gas Cost Zone.
2) Subtracting that result from 1, which when expressed as a percentage, becomes said Gas Cost Zones Actual P/S Ratio.
3) Subtracting 5.26% from said Gas Cost Zones Actual P/S Ratio, results in a Disallowance Factor for the review period.
4) Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the WACOG for each month, for said Gas Cost Zone will result in an amount to be disallowed each month.
5) The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above.

(ii) Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
(iii) The interest rate shall be the rate in effect during the last month of the audit period (June).
(iv) The sum of the monthly imbalances, plus interest for the period under review shall be the Reconciliation Amount for said Gas Cost Zone or the total amount to be refunded or surcharged.

Reconciliation Factor Calculation (RFC)
The Reconciliation Amount for said Gas Cost Zone shall be divided by 12, resulting in the Reconciliation Component.

The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, according to Gas Cost Zone, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review.

The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf for each Gas Cost Zone. Any under or over collection from the prior month may be factored in subsequent months Reconciliation Component.

Each month during the reconciliation period, the PGF for each Gas Cost Zone on consumer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period.

Recovery of Existing Purchased Gas Cost Imbalances
The Company shall determine the amount of unrecovered purchased gas costs applicable to the customers served in each incorporated city or rural area immediately prior to the effectiveness of new Gas Cost Zones. Any resulting over-recovery or under-recovery in excess of $25,000 shall be charged or credited, as appropriate, to the customers in each such city or rural area. Any over-recovery or under-recovery of less than $25,000 in any incorporated city of rural area shall be recovered along with any Purchase Gas Costs in the applicable Gas Cost Zone.

Revenue Related Tax Adjustment
Each monthly bill, as adjusted above shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	limited to, Gross Receipts Taxes, Municipal Taxes, Fees, or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by Company. Rate Case Expense Surcharge Rate case expenses will be recovered through a surcharge designed for a sixty month recovery period. A $0.0984 per Mcf surcharge shall be added to each monthly billing until the approved rate case expenses are recovered.
Pipeline Safety Fee	(a) Pursuant to Texas Utilities Code, Section 121.211. PIPELINE SAFETY FEES, the railroad commission by rule may adopt an inspection fee to be assessed annually against operators of natural gas distribution pipelines and their pipeline facilities and natural gas master metered pipelines and their pipeline facilities subject to this chapter. (b) The railroad commission by rule shall establish the method by which the fee will be calculated and assessed. In adopting a fee structure, the railroad commission may consider any factors necessary to provide for the equitable allocation among operators of the costs of administering the railroad commission's pipeline safety program under this chapter. (c) The total amount of fees estimated to be collected under rules adopted by the railroad commission under this section may not exceed the amount estimated by the railroad commission to be necessary to recover the costs of administering the railroad commission's pipeline safety program under this chapter, excluding costs at are fully funded by federal sources. (d) The commission may assess each operator of a natural gas distribution system subject to this chapter an annual inspection fee not to exceed $1.00 for each service line reported by the system on the Distribution Annual Report, Form RSPA F7100.1-1, due on March 15 of each year. The fee is due March 15 of each year. (e) The railroad commission may assess each operator of a natural gas master metered system subject to this chapter an annual inspection fee not to exceed $100 for each master metered system. The fee is due June 30 of each year. (f) The railroad commission may assess a late payment penalty of 10 percent of the total assessment due under Subsection (d) or (e) that is not paid within 30 days after the annual due date established by the applicable subsection. (g) Each operator of a natural gas distribution system and each natural gas master meter operator shall recover as a surcharge to its existing rates the amounts paid to the commission under this section. Amounts collected under this subsection by

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RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
	an investor-owned natural gas distribution system or a cooperatively owned natural gas distribution system shall not be included in the revenue or gross receipts of the company for the purpose of calculating municipal franchise fees or any tax imposed under Subchapter B, Chapter 182, Tax Code, or under Chapter 122. Those amounts are not subject to a sales and use tax imposed by Chapter 151, Tax Code, or Subtitle C, Title 3, Tax Code. (h) A fee collected under this section shall be deposited to the credit of the general revenue fund to be used for the pipeline safety program. The current fee that is being applied by WTG is a one-time customer charge per bill of $1.00, based on $1.00 per service line.
RCE Surcharge B	Pursuant to City ordinances, WTG is authorized to recover a total of $185,510.42 in rate case expenses from the Cities by surcharge at the rate of $0.0984/Mcf for a period of approximately 60 months commencing June, 2013. WTG shall file an Annual Compliance Report with the Cities annually, due on or before the 30th of each June, commencing in 2014. The report shall detail the monthly collections for the rate case expense surcharge and show the outstanding balance.

RATE ADJUSTMENT PROVISIONS

None

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
14	N	mcf	$2.2270	09/01/2018
CUSTOMER NAME	City of Groom			
15	N	mcf	$2.2270	09/01/2018
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$2.2270	09/01/2018
CUSTOMER NAME	City of Higgins & Environs			
24	N	mcf	$2.2270	09/01/2018
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$2.2270	09/01/2018
CUSTOMER NAME	City of Wheeler & Environs			
3030	N	mcf	$2.2270	09/01/2018
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$2.2270	09/01/2018
CUSTOMER NAME	City of Texline			
3042	N	mcf	$2.2270	09/01/2018
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$2.2270	09/01/2018
CUSTOMER NAME	City of Darrouzett & Environs			
3049	N	mcf	$2.2270	09/01/2018
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$2.2270	09/01/2018
CUSTOMER NAME	City of Texhoma			
14	N	mcf	$2.6090	08/01/2018
CUSTOMER NAME	City of Groom			
15	N	mcf	$2.6090	08/01/2018
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$2.6090	08/01/2018
CUSTOMER NAME	City of Higgins & Environs			
24	N	mcf	$2.6090	08/01/2018
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$2.6090	08/01/2018
CUSTOMER NAME	City of Wheeler & Environs			
3030	N	mcf	$2.6090	08/01/2018
CUSTOMER NAME	City of Shamrock			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3031	N	mcf	$2.6090	08/01/2018
CUSTOMER NAME	City of Texline			
3042	N	mcf	$2.6090	08/01/2018
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$2.6090	08/01/2018
CUSTOMER NAME	City of Darrouzett & Environs			
3049	N	mcf	$2.6090	08/01/2018
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$2.6090	08/01/2018
CUSTOMER NAME	City of Texhoma			
24	N	mcf	$2.2900	03/01/2018
CUSTOMER NAME	City of Mobeetie & Environs			
14	N	mcf	$2.2900	03/01/2018
CUSTOMER NAME	City of Groom			
15	N	mcf	$2.2900	03/01/2018
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$2.2900	03/01/2018
CUSTOMER NAME	City of Higgins & Environs			
25	N	mcf	$2.2900	03/01/2018
CUSTOMER NAME	City of Wheeler & Environs			
3030	N	mcf	$2.2900	03/01/2018
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$2.2900	03/01/2018
CUSTOMER NAME	City of Texline			
3042	N	mcf	$2.2900	03/01/2018
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$2.2900	03/01/2018
CUSTOMER NAME	City of Darrouzett & Environs			
3049	N	mcf	$2.2900	03/01/2018
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$2.2900	03/01/2018
CUSTOMER NAME	City of Texhoma			
14	N	mcf	$2.0960	05/01/2018
CUSTOMER NAME	City of Groom			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26599

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
15	N	mcf	$2.0960	05/01/2018
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$2.0960	05/01/2018
CUSTOMER NAME	City of Higgins & Environs			
24	N	mcf	$2.0960	05/01/2018
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$2.0960	05/01/2018
CUSTOMER NAME	City of Wheeler & Environs			
3030	N	mcf	$2.0960	05/01/2018
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$2.0960	05/01/2018
CUSTOMER NAME	City of Texline			
3042	N	mcf	$2.0960	05/01/2018
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$2.0960	05/01/2018
CUSTOMER NAME	City of Darrouzett & Environs			
3049	N	mcf	$2.0960	05/01/2018
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$2.0960	05/01/2018
CUSTOMER NAME	City of Texhoma			
14	N	mcf	$2.3350	04/01/2018
CUSTOMER NAME	City of Groom			
15	N	mcf	$2.3350	04/01/2018
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$2.3350	04/01/2018
CUSTOMER NAME	City of Higgins & Environs			
24	N	mcf	$2.3350	04/01/2018
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$2.3350	04/01/2018
CUSTOMER NAME	City of Wheeler & Environs			
3030	N	mcf	$2.3350	04/01/2018
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$2.3350	04/01/2018
CUSTOMER NAME	City of Texline			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26599

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3042	N	mcf	$2.3350	04/01/2018
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$2.3350	04/01/2018
CUSTOMER NAME	City of Darrouzett & Environs			
3049	N	mcf	$2.3350	04/01/2018
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$2.3350	04/01/2018
CUSTOMER NAME	City of Texhoma			
24	N	mcf	$2.8630	11/01/2017
CUSTOMER NAME	City of Mobeetie & Environs			
14	N	mcf	$2.8630	11/01/2017
CUSTOMER NAME	City of Groom			
15	N	mcf	$2.8630	11/01/2017
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$2.8630	11/01/2017
CUSTOMER NAME	City of Higgins & Environs			
25	N	mcf	$2.8630	11/01/2017
CUSTOMER NAME	City of Wheeler & Environs			
3030	N	mcf	$2.8630	11/01/2017
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$2.8630	11/01/2017
CUSTOMER NAME	City of Texline			
3042	N	mcf	$2.8630	11/01/2017
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$2.8630	11/01/2017
CUSTOMER NAME	City of Darrouzett & Environs			
3049	N	mcf	$2.8630	11/01/2017
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$2.8630	11/01/2017
CUSTOMER NAME	City of Texhoma			
3049	N	mcf	$3.0040	02/01/2018
CUSTOMER NAME	City of Follett & Environs			
3048	N	mcf	$2.7910	10/01/2017
CUSTOMER NAME	City of Darrouzett & Environs			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26599

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3030	N	mcf	$2.7910	10/01/2017
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$2.7910	10/01/2017
CUSTOMER NAME	City of Texline			
3042	N	mcf	$2.7910	10/01/2017
CUSTOMER NAME	Incorporated Area of Farwell			
3049	N	mcf	$2.7910	10/01/2017
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$2.7910	10/01/2017
CUSTOMER NAME	City of Texhoma			
14	N	mcf	$2.2370	08/01/2017
CUSTOMER NAME	City of Groom			
15	N	mcf	$2.2370	08/01/2017
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$2.2370	08/01/2017
CUSTOMER NAME	City of Higgins & Environs			
24	N	mcf	$2.2370	08/01/2017
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$2.2370	08/01/2017
CUSTOMER NAME	City of Wheeler & Environs			
3030	N	mcf	$2.2370	08/01/2017
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$2.2370	08/01/2017
CUSTOMER NAME	City of Texline			
3042	N	mcf	$2.2370	08/01/2017
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$2.2370	08/01/2017
CUSTOMER NAME	City of Darrouzett & Environs			
3049	N	mcf	$2.2370	08/01/2017
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$2.2370	08/01/2017
CUSTOMER NAME	City of Texhoma			
14	N	mcf	$3.0040	02/01/2018
CUSTOMER NAME	City of Groom			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26599

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
15	N	mcf	$3.0040	02/01/2018
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$3.0040	02/01/2018
CUSTOMER NAME	City of Higgins & Environs			
24	N	mcf	$3.0040	02/01/2018
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$3.0040	02/01/2018
CUSTOMER NAME	City of Wheeler & Environs			
3030	N	mcf	$3.0040	02/01/2018
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$3.0040	02/01/2018
CUSTOMER NAME	City of Texline			
3042	N	mcf	$3.0040	02/01/2018
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$3.0040	02/01/2018
CUSTOMER NAME	City of Darrouzett & Environs			
3055	N	mcf	$3.0040	02/01/2018
CUSTOMER NAME	City of Texhoma			
14	N	mcf	$2.4510	01/01/2018
CUSTOMER NAME	City of Groom			
15	N	mcf	$2.4510	01/01/2018
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$2.4510	01/01/2018
CUSTOMER NAME	City of Higgins & Environs			
24	N	mcf	$2.4510	01/01/2018
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$2.4510	01/01/2018
CUSTOMER NAME	City of Wheeler & Environs			
3030	N	mcf	$2.4510	01/01/2018
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$2.4510	01/01/2018
CUSTOMER NAME	City of Texline			
3042	N	mcf	$2.4510	01/01/2018
CUSTOMER NAME	Incorporated Area of Farwell			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26599

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3048	N	mcf	$2.4510	01/01/2018
CUSTOMER NAME	City of Darrouzett & Environs			
3049	N	mcf	$2.4510	01/01/2018
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$2.4510	01/01/2018
CUSTOMER NAME	City of Texhoma			
14	N	mcf	$3.1380	12/01/2017
CUSTOMER NAME	City of Groom			
15	N	mcf	$3.1380	12/01/2017
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$3.1380	12/01/2017
CUSTOMER NAME	City of Higgins & Environs			
24	N	mcf	$3.1380	12/01/2017
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$3.1380	12/01/2017
CUSTOMER NAME	City of Wheeler & Environs			
3030	N	mcf	$3.1380	12/01/2017
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$3.1380	12/01/2017
CUSTOMER NAME	City of Texline			
3042	N	mcf	$3.1380	12/01/2017
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$3.1380	12/01/2017
CUSTOMER NAME	City of Darrouzett & Environs			
3049	N	mcf	$3.1380	12/01/2017
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$3.1380	12/01/2017
CUSTOMER NAME	City of Texhoma			
24	N	mcf	$3.0230	09/01/2017
CUSTOMER NAME	City of Mobeetie & Environs			
14	N	mcf	$3.0230	09/01/2017
CUSTOMER NAME	City of Groom			
15	N	mcf	$3.0230	09/01/2017
CUSTOMER NAME	City of Claude & Environs & Goodnight			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26599

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
23	N	mcf	$3.0230	09/01/2017
CUSTOMER NAME	City of Higgins & Environs			
25	N	mcf	$3.0230	09/01/2017
CUSTOMER NAME	City of Wheeler & Environs			
3030	N	mcf	$3.0230	09/01/2017
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$3.0230	09/01/2017
CUSTOMER NAME	City of Texline			
3042	N	mcf	$3.0230	09/01/2017
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$3.0230	09/01/2017
CUSTOMER NAME	City of Darrouzett & Environs			
3049	N	mcf	$3.0230	09/01/2017
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$3.0230	09/01/2017
CUSTOMER NAME	City of Texhoma			
14	N	mcf	$2.5220	05/01/2017
CUSTOMER NAME	City of Groom			
15	N	mcf	$2.5220	05/01/2017
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$2.5220	05/01/2017
CUSTOMER NAME	City of Higgins & Environs			
24	N	mcf	$2.5220	05/01/2017
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$2.5220	05/01/2017
CUSTOMER NAME	City of Wheeler & Environs			
3030	N	mcf	$2.5220	05/01/2017
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$2.5220	05/01/2017
CUSTOMER NAME	City of Texline			
3042	N	mcf	$2.5220	05/01/2017
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$2.5220	05/01/2017
CUSTOMER NAME	City of Darrouzett & Environs			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26599

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3049	N	mcf	$2.5220	05/01/2017
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$2.5220	05/01/2017
CUSTOMER NAME	City of Texhoma			
14	N	mcf	$2.4930	04/01/2017
CUSTOMER NAME	City of Groom			
15	N	mcf	$2.4930	04/01/2017
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$2.4930	04/01/2017
CUSTOMER NAME	City of Higgins & Environs			
24	N	mcf	$2.4930	04/01/2017
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$2.4930	04/01/2017
CUSTOMER NAME	City of Wheeler & Environs			
3030	N	mcf	$2.4930	04/01/2017
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$2.4930	04/01/2017
CUSTOMER NAME	City of Texline			
3042	N	mcf	$2.4930	04/01/2017
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$2.4930	04/01/2017
CUSTOMER NAME	City of Darrouzett & Environs			
3049	N	mcf	$2.4930	04/01/2017
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$2.4930	04/01/2017
CUSTOMER NAME	City of Texhoma			
23	N	mcf	$3.0640	02/01/2017
CUSTOMER NAME	City of Higgins & Environs			
24	N	mcf	$3.0640	02/01/2017
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$3.0640	02/01/2017
CUSTOMER NAME	City of Wheeler & Environs			
14	N	mcf	$3.0640	02/01/2017
CUSTOMER NAME	City of Groom			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26599

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
15	N	mcf	$3.0640	02/01/2017
CUSTOMER NAME	City of Claude & Environs & Goodnight			
3030	N	mcf	$3.0640	02/01/2017
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$3.0640	02/01/2017
CUSTOMER NAME	City of Texline			
3042	N	mcf	$3.0640	02/01/2017
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$3.0640	02/01/2017
CUSTOMER NAME	City of Darrouzett & Environs			
3049	N	mcf	$3.0640	02/01/2017
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$3.0640	02/01/2017
CUSTOMER NAME	City of Texhoma			
14	N	mcf	$2.8950	06/01/2017
CUSTOMER NAME	City of Groom			
15	N	mcf	$2.8950	06/01/2017
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$2.8950	06/01/2017
CUSTOMER NAME	City of Higgins & Environs			
24	N	mcf	$2.8950	06/01/2017
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$2.8950	06/01/2017
CUSTOMER NAME	City of Wheeler & Environs			
3030	N	mcf	$2.8950	06/01/2017
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$2.8950	06/01/2017
CUSTOMER NAME	City of Texline			
3042	N	mcf	$2.8950	06/01/2017
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$2.8950	06/01/2017
CUSTOMER NAME	City of Darrouzett & Environs			
3049	N	mcf	$2.8950	06/01/2017
CUSTOMER NAME	City of Follett & Environs			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26599

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3055	N	mcf	$2.8950	06/01/2017
CUSTOMER NAME	City of Texhoma			
14	N	mcf	$2.6450	07/01/2017
CUSTOMER NAME	City of Groom			
15	N	mcf	$2.6450	07/01/2017
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$2.6450	07/01/2017
CUSTOMER NAME	City of Higgins & Environs			
24	N	mcf	$2.6450	07/01/2017
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$2.6450	07/01/2017
CUSTOMER NAME	City of Wheeler & Environs			
3030	N	mcf	$2.6450	07/01/2017
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$2.6450	07/01/2017
CUSTOMER NAME	City of Texline			
3042	N	mcf	$2.6450	07/01/2017
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$2.6450	07/01/2017
CUSTOMER NAME	City of Darrouzett & Environs			
3049	N	mcf	$2.6450	07/01/2017
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$2.6450	07/01/2017
CUSTOMER NAME	City of Texhoma			
14	N	mcf	$2.3970	03/01/2017
CUSTOMER NAME	City of Groom			
15	N	mcf	$2.3970	03/01/2017
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$2.3970	03/01/2017
CUSTOMER NAME	City of Higgins & Environs			
24	N	mcf	$2.3970	03/01/2017
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$2.3970	03/01/2017
CUSTOMER NAME	City of Wheeler & Environs			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26599

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3030	N	mcf	$2.3970	03/01/2017
CUSTOMER NAME	City of Shamrock			
3031	N	mcf	$2.3970	03/01/2017
CUSTOMER NAME	City of Texline			
3042	N	mcf	$2.3970	03/01/2017
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$2.3970	03/01/2017
CUSTOMER NAME	City of Darrouzett & Environs			
3049	N	mcf	$2.3970	03/01/2017
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$2.3970	03/01/2017
CUSTOMER NAME	City of Texhoma			
14	N	mcf	$2.7910	10/01/2017
CUSTOMER NAME	City of Groom			
15	N	mcf	$2.7910	10/01/2017
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$2.7910	10/01/2017
CUSTOMER NAME	City of Higgins & Environs			
24	N	mcf	$2.7910	10/01/2017
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$2.7910	10/01/2017
CUSTOMER NAME	City of Wheeler & Environs			
3031	N	mcf	$2.5950	07/01/2018
CUSTOMER NAME	City of Texline			
24	N	mcf	$2.5950	07/01/2018
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$2.5950	07/01/2018
CUSTOMER NAME	City of Wheeler & Environs			
3030	N	mcf	$2.5950	07/01/2018
CUSTOMER NAME	City of Shamrock			
3042	N	mcf	$2.5950	07/01/2018
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$2.5950	07/01/2018
CUSTOMER NAME	City of Darrouzett & Environs			

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26599

CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3049	N	mcf	$2.5950	07/01/2018
CUSTOMER NAME	City of Follett & Environs			
3055	N	mcf	$2.5950	07/01/2018
CUSTOMER NAME	City of Texhoma			
14	N	mcf	$2.5780	06/01/2018
CUSTOMER NAME	City of Groom			
15	N	mcf	$2.5780	06/01/2018
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$2.5780	06/01/2018
CUSTOMER NAME	City of Higgins & Environs			
24	N	mcf	$2.5780	06/01/2018
CUSTOMER NAME	City of Mobeetie & Environs			
25	N	mcf	$2.5780	06/01/2018
CUSTOMER NAME	City of Wheeler & Environs			
3030	N	mcf	$2.5780	06/01/2018
CUSTOMER NAME	City of Shamrock			
3055	N	mcf	$2.5780	06/01/2018
CUSTOMER NAME	City of Texhoma			
3042	N	mcf	$2.5780	06/01/2018
CUSTOMER NAME	Incorporated Area of Farwell			
3048	N	mcf	$2.5780	06/01/2018
CUSTOMER NAME	City of Darrouzett & Environs			
3049	N	mcf	$2.5780	06/01/2018
CUSTOMER NAME	City of Follett & Environs			
3031	N	mcf	$2.5780	06/01/2018
CUSTOMER NAME	City of Texline			
14	N	mcf	$2.5950	07/01/2018
CUSTOMER NAME	City of Groom			
15	N	mcf	$2.5950	07/01/2018
CUSTOMER NAME	City of Claude & Environs & Goodnight			
23	N	mcf	$2.5950	07/01/2018
CUSTOMER NAME	City of Higgins & Environs			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 10235(SOI)

GAS SERVICES DIVISION

GSD - 1 TARIFF REPORT

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26599

CITY ORDINANCE NO: Effective by operation of law

AMENDMENT(EXPLAIN):

OTHER(EXPLAIN): Rate Update, Update PSF

SERVICES

TYPE OF SERVICE	SERVICE DESCRIPTION
A	Residential Sales

OTHER TYPE DESCRIPTION

PREPARER - PERSON FILING

RRC NO: 13 **ACTIVE FLAG:** Y **INACTIVE DATE:**

FIRST NAME: J.J. **MIDDLE:** **LAST NAME:** King

TITLE: Gas Marketing Manager

ADDRESS LINE 1: 211 N. Colorado

ADDRESS LINE 2:

CITY: Midland **STATE:** TX **ZIP:** 79701 **ZIP4:**

AREA CODE: 432 **PHONE NO:** 682-4349 **EXTENSION:**

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CURTAILMENT PLAN

PLAN ID	DESCRIPTION
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; 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; 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

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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 deired 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.

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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 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

POLICY ID	DESCRIPTION
1150	In the event the cost of extending mains exceeds the free limit established by Franchise for dometic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with Section 4.1.1 of WTG's tariff, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less $150.00 credit. The actual cost will be calculated in accordance with the rates specified in Section 4.1.1 of WTG's tariff.

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QUALITY OF SERVICE

QUAL_SERVICE_ID	DESCRIPTION
1	RULE 7.45 Quality of Service For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law. (1) Continuity of service. (A) Service interruptions. (i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected. (ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility 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 service. (iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers 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. (B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence. (C) Report to commission. The commission shall be notified in writing within 48 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. (2) Customer relations. (A) Information to customers. Each utility shall: (i) maintain a current set of maps showing the physical locations 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 utility 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 others entitled to the information as to the facilities available for serving that locality; (ii) assist the customer or applicant in selecting the most economical rate schedule;

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(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) 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 rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I)-(XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. If 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 or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

(C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for

delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer 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.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer'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.

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, 101.003(7), 101.003(8), and 121.001-121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less

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often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility 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 regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility 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.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

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

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

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

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

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

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

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0 percent for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection,

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with the words Termination Notice or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility'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 customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

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

(v) tampering with the utility company's meter or equipment or bypassing the same.

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

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

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

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

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

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

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

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

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

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer 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 12 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;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing 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) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

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

(i) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. 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 utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(ii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility 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.

(iii) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

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

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility 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.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

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

(III) each transaction concerning the deposit.

(ii) The utility 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.

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

(F) Refund of deposit.

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

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) 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 customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

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

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is 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

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month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

1A (D) Disputed bills.

(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer'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 customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may 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. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the 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.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy

of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. 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 dollars 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.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0 percent from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) 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 foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility 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 to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to 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) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified 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. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 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

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utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

1B (a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001. For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law. (b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to: (1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day`s highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service. (2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or (3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service. (c) Payment plans. Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in paragraph (2)(D) of 7.45 of this title, relating to Quality of Service.. (d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows: (1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility`s service area. (2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility`s service area. (3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems. (4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers. (e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.44 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
276281	4.1.1a		Connection Charge $50.00 Business Hours and $70.00 After Hours. A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
276282	4.1.1b		Read In for Change Charge - A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.
276283	4.1.1c		After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.
276284	4.1.2		Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period form the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less $25.00, 276 to 1500 cubic feet per hour $30.00, 1501 to 3000 cubic feet per hour $35.00, 3001 to 5000 cubic feet per hour $45.00, over 5000 cubic feet per hour $60.00. Orifice Meters - All sizes $40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
276285	4.1.3		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a

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		bank for any reason may be charged a fee for each occurrence of $25.00.
276286	4.1.4	Collection Fee - A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.
276287	4.1.5	Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company. Business Hours $50.00, After Hours $70.00
276288	4.1.6	Temporary Service Fee - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge 4.1.1c. This service does not include extension of mains.
276289	4.1.7	Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.
276290	4.1.8	No Access - A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.
276291	4.1.9	Tampering Fee - Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly mesured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.
276293	4.2.1	Customer Deposits -

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Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.

276281 4.1.1a

Initiation of Service

a) Connection Charge
The following connection charges apply:

Schedule	Charge
Business Hours	$50.00
After Hours	$70.00

A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.

276282 4.1.1b

Read In for Change Charge -
A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.

276283 4.1.1c

After-Hours and Special Handling -
In addition to initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.

(i) Special Handling: The Company may, at customer's request, provide special handling in order to meet the Customer's requirements for a fee based on the rates indicated in (c) above. Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer's premises.

(ii) Expedited Service: If the customer requires that

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the order be worked after hours for their convenience or if the customer requires expedited service, the charge shall be based on the rates indicated in (c) above for after hours service work on customer premises. The customer's request for expedited service may then be scheduled at any time to fit the Company's work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.

(iii) Special Call Out: If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in (c) above for after hours service work on customer's premises.

276284 4.1.2

Customer Requested Meter Test
Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule.

Positive Displacement	Charge
275 cubic feet per hour or less	$25.00
276 to 1500 cubic feet per hour	$30.00
1501 to 3000 cubic feet per hour	$35.00
3001 to 5000 cubic feet per hour	$45.00
over 5000 cubic feet per hour	$60.00

Orifice Meters
All sizes $40.00

The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.

276285 4.1.3

Returned Check/Bank Draft Charges -
Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of $25.00.

276286 4.1.4

Collection Fee -
A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

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276287 4.1.5

Reconnect Fees -
The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Schedule	Charge
Business Hours	$50.00,
After Hours	$70.00.

276288 4.1.6

Temporary Service -
Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in section 4.1.1(c) above. This service does not include extension of mains.

276289 4.1.7

Special Read -
Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

276290 4.1.8

No Access -
A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

276291 4.1.9

Tampering -
Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1(c) above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

276292 4.1.10

Extension Fee -
In the event the cost of extending mains exceeds the free limit established by Franchise for domestic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with section 4.1.1 above, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less a $150.00 credit. The actual cost

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		will be calculated in accordance witht eh rates specified in section 4.1.1(C) above.
276293	4.2.1	Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.|

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DESCRIPTION: Distribution Sales **STATUS:** A

EFFECTIVE DATE: 02/11/2020 **ORIGINAL CONTRACT DATE:** **RECEIVED DATE:** 03/09/2020

GAS CONSUMED: N **AMENDMENT DATE:** **OPERATOR NO:**

BILLS RENDERED: Y **INACTIVE DATE:**

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
954	

WEST TEXAS GAS, INC.
WTG Distribution Systems
RRC Tariff No. 26600

RATE SCHEDULE: DOMESTIC GAS SERVICE - WTG RATE #954Applicable to: City of Junction & Environs, City of Menard & Environs, City of Paint Rock (Note, Incorporated Areas will go into effect by municipal ordinance or operation of law).

Subject to applicable rate adjustment provisions listed below, the following rates are the maximum applicable to Domestic consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

Customer Charge $9.54.
2013 GRIP Charge $1.74.
2014 GRIP Charge $0.57.
2015 GRIP Charge $0.56.
2016 GRIP Charge $0.90.
2017 GRIP Charge $0.84.
2018 GRIP Charge $0.60.
Total Customer Charge $14.75 per month.

All Consumption @ $3.59 per Mcf.

The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

Gas Cost Adjustment - Gas Cost Adjustment is intended to allow collection of the Company`s gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. This clause shall apply to customers in the South Gas Cost Zone.

Purchased Gas Cost Component - The Purchase Gas Cost for said Gas Cost Zone shall be computed utilizing the following components for the distribution system customers.

Cost of gas purchased,
Credits, Refunds, or out of Period Adjustments,
Cost of gas withdrawn from storage, Interest on storage gas withdrawn,

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Upstream gathering and Transportation Charges,
Storage Deliverability Charges,
Storage Capacity Charges.
New Taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills.

The Company shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. The Company shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor Calculation (PGF) - Each customer bill shall include a Purchased Gas Factor reflecting the estimated weighted average cost of gas, plus additional elements described in this section, during the period covered by the bill for said Gas Cost Zone. The PGF shall be determined to the nearest $0.001 per Mcf, and the following provisions shall apply:

In addition to the estimated weighted average cost of gas for the current month`s billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated WACOG and the actual WACOG during the previous billing period for said Gas Cost Zone.
The PGF shall also include a `Reconciliation Factor`, an amount reflecting the customer`s share of any gas cost imbalances in the preceding reconciliation period for said Gas Cost Zone.
The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill for said Gas Cost Zone.

The Purchased Gas Factor is expressed as a formula as follows:

(A+/-B) + C + D = E

Where
A = Estimated WACOG,
B = Estimated WACOG/Act. WACOG Difference,
C = Reconciliation Factor,
D = New Taxes,
E = Total PGF.

Gas Cost Reconciliation (GCR) - The Company shall keep accurate books and records of the Reconciliation Review and monthly PGF reports to the Railroad Commission of Texas and shall account for the Reconciliation Component and the Reconciliation Factors for said Gas Cost Zone.

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes. Calculations of the sales volumes furnished to its gas sales customers (from

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RATE SCHEDULE

SCHEDULE ID **DESCRIPTION**

meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia) for each listed municipality and associated environs:

Junction 14.18, Menard 14.08, Paint Rock 14.28.

If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis for said Gas Cost Zone. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchase Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas. Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period. The interest rate shall be the same as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June). The sum of the monthly imbalances, plus interest for said Gas Cost Zone for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged in said Gas Cost Zone. If the Reconciliation Review indicates a gas loss or gain of greater than 5% of that metered into the system, the following methodology shall apply:

The Company shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for said Gas Cost Zones Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:
Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period in said Gas Cost Zone.
Subtracting that result from 1, which when expressed as a percentage, becomes said Gas Cost Zones Actual P/S Ratio. Subtracting 5.26% from said Gas Cost Zones Actual P/S Ratio, results in a Disallowance Factor for the review period.
Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the WACOG for each month, for said Gas Cost Zone will result in an amount to be disallowed each month.
The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume.
The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above.

Interest shall be applied to each monthly imbalance for said Gas Cost Zone and shall accrue for each month of the review period.
The interest rate shall be the rate in effect during the last month of the audit period (June).
The sum of the monthly imbalances, plus interest for the period under review shall

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	be the Reconciliation Amount for said Gas Cost Zone or the total amount to be refunded or surcharged. Reconciliation Factor Calculation (RFC) - The Reconciliation Amount for said Gas Cost Zone shall be divided by 12, resulting in the Reconciliation Component. The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, according to Gas Cost Zone, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review. The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf for each Gas Cost Zone. Any under or over collection from the prior month may be factored in subsequent months Reconciliation Component. Each month during the reconciliation period, the PGF for each Gas Cost Zone on consumer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period. Recovery of Existing Purchased Gas Cost Imbalances - The Company shall determine the amount of unrecovered purchased gas costs applicable to the customers served in each incorporated city or rural area immediately prior to the effectiveness of new Gas Cost Zones. Any resulting over-recovery or under-recovery in excess of $25,000 shall be charged or credited, as appropriate, to the customers in each such city or rural area. Any over-recovery or under-recovery of less than $25,000 in any incorporated city of rural area shall be recovered along with any Purchase Gas Costs in the applicable Gas Cost Zone. Revenue Related Tax Adjustment - Each monthly bill, as adjusted above shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes, Municipal Taxes, Fees, or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by Company.
Pipeline Safety Fee	(a) Pursuant to Texas Utilities Code, Section 121.211. PIPELINE SAFETY FEES, the railroad commission by rule may adopt an inspection fee to be assessed annually against operators of natural gas distribution pipelines and their pipeline facilities and natural gas master metered pipelines and their pipeline facilities subject to this chapter. (b) The railroad commission by rule shall establish the method by which the fee will be calculated and assessed. In adopting a fee structure, the railroad

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SCHEDULE ID	DESCRIPTION
	commission may consider any factors necessary to provide for the equitable allocation among operators of the costs of administering the railroad commission's pipeline safety program under this chapter. (c) The total amount of fees estimated to be collected under rules adopted by the railroad commission under this section may not exceed the amount estimated by the railroad commission to be necessary to recover the costs of administering the railroad commission's pipeline safety program under this chapter, excluding costs at are fully funded by federal sources. (d) The commission may assess each operator of a natural gas distribution system subject to this chapter an annual inspection fee not to exceed $1.00 for each service line reported by the system on the Distribution Annual Report, Form RSPA F7100.1-1, due on March 15 of each year. The fee is due March 15 of each year. (e) The railroad commission may assess each operator of a natural gas master metered system subject to this chapter an annual inspection fee not to exceed $100 for each master metered system. The fee is due June 30 of each year. (f) The railroad commission may assess a late payment penalty of 10 percent of the total assessment due under Subsection (d) or (e) that is not paid within 30 days after the annual due date established by the applicable subsection. (g) Each operator of a natural gas distribution system and each natural gas master meter operator shall recover as a surcharge to its existing rates the amounts paid to the commission under this section. Amounts collected under this subsection by an investor-owned natural gas distribution system or a cooperatively owned natural gas distribution system shall not be included in the revenue or gross receipts of the company for the purpose of calculating municipal franchise fees or any tax imposed under Subchapter B, Chapter 182, Tax Code, or under Chapter 122. Those amounts are not subject to a sales and use tax imposed by Chapter 151, Tax Code, or Subtitle C, Title 3, Tax Code. (h) A fee collected under this section shall be deposited to the credit of the general revenue fund to be used for the pipeline safety program. The current fee that is being applied by WTG is a one-time customer charge per bill of $1.00, based on $1.00 per service line.

RATE ADJUSTMENT PROVISIONS

See rate schedule for the rate adjustment provision.

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3037	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Junction & Environs			
3037	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Junction & Environs			
3038	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Menard & Environs			
3038	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Menard & Environs			
3057	N	mcf	$1.8130	07/01/2020
CUSTOMER NAME	City of Paint Rock			
3057	N	mcf	$2.0110	06/01/2020
CUSTOMER NAME	City of Paint Rock			
3037	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Junction & Environs			
3037	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Junction & Environs			
3037	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Junction & Environs			
3037	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Junction & Environs			
3037	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Junction & Environs			
3037	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Junction & Environs			
3038	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Menard & Environs			
3038	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Menard & Environs			
3038	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Menard & Environs			
3038	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Menard & Environs			
3038	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Menard & Environs			

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CUSTOMERS

RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
3038	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Menard & Environs			
3057	N	mcf	$2.7360	10/01/2019
CUSTOMER NAME	City of Paint Rock			
3057	N	mcf	$2.2890	03/01/2020
CUSTOMER NAME	City of Paint Rock			
3057	N	mcf	$3.4550	11/01/2019
CUSTOMER NAME	City of Paint Rock			
3057	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Paint Rock			
3057	N	mcf	$1.8630	04/01/2020
CUSTOMER NAME	City of Paint Rock			
3057	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Paint Rock			
3037	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Junction & Environs			
3038	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Menard & Environs			
3057	N	mcf	$2.1810	05/01/2020
CUSTOMER NAME	City of Paint Rock			
3057	N	mcf	$2.3260	02/01/2020
CUSTOMER NAME	City of Paint Rock			
3037	N	mcf	$2.7520	01/01/2020
CUSTOMER NAME	City of Junction & Environs			
3038	N	mcf	$3.0560	12/01/2019
CUSTOMER NAME	City of Menard & Environs			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 10235 (base rate) 10418 (2013 GRIP) 10479 (2014 GRIP) 10563 (2015 GRIP) 10668 (2016 GRIP) 10763 (104.111 filing) 10787 (2017 GRIP) 10913 (2018 GRIP)

CITY ORDINANCE NO:

AMENDMENT(EXPLAIN):

OTHER(EXPLAIN): GRIP Rates Update

GAS SERVICES DIVISION

GSD - 1 TARIFF REPORT

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26600

SERVICES

TYPE OF SERVICE	SERVICE DESCRIPTION
A	Residential Sales

OTHER TYPE DESCRIPTION

PREPARER - PERSON FILING

RRC NO: 1075 **ACTIVE FLAG:** Y **INACTIVE DATE:**

FIRST NAME: Amanda **MIDDLE:** **LAST NAME:** Edgmon

TITLE: Regulatory Reporting

ADDRESS LINE 1: 211 N Colorado St

ADDRESS LINE 2:

CITY: Midland **STATE:** TX **ZIP:** 79701 **ZIP4:**

AREA CODE: 432 **PHONE NO:** 253-4630 **EXTENSION:**

RRC COID: 445 COMPANY NAME: WEST TEXAS GAS, INC.

TARIFF CODE: DS **RRC TARIFF NO:** 26600

CURTAILMENT PLAN

PLAN ID	DESCRIPTION
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; 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; 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

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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 deired 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.

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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 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

POLICY ID	DESCRIPTION
1150	In the event the cost of extending mains exceeds the free limit established by Franchise for dometic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with Section 4.1.1 of WTG's tariff, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less $150.00 credit. The actual cost will be calculated in accordance with the rates specified in Section 4.1.1 of WTG's tariff.

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QUALITY OF SERVICE

QUAL_SERVICE ID	DESCRIPTION
1	RULE 7.45 Quality of Service For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law. (1) Continuity of service. (A) Service interruptions. (i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected. (ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility 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 service. (iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers 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. (B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence. (C) Report to commission. The commission shall be notified in writing within 48 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. (2) Customer relations. (A) Information to customers. Each utility shall: (i) maintain a current set of maps showing the physical locations 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 utility 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 others entitled to the information as to the facilities available for serving that locality; (ii) assist the customer or applicant in selecting the most economical rate schedule;

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) 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 rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I)-(XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. If 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 or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

(C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for

delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer 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.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer'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.

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, 101.003(7), 101.003(8), and 121.001-121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less

often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility 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 regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility 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.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

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

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

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

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

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

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

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0 percent for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection,

with the words Termination Notice or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility'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 customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

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

(v) tampering with the utility company's meter or equipment or bypassing the same.

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

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

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

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

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

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

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

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

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

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer 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 12 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;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing 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) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

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

(i) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. 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 utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(ii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility 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.

(iii) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

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

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility 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.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

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

(III) each transaction concerning the deposit.

(ii) The utility 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.

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

(F) Refund of deposit.

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

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) 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 customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

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

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is 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

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month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

1A (D) Disputed bills.

(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer'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 customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may 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. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the 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.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy

of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. 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 dollars 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.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0 percent from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) 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 foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility 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 to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to 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) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified 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. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 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

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utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

1B (a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001. For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law. (b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to: (1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day`s highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service. (2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or (3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service. (c) Payment plans. Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in paragraph (2)(D) of 7.45 of this title, relating to Quality of Service.. (d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows: (1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility`s service area. (2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility`s service area. (3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems. (4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers. (e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.44 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
290451	4.1.1a		Connection Charge $50.00 Business Hours and $70.00 After Hours. A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
290452	4.1.1b		Read In for Change Charge - A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.
290453	4.1.1c		After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.
290454	4.1.2		Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period form the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less $25.00, 276 to 1500 cubic feet per hour $30.00, 1501 to 3000 cubic feet per hour $35.00, 3001 to 5000 cubic feet per hour $45.00, over 5000 cubic feet per hour $60.00. Orifice Meters - All sizes $40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
290455	4.1.3		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a

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		bank for any reason may be charged a fee for each occurrence of $25.00.
290456	4.1.4	Collection Fee - A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.
290457	4.1.5	Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company. Business Hours $50.00, After Hours $70.00
290458	4.1.6	Temporary Service Fee - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge 4.1.1c. This service does not include extension of mains.
290459	4.1.7	Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.
290460	4.1.8	No Access - A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.
290461	4.1.9	Tampering Fee - Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly mesured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.
290463	4.2.1	Customer Deposits -

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Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.

290451 4.1.1a

Initiation of Service

a) Connection Charge
The following connection charges apply:

Schedule	Charge
Business Hours	$50.00
After Hours	$70.00

A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.

290452 4.1.1b

Read In for Change Charge -
A read in fee of $20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.

290453 4.1.1c

After-Hours and Special Handling -
In addition to initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such charge. Any fees assessed will reflect actual time incurred at $20.00 per hour during business hours and $30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.

(i) Special Handling: The Company may, at customer's request, provide special handling in order to meet the Customer's requirements for a fee based on the rates indicated in (c) above. Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer's premises.

(ii) Expedited Service: If the customer requires that

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the order be worked after hours for their convenience or if the customer requires expedited service, the charge shall be based on the rates indicated in (c) above for after hours service work on customer premises. The customer's request for expedited service may then be scheduled at any time to fit the Company's work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.

(iii) Special Call Out: If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in (c) above for after hours service work on customer's premises.

290454 4.1.2

Customer Requested Meter Test
Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule.

Positive Displacement	Charge
275 cubic feet per hour or less	$25.00
276 to 1500 cubic feet per hour	$30.00
1501 to 3000 cubic feet per hour	$35.00
3001 to 5000 cubic feet per hour	$45.00
over 5000 cubic feet per hour	$60.00

Orifice Meters
All sizes $40.00

The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.

290455 4.1.3

Returned Check/Bank Draft Charges -
Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of $25.00.

290456 4.1.4

Collection Fee -
A fee of $20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.

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290457 4.1.5

Reconnect Fees -
The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by the Company.

Schedule	Charge
Business Hours	$50.00,
After Hours	$70.00.

290458 4.1.6

Temporary Service -
Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in section 4.1.1(c) above. This service does not include extension of mains.

290459 4.1.7

Special Read -
Customer requested reading of a meter for any purpose other than initiation of service will be charged $20.00.

290460 4.1.8

No Access -
A fee of $20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.

290461 4.1.9

Tampering -
Customers who tamper with their meters will be assessed a charge of $150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1(c) above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.

290462 4.1.10

Extension Fee -
In the event the cost of extending mains exceeds the free limit established by Franchise for domestic and non-domestic customers, customers shall pay the actual cost of the extension, based on costs calculated in accordance with section 4.1.1 above, less the free limit. In the event the Franchise does not apply, the charge will be equal to the actual cost of the extension, less a $150.00 credit. The actual cost

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		will be calculated in accordance witht eh rates specified in section 4.1.1(C) above.
290463	4.2.1	Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to WTG, these deposits will be based on 1/12 of the customers estimated annual usage.|