

GAS SERVICES DIVISION  
GSD - 1 TARIFF REPORT

RRC COID: 5393 COMPANY NAME: SIENERGY, LP

TARIFF CODE: DS RRC TARIFF NO: 16886

DESCRIPTION: Distribution Sales STATUS: A  
EFFECTIVE DATE: 07/01/2018 ORIGINAL CONTRACT DATE: RECEIVED DATE: 07/10/2018  
GAS CONSUMED: N AMENDMENT DATE: OPERATOR NO:  
BILLS RENDERED: Y INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID                      DESCRIPTION  
4\_R

Application of Schedule: This Schedule is applicable to all Residential Customers in an incorporated service area purchasing natural gas from SiEnergy, L.P. (hereinafter SiEnergy) for use at the point of delivery. Monthly Base Rate: Customer`s base monthly bill will be calculated using the following Customer and Ccf charges: Customer Charge \$15.00 per month, plus all Ccf at \$.3158 per Ccf. Purchased Gas Adjustment: In addition to the base monthly bill above, each customer`s bill will include a Purchased Gas Adjustment which is equal to the estimated Weighted Average Cost of Gas for the period covered by the bill computed in accordance with SiEnergy`s Rate PGA Purchased Gas Adjustment tariff in effect during the billing month. Taxes: In addition to the monthly charges above, each customer`s bill will include a charge for an amount equivalent to the customer`s proportional part of the city franchise fees, state gross receipts taxes, or other governmental levies payable by the Company, exclusive of federal income taxes. Municipal franchise fees are determined by each municipality`s franchise ordinance. Each municipality`s franchise ordinance will specify the percentage and applicability of franchise fees. From time to time, the tax factor may be adjusted, if required, to account for any over or under recovery of municipal franchise fees by the Company and to include an amount equivalent to the proportionate part of any new tax or increased franchise fee or tax, or any other governmental imposition, rental fee, or charge levied, assessed or imposed subsequent to the effective date of this tariff by any governmental authority, including districts, created under the laws of the State of Texas. The Company will also collect sales taxes where applicable. Surcharges: In addition to the monthly charges above, each customer`s bill will include an amount for surcharges calculated in accordance with the applicable rider(s). Conditions: Subject in all respects to applicable laws, rules and regulations from time to time in effect.

R\_PGA1

RATE PGA PURCHASED GAS ADJUSTMENT TARIFF  
Applicable to all customer classes.

Purpose and Intent:

This provision is intended to allow collection of the gas purchase costs of SiEnergy, L.P., (hereinafter SiEnergy or the Company) in a manner that will lessen monthly fluctuations in the Purchased Gas Adjustment and ensure that actual costs billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. The billing methods set forth herein are intended to be followed to the extent the goals are realized. To the extent the billing methods fail to achieve these goals, the methodology shall be revised and a revised tariff filed to reflect such revisions. SiEnergy will make appropriate regulatory filings and obtain regulatory approvals, as required, before

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making changes to its rates.

Applicability:

This clause shall apply to all SiEnergy gas tariffs that incorporate this Purchased Gas Adjustment tariff provision and which have been properly filed and implemented with the appropriate jurisdictional authority.

Definitions: Standard Cubic Foot of Gas - the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen and sixty-five hundredths (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit.

Ccf - one hundred standard cubic feet of gas.

Mcf - one thousand standard cubic feet of gas.

Purchased Gas Volumes - The volumes of gas, expressed in Mcf's, purchased by the Company and received into the Company's distribution systems from all sources, including withdrawals from storage, and excluding gas injected into storage.

Purchased Gas Cost(s) - The total cost of Purchased Gas Volumes, as received into the Company's distribution systems, all as more specifically described herein.

Weighted Average Cost of Gas - The Purchased Gas Costs divided by the Purchased Gas Volumes, calculated on a monthly basis, and expressed as dollars per Mcf.

Billed Gas Volumes - The volumes of gas billed to customers, plus volumes of gas billed to third parties following losses or damages, expressed in Mcf's.

Billed Gas Revenues - The total amount of revenues attributable to billings by SiEnergy for Purchased Gas Costs during a given period, exclusive of any billings for any Reconciliation Adjustment during the same period.

Lost and Unaccounted for Gas (LUG) - Purchased Gas Volumes minus the sum of Billed Gas Volumes and metered Company used gas.

Purchased Gas Adjustment (PGA) - An Adjustment on each customer's monthly bill, expressed in dollars per Ccf, to reflect the Purchase Gas Costs and the Reconciliation Adjustment, all as more specifically described herein.

Annual Review Period - The 12 month period ending June 30 of each year.

Annual Review - An annual review of the Company's records covering the 12 month period ending June 30 to determine LUG volumes and any imbalances between the Purchased Gas Costs and Billed Gas Revenues existing at the end of the Annual Review Period.

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Annual Imbalance Total - The total amount determined through the Annual Review to be credited or surcharged to customers' bills in order to balance Purchased Gas Costs with Billed Gas Revenues.

Reconciliation Adjustment - A credit or surcharge included in the Purchased Gas Adjustment to reflect the pro-rated adjustment in billings for any over or under collections on an annual basis.

R\_PGA2

Record Keeping:

The Company shall keep accurate records of all gas metered in and out of its system, gas purchases, and Company-owned gas injected into and withdrawn from storage, and any adjustments relative to any imbalances. The records shall include date, quantity, and cost details for all gas handled.

Purchased Gas Cost Calculation:

The Purchased Gas Cost shall be determined for each month to fairly and accurately reflect the cost to the Company at the points of delivery into the Company's distribution systems. The determination shall include, but not be limited to, volumetric and demand charges for Purchased Gas Volumes, fees paid to others where such fees are integrally tied to the purchase or transportation of gas purchased by SiEnergy, pipeline transportation charges (both volumetric and demand), and gas storage charges (both volumetric and demand). The Company shall account for gas injected into and withdrawn from storage on a weighted average cost basis.

Purchased Gas Adjustment Calculation: Each customer bill shall include a Purchased Gas Adjustment reflecting the estimated Weighted Average Cost of Gas for the period covered by the bill, which estimate shall include, as applicable, a pro-rata amount to adjust for previous over or under estimates of the Weighted Average Cost of Gas, plus a Reconciliation Adjustment to account for any Annual Imbalance Total.

Annual Review: For each Annual Review Period, the Company shall determine (i) the amount of any imbalance between the Purchased Gas Costs and Billed Gas Revenues, and (ii) the LUG volume for the Annual Review Period. As limited by the LUG volume limitation set forth below, the Annual Imbalance Total shall then be credited or surcharged to the customers' bills over a twelve month period commencing each September 1 following the Annual Review Period.

Annual Imbalance Total, LUG Volume less than five percent of Purchased Gas Volumes or LUG Volume is negative:

If the Annual Review shows the LUG volume for the Annual Review Period to be less than five percent of the Purchased Gas Volumes, or if the LUG volume is negative (indicating a line gain), the Annual Imbalance Total shall be the difference between the total Purchased Gas Cost and the total Billed Gas Revenues for the Annual Review Period.

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Annual Imbalance Total, LUG Volume is positive and is greater than five percent of Purchased Gas Volumes:

If the Annual Review shows the LUG volume for the Annual Review Period to be positive and to be greater than five percent of the Purchased Gas Volumes, the Annual Imbalance Total shall be determined as follows

(1)The difference between the total Purchased Gas Costs and the total Billed Gas Revenues for the Annual Review Period shall be determined

(2)Minus, The Purchased Gas Costs attributable to LUG volumes in excess of 5% of the Purchase Gas Volumes, using the Company's Weighted Average Cost of Purchased Gas for the Review Period.

Reconciliation Adjustment Calculation: The Annual Imbalance Total (whether positive or negative) shall be credited or surcharged over twelve months in equal total amounts per month. The recovery shall be through a Reconciliation Adjustment included in the Purchased Gas Adjustment. The Reconciliation Adjustment for each month shall be determined as follows

(1)Each month of the twelve-month reconciliation period, the Reconciliation Adjustment, expressed in Ccfs, shall be calculated by dividing the amount to be credited or surcharged during that month (which amount shall include, as necessary, an amount to correct for any previous over or under estimates of Billed Gas Volumes during the previous month or months in the same reconciliation period), by the estimated Billed Gas Volumes for the month.

(2)At the end of each 12-month period, any remaining balance in the Annual Imbalance Total shall be included in any Annual Imbalance Total to be credited or surcharged during the successor 12-month period.

ANNUAL RECONCILIATION REPORT: The Company shall file an Annual Reconciliation Report with the Regulatory Authority which shall include but not necessarily be limited to:

(1) A tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve months ending June 30.

(2) A tabulation of gas units sold to general service customers and related Cost of Gas Clause revenues.

(3) A description of all other costs and refunds made during the year and their effect on the Cost of Gas Clause to date.

(4) A description of the imbalance payments made to and received from the Company's transportation customers within the service area, including monthly imbalances incurred, the monthly imbalances resolved, and the amount of the cumulative

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imbalance. The decription should relect the system imbalance and imbalance amount for each supplier using the Company's distribution system during the reconciliation period.

**7\_PSF**

Application: Applicable to all customer classes. Company will charge a surcharge to recover pipeline safety and regulatory fees assessed by the Commission pursuant to Section 121.211 of the Texas Utilities Code and Commission Rule 16 TAC section 8.201. The surcharge will be charged not more often than once a year and will be billed following payment by the Company to the Commission, in accordance with the Commission's rules. The Company will charge a one-time customer charge per bill of \$0.99 per service or service line

**11\_WNA**

Application:  
 Applicalbe to all customer classes.

Monthly Calculation: In order to reflect weather variances in a timely and accurate manner, the Weather Normalization Adjustment rate (WNA) shall be separately calculated and adjusted monthly by rate class for each meter reading or billing cycle (cycle). Monthly WNA adjustments will be based upon weather information for the periods beginning with the first Cycle read in October and ending with the last Cycle read in the following April.

The Weather Normalization Adjustment rate for each Cycle shall be based on the following formula:

$$\text{WNA Rate} = \text{WND} / \text{CMV} + \text{RC}$$

WND is calculated based on the following formula:  

$$\text{WND} = ((\text{HDDn} / \text{HDDa} * \text{HL}) - \text{HL}) * \text{VR}$$

Definitions:

WND - Weather Normalization Dollars to be collected from the Cycle.

CMV - Current Month Volumes billed for the Cycle.

HDDn - Normal heating degree days during the Cycle.

HDDa - Actual heating degree days during the Cycle.

HL - Heat Load volumes calculated using the following formula: Total volumes for the Cycle less Base Load volumes where Base Load volumes are calculated by multiplying the Base Load per customer as established in the most recent rate case by the number of customers in the Cycle.

VR - Volumetric cost of service rate for the applicable customer class.

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RC - The Reconciliation Component amount to be return to or recovered from the customers each month from October through April as a result of any prior year's over or under collections.

Reconciliation Audit: An annual review shall be performed of the Company's books and records for each seven month period beginning with October and ending with the subsequent April to determine the amount of over or under collection by customer class occurring during such seven month period. The audit shall determine: (a) the total amount of volumetric revenues collected from customers, including WNA revenues, (b) the Base Load revenues collected from customers using the Base Load per customer as established in the most recent rate case multiplied by the number of customers during the period, (c) the difference between the volumetric revenues collected from customers and the Base Load, which represents the weather-sensitive revenues billed, (d) the calculated WNA revenues determined by the operation of the provisions of this weather normalization adjustment clause, and (e) the amount of any over or under collection of WNA revenues from operation of the provisions of this clause.

Determination and Application of the Reconciliation Component: If the Reconciliation Audit reflects either an over recovery or under recovery of revenues in any rate class, such amount, if any, shall be divided by the gas sales volumes by rate class, adjusted for the effects of weather, growth, and conservation for the subsequent period beginning with the first Cycle read in October and ending with last Cycle read in the following April. The Reconciliation Component so determined to collect any revenue shortfall or to return any excess revenue shall be applied for a seven (7) period beginning with the first Cycle in October and continuing through the last Cycle in April at which time it will terminate until a new Reconciliation Component is determined.

Monthly Report: By the 25th day of the following month, the Company will file with the Regulatory authority a monthly report showing the current rate adjustments for each applicable rate schedule. Supporting documentation will be made available for review upon request.

Annual Report: By each September 1, the Company will file with the Regulatory Authority an annual report verifying the past year's WNA collections or refunds, which shall include but not necessarily be limited to:

- 1) A schedule of the actual gas sales volumes and respective revenues by rate class by month for the seven months ending April 30, with revenues collected via this clause identified separately.
- 2) A schedule of the weather normalized volumes and respective revenues by rate class for the seven months ending April 30 using the methodology adopted in the most recent rate case.
- 3) A calculation of the difference between the actual gas sales volumes and

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revenues by rate class and the weather normalized gas sales volumes and revenues.

4) A schedule showing the difference between the total amount to be collected or refunded through the annual reconciliation component and the actual amount collected or refunded during the same period.

**1\_Contents\_MC**

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**2\_Service\_Areas**

SiEnergy, LP owns and operates a natural gas distribution system that provides natural gas service in the City of Missouri City, Texas and Fort Bend County, Texas.

The following will respond to inquiries regarding provisions of this Tariff for Gas Service:

June Dively  
 SiEnergy, LP  
 P.O. Box 340279  
 Austin, TX 78734-0279  
 (512) 261-4152

**3\_Definitions**

COMMERCIAL CUSTOMER A customer, other than a Residential or Public School customer, and not otherwise covered by a contract under the contract rate provisions of Section 104.003 of the Texas Utilities Code.

COMMISSION The Railroad Commission of Texas.

COMPANY SiEnergy LP, its successors, and its assigns.

CUSTOMER An individual, family, partnership, association, joint venture, corporation, etc., or governmental agency who is receiving gas service or who is receiving the benefit of gas service at a specified point of delivery.

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<u>SCHEDULE ID</u>	<u>DESCRIPTION</u>
	<p>ENVIRONS The unincorporated areas in Fort Bend County, including, but not limited to, Sienna Plantation, Sienna Point, Sienna North and adjacent properties.</p> <p>RATE SCHEDULE A statement of the method of determining charges for gas service, including the conditions under which such method applies.</p> <p>RESIDENTIAL CUSTOMER Unless otherwise specified in the rate schedule, a customer whose service is separately and individually metered in an individual private dwelling unit or in an individually metered apartment, condominium, or similar dwelling and who uses natural gas primarily for Residential End Uses and occupies the building.</p> <p>RESIDENTIAL END USES Heating, space heating, cooking, water heating, and other similar type uses in a dwelling.</p> <p>MC1</p> <p>Cities for which proposed rates went into effect November 12, 2008 under operation of law: Missouri City ordinance 99-07; City of Fulshear ordinance 2013-1109 effective 06252014, City of Sugar Land ordinance 1856 effective 10102014</p>

**RATE ADJUSTMENT PROVISIONS**

None

**CUSTOMERS**

<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
38086	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Incorporated Mansfield			
38086	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Incorporated Mansfield			
38086	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Incorporated Mansfield			
38086	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Incorporated Mansfield			
38086	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Incorporated Mansfield			

**REASONS FOR FILING**

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO: MANSFIELD ORDINANCE 2042-17

AMENDMENT (EXPLAIN):



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OTHER(EXPLAIN): REMOVE STX AND CTX TOWNS THAT ARE NOW UNDER NEW RATES PER GUD 10679

**SERVICES**

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

**PREPARER - PERSON FILING**

RRC NO: 177 ACTIVE FLAG: Y INACTIVE DATE:  
 FIRST NAME: June MIDDLE: LAST NAME: Dively  
 TITLE: Accountant  
 ADDRESS LINE 1: PO Box 340279  
 ADDRESS LINE 2:  
 CITY: Austin STATE: TX ZIP: 78734 ZIP4:  
 AREA CODE: 512 PHONE NO: 261-4152 EXTENSION:

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CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
489	<p>RAILROAD COMMISSION OF TEXAS OIL AND GAS DIVISION GAS UTILITIES DIVISION OIL AND GAS DOCKET GAS UTILITIES DIVISION NO. 20-62,505 DOCKET NO. 489 ORDER RELATING TO THE APPROVAL BY THE COMMISSION OF CURTAILMENT PROGRAMS FOR NATURAL GAS TRANSPORTED AND SOLD WITHIN THE STATE OF TEXAS After due notice the Railroad Commission of Texas on the 30th day of November, 1972, heard testimony and requested written curtailment priorities from representatives of investor owned and municipal gas utilities companies, private industry consumers and others responsible for directing available natural gas supplies to the consumers of natural gas in the State of Texas. WHEREAS, pursuant to the authority granted to the Railroad Commission of Texas in Article 6050 to 6066, inclusive, R.C.S., as amended; and WHEREAS, the Commission has determined the need for a curtailment program to assure effective control of the flow of natural gas to the proper destinations to avoid suffering and hardship of domestic consumers; and WHEREAS, the Commission has determined a need to make natural gas available to all gas consumers on a reasonable but limited basis during times of needed curtailment 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 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 desired level for this time, and, if below, what plans has the company made to restore the balance. C. Peak day and average daily deliverability on an annual basis of its wells, gas plants and underground storage attached to its system. D. Peak day capacity of its system. E. Forecast of additions to reserves for each of the next two succeeding years. F. Location and size of the line pipes, compressor stations, operating maximum line pressures, and a map showing delivery points along the system. G. Disposition of all gas entering its system, with names of all customers other than residential customers and volumes delivered to each during the past calendar year. Identify those customers using 3,000 MCF gas per day, or more, which are under a service contract, and if such contract includes an Interruptible Service clause, and if so, attach a reproduced copy of the relevant provisions of such contract. H. Steps taken in past years, being taken at the present, and to be taken to alleviate curtailments. RULE 2. Until such time as the Commission has specifically approved a utilities curtailment program, the following priorities in descending order shall be observed: A. Deliveries for residences, hospitals, schools, churches and other human needs customers. B. Deliveries of gas to small industrials and regular commercial loads (defined as those customers using less than 3,000 MCF per day) and delivery of gas for use as pilot lights or in accessory or auxiliary equipment essential to avoid serious damage to industrial plants. C.</p>

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Large users of gas for fuel or as a raw material where an alternate cannot be used and operation and plant production would be curtailed or shut down completely when gas is curtailed. D. Large users of gas for boiler fuel or other fuel users where alternate fuels can be used. This category is not to be determined by whether or not a user has actually installed alternate fuel facilities, but whether or not an alternate fuel could be used. E. Interruptible sales made subject to interruption or curtailment 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**

<u>POLICY ID</u>	<u>DESCRIPTION</u>
1214	Applicable to the Entire System: The Company has the right to contract with individual customers for the installation of gas facilities. Upon the request of a prospective new customer for service in an area served by SiEnergy, LP. SiEnergy, LP will extend its main lines up to 100 feet from an existing SiEnergy, LP main in the Public Right of Way, without charge. The 100-foot allowance applies to a single customer or to a group of customers requesting service from the same extension. Customers requesting mainline extensions in excess of 100 feet shall bear the actual cost of any additional mainline, the cost of all yard and service lines, and the cost of any appurtenant equipment and other costs necessary to install the extension, including applicable overhead charges. In addition, the Company will charge the applicable tap fee as provided for in Rate M Miscellaneous Service Charges. SiEnergy, LP is not required to extend its mains or facilities if the customer will not use gas for space heating and water heating, or the equivalent load, at a minimum.

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QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
745A	<p>SECTION 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 inciples 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 customersaffected, 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 beavailable 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 iniated 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</p>

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obtain at reproduction cost a copy of the applicable tariffs and service; (II) the customer's right to have his or her meter checked without charge under paragraph (g) 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. It 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,

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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 subparagraph (ii) of this paragraph, 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 non-utility 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

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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% 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 deliver 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;

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(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 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



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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



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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 operatin 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 informaion 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 tha 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 received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly. (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 mst 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

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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 on the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him. (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% 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.

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10/23/2018

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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 the 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.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
282651	9_M		Rate M MISCELLANEOUS SERVICE CHARGES Application: The service charges listed below are in addition to any other charges under the Company's Tariff for Gas Service and will be applied for the condition described.
282652	9_M.1		Connection Charge During Business Hours: During standard business hours, for each reconnection of gas service where service has been discontinued at the same premises for any reason, for the initial inauguration of service, and for each inauguration of service when the billable party has changed, with the following exceptions: (a)For a builder who uses gas temporarily during construction or for display purposes; (b)Whenever gas service has been temporarily interrupted because of System outage or service work done by Company; or (c)for any reason deemed necessary for Company operations \$47.50
282653	9_M.2		Connection Charge After Business Hours: After standard business hours, for each reconnection of gas service where service has been discontinued at the same premises for any reason, for the initial inauguration of service, and for each inauguration of service when the billable party has changed, with the following exceptions: (a)For a builder who uses gas temporarily during construction or for display purposes; (b)Whenever gas service has been temporarily interrupted because of System outage or service work done by Company; or (c)for any reason deemed necessary for Company operations. \$75.00
282654	9_M.3		Field Read of Meter: A read for change charge when it is necessary for the Company to read the meter at a currently served location because of a change in the billable party. \$37.50
282655	9_M.4		Returned Check Charges: Returned check handling charge for each check returned to Company for any reason \$35.00
282656	9_M.5		Charge for Temporary Discontinuance of Service, Residential: Whenever service has been temporarily disconnected at the request of the customer, this charge plus the appropriate Connection Charge will be made to reestablish such service for that customer at the same address. \$37.50
282657	9_M.6		Charge for Temporary Discontinuance of Service, Nonresidential: Whenever service has been temporarily disconnected at the request of the customer, this charge plus the appropriate Connection Charge will be made to reestablish such service for that customer at

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282658	9_M.7	<p>the same address. \$60.00</p> <p>Charge for Meter Testing: The Company shall, upon request of a customer, make a test of the accuracy of the meter serving that customer. The Company shall 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 (4) years for the same customer at the same location, the test shall be performed without charge. If such test has been performed for the same customer at the same location within the previous four (4) years, the Company will charge the Meter Testing Fee. The customer must be properly informed of the result of any test on a meter that services him. \$37.50</p>
282659	9_M.8	<p>Charge for Service Calls During Business Hours: A Service Call Charge is made for responding to a service call during standard business hours that is determined to be a customer related problem rather than a Company or Company facilities problem. \$37.50</p>
282660	9_M.9	<p>Charge for Service Calls After Business Hours: A Service Call Charge is made for responding to a service call after standard business hours that is determined to be a customer related problem rather than a Company or Company facilities problem. \$60.00</p>
282661	9_M.10	<p>Tampering Charge: No Company Meters, equipment, or other property, whether on Customer's premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the customer's premises or evidence by whomsoever at customer's premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost plus appropriate charges as may be detailed in the Company's Service Rules and Regulations \$125.00</p>
282662	9_M.11	<p>Credit/Debit Card Payments Charge: Bill payments using credit cards, debit cards, and electronic checks (includes third party transaction fees and administrative costs). Actual Cost</p>
282663	9_M.12	<p>Tap Fees Residential Meter: Fee to provide initial tap into the Company's distribution system for the establishment of service at a Residential location. \$125.00</p>

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282664	9_M.13	Tap Fees Commercial and Public School Meter: Fee to provide initial tap into the Company's distribution system for the establishment of service at a Commercial or Public School location. \$400.00
282665	9_M.14	Pool or Upgraded Meter Installation Charge: Fee to install meter and regulators to support higher or multiple pressure requirements on a residential service line. \$250.00
282666	9_MT	Taxes: In addition to the monthly charges above, each customer's bill will include a charge for an amount equivalent to the customer's proportional part of any governmental levies payable by the Company, exclusive of federal income taxes. From time to time, any tax factor may be adjusted, if required, to account for any over-or under-recovery by the Company and to include an amount equivalent to the proportionate part of any new tax or any other governmental imposition, rental fee, or charge levied, assessed or imposed subsequent to the effective date of this tariff by any governmental authority, including districts, created under the laws of the State of Texas. The Company will also collect sales taxes where applicable. Gross Receipts Taxes and Franchise Fees applicable within municipalities shall only be charged to customers within the incorporated areas.

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DESCRIPTION: Distribution Sales STATUS: A  
EFFECTIVE DATE: 07/01/2018 ORIGINAL CONTRACT DATE: RECEIVED DATE: 07/10/2018  
GAS CONSUMED: N AMENDMENT DATE: OPERATOR NO:  
BILLS RENDERED: Y INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID DESCRIPTION  
6\_s

Application of Schedule: This Schedule is applicable to all non-contract Public School Customers in an incorporated service area purchasing natural gas from SiEnergy, L.P., (hereinafter SiEnergy) for use at the point of delivery. Monthly Base Rate: Customer`s base monthly bill will be calculated using the following Customer and Ccf charges: Customer Charge \$30.00 per month, plus All Ccf at \$.3710 per Ccf. Purchased Gas Adjustment: In addition to the base monthly bill above, each customer`s bill will include a Purchased Gas Adjustment which is equal to the estimated Weighted Average Cost of Gas for the period covered by the bill computed in accordance with SiEnergy`s Rate PGA Purchased Gas Adjustment tariff in effect during the billing month. Taxes: In addition to the monthly charges above, each customer`s bill will include a charge for an amount equivalent to the customer`s proportional part of the city franchise fees, state gross receipts taxes, or other governmental levies payable by the Company, exclusive of federal income taxes. Municipal franchise fees are determined by each municipality`s franchise ordinance. Each municipality`s franchise ordinance will specify the percentage and applicability of franchise fees. From time to time, the tax factor may be adjusted, if required, to account for any over or under recovery of municipal franchise fees by the Company and to include an amount equivalent to the proportionate part of any new tax or increased franchise fee or tax, or any other governmental imposition, rental fee, or charge levied, assessed or imposed subsequent to the effective date of this tariff by any governmental authority, including districts, created under the laws of the State of Texas. The Company will also collect sales taxes where applicable. Surcharges: In addition to the monthly charges above, each customer`s bill will include an amount for surcharges calculated in accordance with the applicable rider(s). Conditions: Subject in all respects to applicable laws, rules and regulations from time to time in effect.

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RATE PGA PURCHASED GAS ADJUSTMENT TARIFF  
Applicable to all customer classes.

Purpose and Intent:

This provision is intended to allow collection of the gas purchase costs of SiEnergy, L.P., (hereinafter SiEnergy or the Company) in a manner that will lessen monthly fluctuations in the Purchased Gas Adjustment and ensure that actual costs billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. The billing methods set forth herein are intended to be followed to the extent the goals are realized. To the extent the billing methods fail to achieve these goals, the methodology shall be revised and a revised tariff filed to reflect such revisions. SiEnergy will make appropriate regulatory filings and obtain regulatory approvals, as required, before

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

making changes to its rates.

Applicability:

This clause shall apply to all SiEnergy gas tariffs that incorporate this Purchased Gas Adjustment tariff provision and which have been properly filed and implemented with the appropriate jurisdictional authority.

Definitions: Standard Cubic Foot of Gas - the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen and sixty-five hundredths (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit.

Ccf - one hundred standard cubic feet of gas.

Mcf - one thousand standard cubic feet of gas.

Purchased Gas Volumes - The volumes of gas, expressed in Mcf's, purchased by the Company and received into the Company's distribution systems from all sources, including withdrawals from storage, and excluding gas injected into storage.

Purchased Gas Cost(s) - The total cost of Purchased Gas Volumes, as received into the Company's distribution systems, all as more specifically described herein.

Weighted Average Cost of Gas - The Purchased Gas Costs divided by the Purchased Gas Volumes, calculated on a monthly basis, and expressed as dollars per Mcf.

Billed Gas Volumes - The volumes of gas billed to customers, plus volumes of gas billed to third parties following losses or damages, expressed in Mcf's.

Billed Gas Revenues - The total amount of revenues attributable to billings by SiEnergy for Purchased Gas Costs during a given period, exclusive of any billings for any Reconciliation Adjustment during the same period.

Lost and Unaccounted for Gas (LUG) - Purchased Gas Volumes minus the sum of Billed Gas Volumes and metered Company used gas.

Purchased Gas Adjustment (PGA) - An Adjustment on each customer's monthly bill, expressed in dollars per Ccf, to reflect the Purchase Gas Costs and the Reconciliation Adjustment, all as more specifically described herein.

Annual Review Period - The 12 month period ending June 30 of each year.

Annual Review - An annual review of the Company's records covering the 12 month period ending June 30 to determine LUG volumes and any imbalances between the Purchased Gas Costs and Billed Gas Revenues existing at the end of the Annual Review Period.



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Annual Imbalance Total - The total amount determined through the Annual Review to be credited or surcharged to customers' bills in order to balance Purchased Gas Costs with Billed Gas Revenues.

Reconciliation Adjustment - A credit or surcharge included in the Purchased Gas Adjustment to reflect the pro-rated adjustment in billings for any over or under collections on an annual basis.

**R\_PGA2**

## Record Keeping:

The Company shall keep accurate records of all gas metered in and out of its system, gas purchases, and Company-owned gas injected into and withdrawn from storage, and any adjustments relative to any imbalances. The records shall include date, quantity, and cost details for all gas handled.

## Purchased Gas Cost Calculation:

The Purchased Gas Cost shall be determined for each month to fairly and accurately reflect the cost to the Company at the points of delivery into the Company's distribution systems. The determination shall include, but not be limited to, volumetric and demand charges for Purchased Gas Volumes, fees paid to others where such fees are integrally tied to the purchase or transportation of gas purchased by SiEnergy, pipeline transportation charges (both volumetric and demand), and gas storage charges (both volumetric and demand). The Company shall account for gas injected into and withdrawn from storage on a weighted average cost basis.

Purchased Gas Adjustment Calculation: Each customer bill shall include a Purchased Gas Adjustment reflecting the estimated Weighted Average Cost of Gas for the period covered by the bill, which estimate shall include, as applicable, a pro-rata amount to adjust for previous over or under estimates of the Weighted Average Cost of Gas, plus a Reconciliation Adjustment to account for any Annual Imbalance Total.

Annual Review: For each Annual Review Period, the Company shall determine (i) the amount of any imbalance between the Purchased Gas Costs and Billed Gas Revenues, and (ii) the LUG volume for the Annual Review Period. As limited by the LUG volume limitation set forth below, the Annual Imbalance Total shall then be credited or surcharged to the customers' bills over a twelve month period commencing each September 1 following the Annual Review Period.

Annual Imbalance Total, LUG Volume less than five percent of Purchased Gas Volumes or LUG Volume is negative:

If the Annual Review shows the LUG volume for the Annual Review Period to be less than five percent of the Purchased Gas Volumes, or if the LUG volume is negative (indicating a line gain), the Annual Imbalance Total shall be the difference between the total Purchased Gas Cost and the total Billed Gas Revenues for the Annual Review Period.

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Annual Imbalance Total, LUG Volume is positive and is greater than five percent of Purchased Gas Volumes:

If the Annual Review shows the LUG volume for the Annual Review Period to be positive and to be greater than five percent of the Purchased Gas Volumes, the Annual Imbalance Total shall be determined as follows

(1)The difference between the total Purchased Gas Costs and the total Billed Gas Revenues for the Annual Review Period shall be determined

(2)Minus, The Purchased Gas Costs attributable to LUG volumes in excess of 5% of the Purchase Gas Volumes, using the Company's Weighted Average Cost of Purchased Gas for the Review Period.

Reconciliation Adjustment Calculation: The Annual Imbalance Total (whether positive or negative) shall be credited or surcharged over twelve months in equal total amounts per month. The recovery shall be through a Reconciliation Adjustment included in the Purchased Gas Adjustment. The Reconciliation Adjustment for each month shall be determined as follows

(1)Each month of the twelve-month reconciliation period, the Reconciliation Adjustment, expressed in Ccfs, shall be calculated by dividing the amount to be credited or surcharged during that month (which amount shall include, as necessary, an amount to correct for any previous over or under estimates of Billed Gas Volumes during the previous month or months in the same reconciliation period), by the estimated Billed Gas Volumes for the month.

(2)At the end of each 12-month period, any remaining balance in the Annual Imbalance Total shall be included in any Annual Imbalance Total to be credited or surcharged during the successor 12-month period.

ANNUAL RECONCILIATION REPORT: The Company shall file an Annual Reconciliation Report with the Regulatory Authority which shall include but not necessarily be limited to:

(1) A tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve months ending June 30.

(2) A tabulation of gas units sold to general service customers and related Cost of Gas Clause revenues.

(3) A description of all other costs and refunds made during the year and their effect on the Cost of Gas Clause to date.

(4) A description of the imbalance payments made to and received from the Company's transportation customers within the service area, including monthly imbalances incurred, the monthly imbalances resolved, and the amount of the cumulative

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imbalance. The decription should relect the system imbalance and imbalance amount for each supplier using the Company's distribution system during the reconciliation period.

**7\_PSF**

Application: Applicable to all customer classes. Company will charge a surcharge to recover pipeline safety and regulatory fees assessed by the Commission pursuant to Section 121.211 of the Texas Utilities Code and Commission Rule 16 TAC section 8.201. The surcharge will be charged not more often than once a year and will be billed following payment by the Company to the Commission, in accordance with the Commission's rules. The Company will charge a one-time customer charge per bill of \$0.99 per service or service line

**11\_WNA**

Application:  
Applicalbe to all customer classes.

Monthly Calculation: In order to reflect weather variances in a timely and accurate manner, the Weather Normalization Adjustment rate (WNA) shall be separately calculated and adjusted monthly by rate class for each meter reading or billing cycle (cycle). Monthly WNA adjustments will be based upon weather information for the periods beginning with the first Cycle read in October and ending with the last Cycle read in the following April.

The Weather Normalization Adjustment rate for each Cycle shall be based on the following formula:

$$\text{WNA Rate} = \text{WND} / \text{CMV} + \text{RC}$$

WND is calculated based on the following formula:  

$$\text{WND} = ((\text{HDDn} / \text{HDDa} * \text{HL}) - \text{HL}) * \text{VR}$$

Definitions:

WND - Weather Normalization Dollars to be collected from the Cycle.

CMV - Current Month Volumes billed for the Cycle.

HDDn - Normal heating degree days during the Cycle.

HDDa - Actual heating degree days during the Cycle.

HL - Heat Load volumes calculated using the following formula: Total volumes for the Cycle less Base Load volumes where Base Load volumes are calculated by multiplying the Base Load per customer as established in the most recent rate case by the number of customers in the Cycle.

VR - Volumetric cost of service rate for the applicable customer class.

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RC - The Reconciliation Component amount to be return to or recovered from the customers each month from October through April as a result of any prior year's over or under collections.

Reconciliation Audit: An annual review shall be performed of the Company's books and records for each seven month period beginning with October and ending with the subsequent April to determine the amount of over or under collection by customer class occurring during such seven month period. The audit shall determine: (a) the total amount of volumetric revenues collected from customers, including WNA revenues, (b) the Base Load reveues collected from customers using the Base Load per customer as established in the most recent rate case multiplied by the number of customers during the period, (c) the difference between the volumetric revenues collected from customers and the Base Load, which represents the weather-sensitive revenues billed, (d) the calculated WNA revenues determined by the operation of the provisions of this weather normalization adjustment clause, and (e) the amount of any over or under collection of WNA revenues from operation of the provisions of this clause.

Determination and Application of the Reconciliation Component: If the Reconciliation Audit reflects either an over recovery or under recovery of revenues in any rate class, such amount, if any, shall be divided by the gas sales volumes by rate class, adjusted for the effects of weather, growth, and conservation for the subsequent period beginning with the first Cycle read in October and ending with last Cycle read in the following April. The Reconciliation Component so determined to collect any revenue shortfall or to return any excess revenue shall be applied for a seven (7) period beginning with the first Cycle in October and continuing through the last Cycle in April at which time it will terminate until a new Reconciliation Component is determined.

Monthly Report: By the 25th day of the following month, the Company will file with the Regulatory authority a monthly report showing the current rate adjustments for each applicable rate schedule. Supporting documentation will be made available for review upon request.

Annual Report: By each September 1, the Company will file with the Regulatory Authority an annual report verifying the past year's WNA collections or refunds, which shall include but not necessarily be limited to:

- 1) A schedule of the actual gas sales volumes and respective revenues by rate class by month for the seven months ending April 30, with revenues collected via this clause identified separately.
- 2) A schedule of the weather normalized volumes and repective revenues by rate class for the seven months ending April 30 using the methodology adopted in the most recent rate case.
- 3) A calculation of the difference between the actual gas sales volumes and

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revenues by rate class and the weather normalized gas sales volumes and revenues.

4) A schedule showing the difference between the total amount to be collected or refunded through the annual reconciliation component and the actual amount collected or refunded during the same period.

**MC1**

Cities for which proposed rates went into effect November 12, 2008 under operation of law: Missouri City ordinance 99-07; City of Fulshear ordinance 2013-1109 effective 06252014, City of Sugar Land ordinance 1856 effective 10102014

**1\_Contents\_MC**

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**2\_Service\_Areas**

SiEnergy, LP owns and operates a natural gas distribution system that provides natural gas service in the City of Missouri City, Texas and Fort Bend County, Texas.

The following will respond to inquiries regarding provisions of this Tariff for Gas Service:

June Dively  
 SiEnergy, LP  
 P.O. Box 340279  
 Austin, TX 78734-0279  
 (512) 261-4152

**3\_Definitions**

COMMERCIAL CUSTOMER A customer, other than a Residential or Public School customer, and not otherwise covered by a contract under the contract rate provisions of Section 104.003 of the Texas Utilities Code.

COMMISSION The Railroad Commission of Texas.

COMPANY SiEnergy LP, its successors, and its assigns.

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RATE SCHEDULE	
SCHEDULE ID	DESCRIPTION
	<p>CUSTOMER An individual, family, partnership, association, joint venture, corporation, etc., or governmental agency who is receiving gas service or who is receiving the benefit of gas service at a specified point of delivery.</p> <p>ENVIRONS The unincorporated areas in Fort Bend County, including, but not limited to, Sienna Plantation, Sienna Point, Sienna North and adjacent properties.</p> <p>RATE SCHEDULE A statement of the method of determining charges for gas service, including the conditions under which such method applies.</p> <p>RESIDENTIAL CUSTOMER Unless otherwise specified in the rate schedule, a customer whose service is separately and individually metered in an individual private dwelling unit or in an individually metered apartment, condominium, or similar dwelling and who uses natural gas primarily for Residential End Uses and occupies the building.</p> <p>RESIDENTIAL END USES Heating, space heating, cooking, water heating, and other similar type uses in a dwelling.</p>

**RATE ADJUSTMENT PROVISIONS**  
 None

CUSTOMERS				
RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
38086	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Incorporated Mansfield			
38086	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Incorporated Mansfield			
38086	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Incorporated Mansfield			
38086	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Incorporated Mansfield			
38086	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Incorporated Mansfield			

**REASONS FOR FILING**  
 NEW?: N  
 RRC DOCKET NO:  
 CITY ORDINANCE NO: MANSFIELD ORDINANCE 2042-17  
 AMENDMENT (EXPLAIN):  
 OTHER (EXPLAIN): REMOVE STX AND CTX TOWNS THAT ARE NOW UNDER NEW RATES PER GUD 10679

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SERVICES

<u>TYPE OF SERVICE</u>	<u>SERVICE DESCRIPTION</u>
D	Public Authority Sales
<u>OTHER TYPE DESCRIPTION</u>	

PREPARER - PERSON FILING

RRC NO: 177 ACTIVE FLAG: Y INACTIVE DATE:  
 FIRST NAME: June MIDDLE: LAST NAME: Dively  
 TITLE: Accountant  
 ADDRESS LINE 1: PO Box 340279  
 ADDRESS LINE 2:  
 CITY: Austin STATE: TX ZIP: 78734 ZIP4:  
 AREA CODE: 512 PHONE NO: 261-4152 EXTENSION:

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CURTAILMENT PLAN

PLAN ID	DESCRIPTION
489	<p>RAILROAD COMMISSION OF TEXAS OIL AND GAS DIVISION GAS UTILITIES DIVISION OIL AND GAS DOCKET GAS UTILITIES DIVISION NO. 20-62,505 DOCKET NO. 489 ORDER RELATING TO THE APPROVAL BY THE COMMISSION OF CURTAILMENT PROGRAMS FOR NATURAL GAS TRANSPORTED AND SOLD WITHIN THE STATE OF TEXAS After due notice the Railroad Commission of Texas on the 30th day of November, 1972, heard testimony and requested written curtailment priorities from representatives of investor owned and municipal gas utilities companies, private industry consumers and others responsible for directing available natural gas supplies to the consumers of natural gas in the State of Texas. WHEREAS, pursuant to the authority granted to the Railroad Commission of Texas in Article 6050 to 6066, inclusive, R.C.S., as amended; and WHEREAS, the Commission has determined the need for a curtailment program to assure effective control of the flow of natural gas to the proper destinations to avoid suffering and hardship of domestic consumers; and WHEREAS, the Commission has determined a need to make natural gas available to all gas consumers on a reasonable but limited basis during times of needed curtailment 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 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 desired level for this time, and, if below, what plans has the company made to restore the balance. C. Peak day and average daily deliverability on an annual basis of its wells, gas plants and underground storage attached to its system. D. Peak day capacity of its system. E. Forecast of additions to reserves for each of the next two succeeding years. F. Location and size of the line pipes, compressor stations, operating maximum line pressures, and a map showing delivery points along the system. G. Disposition of all gas entering its system, with names of all customers other than residential customers and volumes delivered to each during the past calendar year. Identify those customers using 3,000 MCF gas per day, or more, which are under a service contract, and if such contract includes an Interruptible Service clause, and if so, attach a reproduced copy of the relevant provisions of such contract. H. Steps taken in past years, being taken at the present, and to be taken to alleviate curtailments. RULE 2. Until such time as the Commission has specifically approved a utilities curtailment program, the following priorities in descending order shall be observed: A. Deliveries for residences, hospitals, schools, churches and other human needs customers. B. Deliveries of gas to small industrials and regular commercial loads (defined as those customers using less than 3,000 MCF per day) and delivery of gas for use as pilot lights or in accessory or auxiliary equipment essential to avoid serious damage to industrial plants. C.</p>



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Large users of gas for fuel or as a raw material where an alternate cannot be used and operation and plant production would be curtailed or shut down completely when gas is curtailed. D. Large users of gas for boiler fuel or other fuel users where alternate fuels can be used. This category is not to be determined by whether or not a user has actually installed alternate fuel facilities, but whether or not an alternate fuel could be used. E. Interruptible sales made subject to interruption or curtailment 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**

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

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## QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
745A	<p>SECTION 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 inciples 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 customersaffected, 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 beavailable 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 iniated 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</p>

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obtain at reproduction cost a copy of the applicable tariffs and service; (II) the customer's right to have his or her meter checked without charge under paragraph (g) 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. It 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.

745B

(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,

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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 subparagraph (ii) of this paragraph, 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 non-utility 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

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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% 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 deliver 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;

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(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 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

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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

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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 operatin 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 informaion 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 tha 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 received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly. (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 mst 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



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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 on the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him. (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% 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.



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

10/23/2018

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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 the 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.

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## SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
282668	9_M		Rate M MISCELLANEOUS SERVICE CHARGES Application: The service charges listed below are in addition to any other charges under the Company's Tariff for Gas Service and will be applied for the condition described.
282669	9_M.1		Connection Charge During Business Hours: During standard business hours, for each reconnection of gas service where service has been discontinued at the same premises for any reason, for the initial inauguration of service, and for each inauguration of service when the billable party has changed, with the following exceptions: (a)For a builder who uses gas temporarily during construction or for display purposes; (b)Whenever gas service has been temporarily interrupted because of System outage or service work done by Company; or (c)for any reason deemed necessary for Company operations \$47.50
282670	9_M.2		Connection Charge After Business Hours: After standard business hours, for each reconnection of gas service where service has been discontinued at the same premises for any reason, for the initial inauguration of service, and for each inauguration of service when the billable party has changed, with the following exceptions: (a)For a builder who uses gas temporarily during construction or for display purposes; (b)Whenever gas service has been temporarily interrupted because of System outage or service work done by Company; or (c)for any reason deemed necessary for Company operations. \$75.00
282671	9_M.3		Field Read of Meter: A read for change charge when it is necessary for the Company to read the meter at a currently served location because of a change in the billable party. \$37.50
282672	9_M.4		Returned Check Charges: Returned check handling charge for each check returned to Company for any reason \$35.00
282673	9_M.5		Charge for Temporary Discontinuance of Service, Residential: Whenever service has been temporarily disconnected at the request of the customer, this charge plus the appropriate Connection Charge will be made to reestablish such service for that customer at the same address. \$37.50
282674	9_M.6		Charge for Temporary Discontinuance of Service, Nonresidential: Whenever service has been temporarily disconnected at the request of the customer, this charge plus the appropriate Connection Charge will be made to reestablish such service for that customer at

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282675	9_M.7	the same address. \$60.00
282675	9_M.7	Charge for Meter Testing: The Company shall, upon request of a customer, make a test of the accuracy of the meter serving that customer. The Company shall 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 (4) years for the same customer at the same location, the test shall be performed without charge. If such test has been performed for the same customer at the same location within the previous four (4) years, the Company will charge the Meter Testing Fee. The customer must be properly informed of the result of any test on a meter that services him. \$37.50
282676	9_M.8	Charge for Service Calls During Business Hours: A Service Call Charge is made for responding to a service call during standard business hours that is determined to be a customer related problem rather than a Company or Company facilities problem. \$37.50
282677	9_M.9	Charge for Service Calls After Business Hours: A Service Call Charge is made for responding to a service call after standard business hours that is determined to be a customer related problem rather than a Company or Company facilities problem. \$60.00
282678	9_M.10	Tampering Charge: No Company Meters, equipment, or other property, whether on Customer's premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the customer's premises or evidence by whomsoever at customer's premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost plus appropriate charges as may be detailed in the Company's Service Rules and Regulations \$125.00
282679	9_M.11	Credit/Debit Card Payments Charge: Bill payments using credit cards, debit cards, and electronic checks (includes third party transaction fees and administrative costs). Actual Cost
282680	9_M.12	Tap Fees Residential Meter: Fee to provide initial tap into the Company's distribution system for the establishment of service at a Residential location. \$125.00

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282681	9_M.13	Tap Fees Commercial and Public School Meter: Fee to provide initial tap into the Company's distribution system for the establishment of service at a Commercial or Public School location. \$400.00
282682	9_M.14	Pool or Upgraded Meter Installation Charge: Fee to install meter and regulators to support higher or multiple pressure requirements on a residential service line. \$250.00
282683	9_MT	Taxes: In addition to the monthly charges above, each customer's bill will include a charge for an amount equivalent to the customer's proportional part of any governmental levies payable by the Company, exclusive of federal income taxes. From time to time, any tax factor may be adjusted, if required, to account for any over-or under-recovery by the Company and to include an amount equivalent to the proportionate part of any new tax or any other governmental imposition, rental fee, or charge levied, assessed or imposed subsequent to the effective date of this tariff by any governmental authority, including districts, created under the laws of the State of Texas. The Company will also collect sales taxes where applicable. Gross Receipts Taxes and Franchise Fees applicable within municipalities shall only be charged to customers within the incorporated areas.

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DESCRIPTION: Distribution Sales STATUS: A  
EFFECTIVE DATE: 07/01/2018 ORIGINAL CONTRACT DATE: RECEIVED DATE: 07/10/2018  
GAS CONSUMED: N AMENDMENT DATE: OPERATOR NO:  
BILLS RENDERED: Y INACTIVE DATE:

**RATE SCHEDULE**

SCHEDULE ID                      DESCRIPTION  
5\_C

Application of Schedule: This Schedule applies to all Commercial Customers in an incorporated service area purchasing natural gas from SiEnergy, L.P., (hereinafter SiEnergy) for use at the point of delivery. Monthly Base Rate: Customer`s base monthly bill will be calculated using the following Customer and Ccf charges: Customer Charge \$30.00 per month, plus All Ccf at \$.3710 per Ccf. Purchased Gas Adjustment: In addition to the base monthly bill above, each customer`s bill will include a Purchased Gas Adjustment which is equal to the estimated Weighted Average Cost of Gas for the period covered by the bill computed in accordance with SiEnergy`s Rate PGA Purchased Gas Adjustment tariff in effect during the billing month. Taxes: In addition to the monthly charges above, each customer`s bill will include a charge for an amount equivalent to the customer`s proportional part of the city franchise fees, state gross receipts taxes, or other governmental levies payable by the Company, exclusive of federal income taxes. Municipal franchise fees are determined by each municipality`s franchise ordinance. Each municipality`s franchise ordinance will specify the percentage and applicability of franchise fees. From time to time, the tax factor may be adjusted, if required, to account for any over or under recovery of municipal franchise fees by the Company and to include an amount equivalent to the proportionate part of any new tax or increased franchise fee or tax, or any other governmental imposition, rental fee, or charge levied, assessed or imposed subsequent to the effective date of this tariff by any governmental authority, including districts, created under the laws of the State of Texas. The Company will also collect sales taxes where applicable. Surcharges: In addition to the monthly charges above, each customer`s bill will include an amount for surcharges calculated in accordance with the applicable rider(s). Conditions: Subject in all respects to applicable laws, rules and regulations from time to time in effect.

R\_PGA1

RATE PGA PURCHASED GAS ADJUSTMENT TARIFF  
Applicable to all customer classes.

Purpose and Intent:

This provision is intended to allow collection of the gas purchase costs of SiEnergy, L.P., (hereinafter SiEnergy or the Company) in a manner that will lessen monthly fluctuations in the Purchased Gas Adjustment and ensure that actual costs billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas. The billing methods set forth herein are intended to be followed to the extent the goals are realized. To the extent the billing methods fail to achieve these goals, the methodology shall be revised and a revised tariff filed to reflect such revisions. SiEnergy will make appropriate regulatory filings and obtain regulatory approvals, as required, before

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

making changes to its rates.

Applicability:

This clause shall apply to all SiEnergy gas tariffs that incorporate this Purchased Gas Adjustment tariff provision and which have been properly filed and implemented with the appropriate jurisdictional authority.

Definitions: Standard Cubic Foot of Gas - the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen and sixty-five hundredths (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit.

Ccf - one hundred standard cubic feet of gas.

Mcf - one thousand standard cubic feet of gas.

Purchased Gas Volumes - The volumes of gas, expressed in Mcf's, purchased by the Company and received into the Company's distribution systems from all sources, including withdrawals from storage, and excluding gas injected into storage.

Purchased Gas Cost(s) - The total cost of Purchased Gas Volumes, as received into the Company's distribution systems, all as more specifically described herein.

Weighted Average Cost of Gas - The Purchased Gas Costs divided by the Purchased Gas Volumes, calculated on a monthly basis, and expressed as dollars per Mcf.

Billed Gas Volumes - The volumes of gas billed to customers, plus volumes of gas billed to third parties following losses or damages, expressed in Mcf's.

Billed Gas Revenues - The total amount of revenues attributable to billings by SiEnergy for Purchased Gas Costs during a given period, exclusive of any billings for any Reconciliation Adjustment during the same period.

Lost and Unaccounted for Gas (LUG) - Purchased Gas Volumes minus the sum of Billed Gas Volumes and metered Company used gas.

Purchased Gas Adjustment (PGA) - An Adjustment on each customer's monthly bill, expressed in dollars per Ccf, to reflect the Purchase Gas Costs and the Reconciliation Adjustment, all as more specifically described herein.

Annual Review Period - The 12 month period ending June 30 of each year.

Annual Review - An annual review of the Company's records covering the 12 month period ending June 30 to determine LUG volumes and any imbalances between the Purchased Gas Costs and Billed Gas Revenues existing at the end of the Annual Review Period.

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

Annual Imbalance Total - The total amount determined through the Annual Review to be credited or surcharged to customers' bills in order to balance Purchased Gas Costs with Billed Gas Revenues.

Reconciliation Adjustment - A credit or surcharge included in the Purchased Gas Adjustment to reflect the pro-rated adjustment in billings for any over or under collections on an annual basis.

R\_PGA2

Record Keeping:

The Company shall keep accurate records of all gas metered in and out of its system, gas purchases, and Company-owned gas injected into and withdrawn from storage, and any adjustments relative to any imbalances. The records shall include date, quantity, and cost details for all gas handled.

Purchased Gas Cost Calculation:

The Purchased Gas Cost shall be determined for each month to fairly and accurately reflect the cost to the Company at the points of delivery into the Company's distribution systems. The determination shall include, but not be limited to, volumetric and demand charges for Purchased Gas Volumes, fees paid to others where such fees are integrally tied to the purchase or transportation of gas purchased by SiEnergy, pipeline transportation charges (both volumetric and demand), and gas storage charges (both volumetric and demand). The Company shall account for gas injected into and withdrawn from storage on a weighted average cost basis.

Purchased Gas Adjustment Calculation: Each customer bill shall include a Purchased Gas Adjustment reflecting the estimated Weighted Average Cost of Gas for the period covered by the bill, which estimate shall include, as applicable, a pro-rata amount to adjust for previous over or under estimates of the Weighted Average Cost of Gas, plus a Reconciliation Adjustment to account for any Annual Imbalance Total.

Annual Review: For each Annual Review Period, the Company shall determine (i) the amount of any imbalance between the Purchased Gas Costs and Billed Gas Revenues, and (ii) the LUG volume for the Annual Review Period. As limited by the LUG volume limitation set forth below, the Annual Imbalance Total shall then be credited or surcharged to the customers' bills over a twelve month period commencing each September 1 following the Annual Review Period.

Annual Imbalance Total, LUG Volume less than five percent of Purchased Gas Volumes or LUG Volume is negative:

If the Annual Review shows the LUG volume for the Annual Review Period to be less than five percent of the Purchased Gas Volumes, or if the LUG volume is negative (indicating a line gain), the Annual Imbalance Total shall be the difference between the total Purchased Gas Cost and the total Billed Gas Revenues for the Annual Review Period.

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TARIFF CODE: DS RRC TARIFF NO: 18602

**RATE SCHEDULE**SCHEDULE IDDESCRIPTION

Annual Imbalance Total, LUG Volume is positive and is greater than five percent of Purchased Gas Volumes:

If the Annual Review shows the LUG volume for the Annual Review Period to be positive and to be greater than five percent of the Purchased Gas Volumes, the Annual Imbalance Total shall be determined as follows

(1)The difference between the total Purchased Gas Costs and the total Billed Gas Revenues for the Annual Review Period shall be determined

(2)Minus, The Purchased Gas Costs attributable to LUG volumes in excess of 5% of the Purchase Gas Volumes, using the Company's Weighted Average Cost of Purchased Gas for the Review Period.

Reconciliation Adjustment Calculation: The Annual Imbalance Total (whether positive or negative) shall be credited or surcharged over twelve months in equal total amounts per month. The recovery shall be through a Reconciliation Adjustment included in the Purchased Gas Adjustment. The Reconciliation Adjustment for each month shall be determined as follows

(1)Each month of the twelve-month reconciliation period, the Reconciliation Adjustment, expressed in Ccfs, shall be calculated by dividing the amount to be credited or surcharged during that month (which amount shall include, as necessary, an amount to correct for any previous over or under estimates of Billed Gas Volumes during the previous month or months in the same reconciliation period), by the estimated Billed Gas Volumes for the month.

(2)At the end of each 12-month period, any remaining balance in the Annual Imbalance Total shall be included in any Annual Imbalance Total to be credited or surcharged during the successor 12-month period.

ANNUAL RECONCILIATION REPORT: The Company shall file an Annual Reconciliation Report with the Regulatory Authority which shall include but not necessarily be limited to:

(1) A tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve months ending June 30.

(2) A tabulation of gas units sold to general service customers and related Cost of Gas Clause revenues.

(3) A description of all other costs and refunds made during the year and their effect on the Cost of Gas Clause to date.

(4) A description of the imbalance payments made to and received from the Company's transportation customers within the service area, including monthly imbalances incurred, the monthly imbalances resolved, and the amount of the cumulative



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imbalance. The decription should relect the system imbalance and imbalance amount for each supplier using the Company's distribution system during the reconciliation period.

**7\_PSF**

Application: Applicable to all customer classes. Company will charge a surcharge to recover pipeline safety and regulatory fees assessed by the Commission pursuant to Section 121.211 of the Texas Utilities Code and Commission Rule 16 TAC section 8.201. The surcharge will be charged not more often than once a year and will be billed following payment by the Company to the Commission, in accordance with the Commission's rules. The Company will charge a one-time customer charge per bill of \$0.99 per service or service line

**11\_WNA**

Application:  
 Applicalbe to all customer classes.

Monthly Calculation: In order to reflect weather variances in a timely and accurate manner, the Weather Normalization Adjustment rate (WNA) shall be separately calculated and adjusted monthly by rate class for each meter reading or billing cycle (cycle). Monthly WNA adjustments will be based upon weather information for the periods beginning with the first Cycle read in October and ending with the last Cycle read in the following April.

The Weather Normalization Adjustment rate for each Cycle shall be based on the following formula:

$$\text{WNA Rate} = \text{WND} / \text{CMV} + \text{RC}.$$

WND is calculated based on the following formula:  

$$\text{WND} = ((\text{HDDn} / \text{HDDa} * \text{HL}) - \text{HL}) * \text{VR}.$$

Definitions:

WND - Weather Normalization Dollars to be collected from the Cycle.

CMV - Current Month Volumes billed for the Cycle.

HDDn - Normal heating degree days during the Cycle.

HDDa - Actual heating degree days during the Cycle.

HL - Heat Load volumes calculated using the following formula: Total volumes for the Cycle less Base Load volumes where Base Load volumes are calculated by multiplying the Base Load per customer as established in the most recent rate case by the number of customers in the Cycle.

VR - Volumetric cost of service rate for the applicable customer class.

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RC - The Reconciliation Component amount to be return to or recovered from the customers each month from October through April as a result of any prior year's over or under collections.

Reconciliation Audit: An annual review shall be performed of the Company's books and records for each seven month period beginning with October and ending with the subsequent April to determine the amount of over or under collection by customer class occurring during such seven month period. The audit shall determine: (a) the total amount of volumetric revenues collected from customers, including WNA revenues, (b) the Base Load revenues collected from customers using the Base Load per customer as established in the most recent rate case multiplied by the number of customers during the period, (c) the difference between the volumetric revenues collected from customers and the Base Load, which represents the weather-sensitive revenues billed, (d) the calculated WNA revenues determined by the operation of the provisions of this weather normalization adjustment clause, and (e) the amount of any over or under collection of WNA revenues from operation of the provisions of this clause.

Determination and Application of the Reconciliation Component: If the Reconciliation Audit reflects either an over recovery or under recovery of revenues in any rate class, such amount, if any, shall be divided by the gas sales volumes by rate class, adjusted for the effects of weather, growth, and conservation for the subsequent period beginning with the first Cycle read in October and ending with last Cycle read in the following April. The Reconciliation Component so determined to collect any revenue shortfall or to return any excess revenue shall be applied for a seven (7) period beginning with the first Cycle in October and continuing through the last Cycle in April at which time it will terminate until a new Reconciliation Component is determined.

Monthly Report: By the 25th day of the following month, the Company will file with the Regulatory authority a monthly report showing the current rate adjustments for each applicable rate schedule. Supporting documentation will be made available for review upon request.

Annual Report: By each September 1, the Company will file with the Regulatory Authority an annual report verifying the past year's WNA collections or refunds, which shall include but not necessarily be limited to:

- 1) A schedule of the actual gas sales volumes and respective revenues by rate class by month for the seven months ending April 30, with revenues collected via this clause identified separately.
- 2) A schedule of the weather normalized volumes and respective revenues by rate class for the seven months ending April 30 using the methodology adopted in the most recent rate case.
- 3) A calculation of the difference between the actual gas sales volumes and

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revenues by rate class and the weather normalized gas sales volumes and revenues.

4) A schedule showing the difference between the total amount to be collected or refunded through the annual reconciliation component and the actual amount collected or refunded during the same period.

**1\_Contents\_MC**

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**2\_Service\_Areas**

SiEnergy, LP owns and operates a natural gas distribution system that provides natural gas service in the City of Missouri City, Texas and Fort Bend County, Texas.

The following will respond to inquiries regarding provisions of this Tariff for Gas Service:

June Dively  
 SiEnergy, LP  
 P.O. Box 340279  
 Austin, TX 78734-0279  
 (512) 261-4152

**3\_Definitions**

COMMERCIAL CUSTOMER A customer, other than a Residential or Public School customer, and not otherwise covered by a contract under the contract rate provisions of Section 104.003 of the Texas Utilities Code.

COMMISSION The Railroad Commission of Texas.

COMPANY SiEnergy LP, its successors, and its assigns.

CUSTOMER An individual, family, partnership, association, joint venture, corporation, etc., or governmental agency who is receiving gas service or who is receiving the benefit of gas service at a specified point of delivery.

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**RATE SCHEDULE**

<u>SCHEDULE ID</u>	<u>DESCRIPTION</u>
	<p>ENVIRONS The unincorporated areas in Fort Bend County, including, but not limited to, Sienna Plantation, Sienna Point, Sienna North and adjacent properties.</p> <p>RATE SCHEDULE A statement of the method of determining charges for gas service, including the conditions under which such method applies.</p> <p>RESIDENTIAL CUSTOMER Unless otherwise specified in the rate schedule, a customer whose service is separately and individually metered in an individual private dwelling unit or in an individually metered apartment, condominium, or similar dwelling and who uses natural gas primarily for Residential End Uses and occupies the building.</p> <p>RESIDENTIAL END USES Heating, space heating, cooking, water heating, and other similar type uses in a dwelling.</p> <p>MC1</p> <p>Cities for which proposed rates went into effect November 12, 2008 under operation of law: Missouri City ordinance 99-07; City of Fulshear ordinance 2013-1109 effective 06252014, City of Sugar Land ordinance 1856 effective 10102014</p>

**RATE ADJUSTMENT PROVISIONS**

None

**CUSTOMERS**

<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
38086	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Incorporated Mansfield			
38086	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Incorporated Mansfield			
38086	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Incorporated Mansfield			
38086	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Incorporated Mansfield			
38086	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Incorporated Mansfield			

**REASONS FOR FILING**

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO: MANSFIELD ORDINANCE 2042-17

AMENDMENT (EXPLAIN):



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## CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
489	<p>RAILROAD COMMISSION OF TEXAS OIL AND GAS DIVISION GAS UTILITIES DIVISION OIL AND GAS DOCKET GAS UTILITIES DIVISION NO. 20-62,505 DOCKET NO. 489 ORDER RELATING TO THE APPROVAL BY THE COMMISSION OF CURTAILMENT PROGRAMS FOR NATURAL GAS TRANSPORTED AND SOLD WITHIN THE STATE OF TEXAS After due notice the Railroad Commission of Texas on the 30th day of November, 1972, heard testimony and requested written curtailment priorities from representatives of investor owned and municipal gas utilities companies, private industry consumers and others responsible for directing available natural gas supplies to the consumers of natural gas in the State of Texas. WHEREAS, pursuant to the authority granted to the Railroad Commission of Texas in Article 6050 to 6066, inclusive, R.C.S., as amended; and WHEREAS, the Commission has determined the need for a curtailment program to assure effective control of the flow of natural gas to the proper destinations to avoid suffering and hardship of domestic consumers; and WHEREAS, the Commission has determined a need to make natural gas available to all gas consumers on a reasonable but limited basis during times of needed curtailment 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 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 desired level for this time, and, if below, what plans has the company made to restore the balance. C. Peak day and average daily deliverability on an annual basis of its wells, gas plants and underground storage attached to its system. D. Peak day capacity of its system. E. Forecast of additions to reserves for each of the next two succeeding years. F. Location and size of the line pipes, compressor stations, operating maximum line pressures, and a map showing delivery points along the system. G. Disposition of all gas entering its system, with names of all customers other than residential customers and volumes delivered to each during the past calendar year. Identify those customers using 3,000 MCF gas per day, or more, which are under a service contract, and if such contract includes an Interruptible Service clause, and if so, attach a reproduced copy of the relevant provisions of such contract. H. Steps taken in past years, being taken at the present, and to be taken to alleviate curtailments. RULE 2. Until such time as the Commission has specifically approved a utilities curtailment program, the following priorities in descending order shall be observed: A. Deliveries for residences, hospitals, schools, churches and other human needs customers. B. Deliveries of gas to small industrials and regular commercial loads (defined as those customers using less than 3,000 MCF per day) and delivery of gas for use as pilot lights or in accessory or auxiliary equipment essential to avoid serious damage to industrial plants. C.</p>

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Large users of gas for fuel or as a raw material where an alternate cannot be used and operation and plant production would be curtailed or shut down completely when gas is curtailed. D. Large users of gas for boiler fuel or other fuel users where alternate fuels can be used. This category is not to be determined by whether or not a user has actually installed alternate fuel facilities, but whether or not an alternate fuel could be used. E. Interruptible sales made subject to interruption or curtailment 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

<u>POLICY ID</u>	<u>DESCRIPTION</u>
1214	Applicable to the Entire System: The Company has the right to contract with individual customers for the installation of gas facilities. Upon the request of a prospective new customer for service in an area served by SiEnergy, LP. SiEnergy, LP will extend its main lines up to 100 feet from an existing SiEnergy, LP main in the Public Right of Way, without charge. The 100-foot allowance applies to a single customer or to a group of customers requesting service from the same extension. Customers requesting mainline extensions in excess of 100 feet shall bear the actual cost of any additional mainline, the cost of all yard and service lines, and the cost of any appurtenant equipment and other costs necessary to install the extension, including applicable overhead charges. In addition, the Company will charge the applicable tap fee as provided for in Rate M Miscellaneous Service Charges. SiEnergy, LP is not required to extend its mains or facilities if the customer will not use gas for space heating and water heating, or the equivalent load, at a minimum.

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QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
745A	<p>SECTION 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 inciples 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 customersaffected, 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 beavailable 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 iniated 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</p>



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obtain at reproduction cost a copy of the applicable tariffs and service; (II) the customer's right to have his or her meter checked without charge under paragraph (g) 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. It 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.

745B

(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,

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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 subparagraph (ii) of this paragraph, 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 non-utility 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

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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% 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 deliver 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;

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(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 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

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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

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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 operatin 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 informaion 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 tha 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 received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly. (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 mst 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

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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 on the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him. (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% 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.

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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 the 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.



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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
282634	9_M		Rate M MISCELLANEOUS SERVICE CHARGES Application: The service charges listed below are in addition to any other charges under the Company's Tariff for Gas Service and will be applied for the condition described.
282635	9_M.1		Connection Charge During Business Hours: During standard business hours, for each reconnection of gas service where service has been discontinued at the same premises for any reason, for the initial inauguration of service, and for each inauguration of service when the billable party has changed, with the following exceptions: (a)For a builder who uses gas temporarily during construction or for display purposes; (b)Whenever gas service has been temporarily interrupted because of System outage or service work done by Company; or (c)for any reason deemed necessary for Company operations \$47.50
282636	9_M.2		Connection Charge After Business Hours: After standard business hours, for each reconnection of gas service where service has been discontinued at the same premises for any reason, for the initial inauguration of service, and for each inauguration of service when the billable party has changed, with the following exceptions: (a)For a builder who uses gas temporarily during construction or for display purposes; (b)Whenever gas service has been temporarily interrupted because of System outage or service work done by Company; or (c)for any reason deemed necessary for Company operations. \$75.00
282637	9_M.3		Field Read of Meter: A read for change charge when it is necessary for the Company to read the meter at a currently served location because of a change in the billable party. \$37.50
282638	9_M.4		Returned Check Charges: Returned check handling charge for each check returned to Company for any reason \$35.00
282639	9_M.5		Charge for Temporary Discontinuance of Service, Residential: Whenever service has been temporarily disconnected at the request of the customer, this charge plus the appropriate Connection Charge will be made to reestablish such service for that customer at the same address. \$37.50
282640	9_M.6		Charge for Temporary Discontinuance of Service, Nonresidential: Whenever service has been temporarily disconnected at the request of the customer, this charge plus the appropriate Connection Charge will be made to reestablish such service for that customer at



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282641	9_M.7	the same address. \$60.00
282641	9_M.7	<p>Charge for Meter Testing: The Company shall, upon request of a customer, make a test of the accuracy of the meter serving that customer. The Company shall 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 (4) years for the same customer at the same location, the test shall be performed without charge. If such test has been performed for the same customer at the same location within the previous four (4) years, the Company will charge the Meter Testing Fee. The customer must be properly informed of the result of any test on a meter that services him. \$37.50</p>
282642	9_M.8	<p>Charge for Service Calls During Business Hours: A Service Call Charge is made for responding to a service call during standard business hours that is determined to be a customer related problem rather than a Company or Company facilities problem. \$37.50</p>
282643	9_M.9	<p>Charge for Service Calls After Business Hours: A Service Call Charge is made for responding to a service call after standard business hours that is determined to be a customer related problem rather than a Company or Company facilities problem. \$60.00</p>
282644	9_M.10	<p>Tampering Charge: No Company Meters, equipment, or other property, whether on Customer's premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the customer's premises or evidence by whomsoever at customer's premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost plus appropriate charges as may be detailed in the Company's Service Rules and Regulations \$125.00</p>
282645	9_M.11	<p>Credit/Debit Card Payments Charge: Bill payments using credit cards, debit cards, and electronic checks (includes third party transaction fees and administrative costs). Actual Cost</p>
282646	9_M.12	<p>Tap Fees Residential Meter: Fee to provide initial tap into the Company's distribution system for the establishment of service at a Residential location. \$125.00</p>

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282647	9_M.13	Tap Fees Commercial and Public School Meter: Fee to provide initial tap into the Company's distribution system for the establishment of service at a Commercial or Public School location. \$400.00
282648	9_M.14	Pool or Upgraded Meter Installation Charge: Fee to install meter and regulators to support higher or multiple pressure requirements on a residential service line. \$250.00
282649	9_MT	Taxes: In addition to the monthly charges above, each customer's bill will include a charge for an amount equivalent to the customer's proportional part of any governmental levies payable by the Company, exclusive of federal income taxes. From time to time, any tax factor may be adjusted, if required, to account for any over-or under-recovery by the Company and to include an amount equivalent to the proportionate part of any new tax or any other governmental imposition, rental fee, or charge levied, assessed or imposed subsequent to the effective date of this tariff by any governmental authority, including districts, created under the laws of the State of Texas. The Company will also collect sales taxes where applicable. Gross Receipts Taxes and Franchise Fees applicable within municipalities shall only be charged to customers within the incorporated areas.

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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 07/01/2018 ORIGINAL CONTRACT DATE: RECEIVED DATE: 07/10/2018  
 GAS CONSUMED: N AMENDMENT DATE: OPERATOR NO:  
 BILLS RENDERED: Y INACTIVE DATE:

**RATE SCHEDULE**

<u>SCHEDULE ID</u>	<u>DESCRIPTION</u>
RCE-U	<p>Rate RCE-U Rate Case Expenses.                      Applicable to: All Customers located in Unincorporated Areas Travis, Harris, Fort Bend, Waller, or Montgomery counties.</p> <p>Application of Schedule:</p> <p>This Rate Schedule shall apply to all Customers located in unincorporated areas in Travis, Harris, Fort Bend, Waller, or Montgomery counties.</p> <p>Monthly RCE-U Rate:</p> <p>All Ccf during each billing period \$0.0119 per Ccf.</p> <p>This schedule is for the recovery of rate case expenses and shall be in effect beginning on July 1, 2018, for an approximate thirty-six (36) month period or until all approved expenses are collected. SiEnergy will recover \$258,944.09 in actual expenses and up to \$43,674.45 in estimated expenses, not to exceed the total of final actual rate case expenses incurred.</p> <p>The RCE-U will be billed as a separate line item on the Customer`s bill.</p> <p>Taxes and Franchise Fees (Rate Schedule TFF)</p> <p>Subject to all applicable taxes and fees in accordance with the provisions of Rate Schedule TFF Taxes and Franchise Fees.</p> <p>Compliance:</p> <p>SiEnergy shall file a reconciliation report on or before July 15th of each year, commencing in 2019. The Company shall file the report with the Commission addressed to the Director of Oversight and Safety Division and reference Gas Utilities Docket No. 10679. The report shall detail the monthly collections for RCE-U surcharge by customer class and show the outstanding balance. Reports for the Commission should be filed electronically at GUD Compliance at rrc.texas.gov or at the following address:</p> <p>Compliance Filing                      Oversight and Safety Division                      Gas Services Dept.                      Railroad Commission of Texas                      P.O. Drawer 12967                      Austin, TX 78711-2967</p>

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

**PSF**

Rate PSF - Pipeline Safety Fee. Applicable to: All Customers located in Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Application of Schedule:

All Customers located in Travis, Harris, Fort Bend, Waller, or Montgomery counties except state agencies, as defined in Texas Utilities Code, Section 101.003.

Monthly calculation

The Company will charge a surcharge to recover pipeline safety fees assessed by the Commission pursuant to Section 121.211 of the Texas Utilities Code and Commission Rule 16 Texas Administrative Code section 8.201. The charge will be billed as a customer charge once a year. The charge for 2018 was \$0.99, effective April, 2018.

**PGA-STXCTX**

Rate PGA - Purchased Gas Adjustment. Applicable to: All Customers located in Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Application of Schedule: This Rate Schedule shall apply to all SiEnergy Rate Schedules that incorporate this Rate PGA - Purchased Gas Adjustment provision.

Purpose and Intent: This provision is intended to allow collection of the gas purchase costs of SiEnergy, LP, (hereinafter SiEnergy or the Company) in a manner that will lessen monthly fluctuations in the Purchased Gas Adjustment and ensure that actual costs billed to Customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted-for gas. The billing methods set forth herein are intended to be followed to the extent the goals are realized. To the extent billing methods fail to achieve these goals, the methodology shall be revised and a revised tariff filed to reflect such revisions. SiEnergy will make appropriate regulatory filings and obtain regulatory approvals, as required, before making changes to its rates.

Definitions:

PUCHASED GAS VOLUMES - The volumes of gas, expressed in Mcfs, purchased by the Company and received into the Company's distribution systems from all sources, including withdrawals from storage, and excluding gas injected into storage.

PUCHASED GAS COSTS(S) - The total cost of Purchased Gas Volumes, as received into the Company's distribution systems, all as more specifically described herein.

WEIGHTED AVERAGE COST OF GAS - The Purchased Gas Costs divided by the Purchased Gas Volumes, calculated on a monthly basis, and expressed as dollars per Mcf.

BILLED GAS VOLUMES - The volumes of gas billed to Customers, plus volumes of gas billed to third parties following losses or damages, expressed in Mcfs.

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

BILLED GAS REVENUES - The total amount of revenues attributable to billings by SiEnergy for Purchased Gas Costs during a given period, exclusive of any billings for any Reconciliation Adjustment during the same period.

LOST AND UNACCOUNTED-FOR GAS (LUG) - Purchased Gas Volumes minus the sum of Billed Gas Volumes and metered Company used gas.

PURCHASED GAS ADJUSTMENT (PGA) - An Adjustment on each Customer`s monthly bill, expressed in dollars per Ccf, to reflect the Purchase Gas Costs and the Reconciliation Adjustment, all as more specifically described herein.

ANNUAL REVIEW PERIOD - The 12-month period ending June 30 of each year.

ANNUAL REVIEW - An annual review of the Company`s records covering the 12-month period ending June 30 to determine LUG volumes and any imbalances between the Purchased Gas Costs and Billed Gas Revenues existing at the end of the Annual Review Period.

ANNUAL IMBALANCE TOTAL - The total amount determined through the Annual Review to be credited or surcharged to Customers` bills in order to balance Purchased Gas Costs with Billed Gas Revenues.

RECONCILIATION ADJUSTMENT - A credit or surcharge included in the Purchased Gas Adjustment to reflect the pro-rated adjustment in billings for any over or under collections on an annual basis.

Record Keeping: The Company shall keep accurate records of all gas metered in and out of its system, gas purchases, and Company-owned gas injected into and withdrawn from storage, and any adjustments relative to any imbalances. The records shall include date, quantity, and cost details for all gas handled.

Purchased Gas Cost Calculation: The Purchased Gas Cost shall be determined for each month to fairly and accurately reflect the cost to the Company at the points of delivery into the Company`s distribution systems. The determination shall include, but not be limited to, volumetric and demand charges for Purchased Gas Volumes, fees paid to others where such fees are integrally tied to the purchase or transportation of gas purchased by SiEnergy, pipeline transportation charges (both volumetric and demand), and gas storage charges (both volumetric and demand). The Company shall account for gas injected into and withdrawn from storage on a weighted average cost basis. Each Customer bill shall include a Purchased Gas Adjustment reflecting the estimated Weighted Average Cost of Gas for the period covered by the bill, which estimate shall include, as applicable, a pro-rata amount to adjust for previous over or under estimates of the Weighted Average Cost of Gas, plus a Reconciliation Adjustment to account for any Annual Imbalance Total.

Annual Review: For each Annual Review Period, the Company shall determine (i) the amount of any imbalance between the Purchased Gas Costs and Billed Gas Revenues,

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**RATE SCHEDULE**SCHEDULE IDDESCRIPTION

and (ii) the LUG volume for the Annual Review Period. As limited by the LUG volume limitation set forth below, the Annual Imbalance Total shall then be credited or surcharged to the Customers` bills over a twelve-month period commencing each September 1 following the Annual Review Period.

Accrual Imbalance Total- LUG Volume less than five percent of Purchased Gas Volumes or LUG Volume is negative If the Annual Review shows the LUG volume for the Annual Review Period to be less than five percent of the Purchased Gas Volumes, or if the LUG volume is negative (indicating a line gain), the Accrual Imbalance Total shall be the difference between the total Purchased Gas Cost and the total Billed Gas Revenues for the Annual Review Period.

Annual Imbalance Total - LUG Volume is positive and is greater than five percent of Purchased Gas Volumes

If the Annual Review shows the LUG volume for the Annual Review Period to be positive and to be greater than five percent of the Purchased Gas Volumes, the Annual Imbalance Total shall be determined as follows:

The difference between the total Purchased Gas Costs and the total Billed Gas Revenues for the Annual Review Period shall be determined Minus, the Purchased Gas Costs attributable to LUG volumes in excess of 5 percent of the Purchase Gas Volumes, using the Company`s Weighted Average Cost of Purchased Gas for the Review Period.

Reconciliation Adjustment Calculation.

The Annual Imbalance Total (whether positive or negative) shall be credited or surcharged over twelve months in equal total amounts per month. The recovery shall be through a Reconciliation Adjustment included in the Purchased Gas Adjustment. The Reconciliation Adjustment for each month shall be determined as follows:

Each month of the twelve-month reconciliation period, the Reconciliation Adjustment, expressed in Ccfs, shall be calculated by dividing the amount to be credited or surcharged during that month (which amount shall include, as necessary, an amount to collect for any previous over or under estimates of Billed Gas Volumes during the previous month or months in the same reconciliation period), by the estimated Billed Gas Volumes for the month.

At the end of each 12-month period, any remaining balance in the Annual Imbalance Total shall be included in any Annual Imbalance Total to be credited or surcharged during the successor 12 -month period.

Annual Reconciliation Report:

The Company shall file an Annual Reconciliation Report with the Regulatory Authority, which shall include but not necessarily be limited to:

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

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

The Company shall file the Annual Reconciliation Report with the Commission addressed to the Director of Oversight and Safety Division and reference Gas Utilities Docket No. 10679. The Report shall detail the monthly collections for PGA surcharge by customer class and show the accumulative balance.

Reports for the Commission should be filed electronically at GUD Compliance at [rrc.texas.gov](http://rrc.texas.gov) or at the following address:

Compliance Filing  
 Oversight and Safety Division  
 Gas Services Dept.  
 Railroad Commission of Texas  
 P.O. Drawer 12967  
 Austin, TX 78711-2967

Taxes and Franchise Fees (Rate Schedule TFF): Subject to all applicable taxes and fees in accordance with the provisions of Rate Schedule TFF Taxes and Franchise Fees.

**DEF**

Rate Schedule DEF - Definitions - Applicable to: All Customers located in Travis, Harris, Fort Bend, Waller, or Montgomery Counties.

APPLICANT means any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company.

BTU means British thermal unit(s) and will be calculated on a temperature base of sixty degrees Fahrenheit and at the standard pressure base of the applicable service area and on a gross real-dry basis and will not be corrected for real water vapor as obtained by means commonly acceptable to the industry, and MMBtu will mean one million (1,000,000) Btu.

CCF and MCF means for Ccf, one hundred (100) Standard Cubic Feet of Gas, where one Standard Cubic Foot of gas is the amount of gas contained in one (1) cubic foot of

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space at a standard pressure of fourteen and sixty-five hundredths (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, one thousand (1,000) Standard Cubic Feet of Gas.

COMMISSION or THE COMMISSION means the Railroad Commission of Texas.

COMMODITY COST OF GAS means the portion of the cost of gas service recovered by the Company through any Purchased Gas Adjustment Rate Schedule.

COMPANY means SiEnergy, LP, its successors, and its assigns.

CONSUMER means any person or organization receiving gas service from the Company for his or her own appliances or equipment whether or not the gas is billed directly to him or her. (For example, a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

CUSTOMER means any person or organization being billed for gas service whether used by him or her, or by others. Customer also means a Consumer that subscribes to natural gas services provided by SiEnergy.

CONSUMPTION means the volumes consumed by a Customer during a volumetric read period.

EXPEDITED SERVICE means a Customer request for same day or other acceleration of service relative to the Company's standard scheduling process.

GAS or NATURAL GAS means the effluent vapor stream in its natural, gaseous state, including gas-well gas, casing head gas, residue gas resulting from processing both casing head gas and gas-well gas, and all other hydrocarbon and non-hydrocarbon components thereof.

GENERAL GAS SERVICE means all service other than Residential Gas Service and that includes purchase of the Commodity Cost of Gas from the Company. General Gas Service Consumers include commercial Consumers engaged in the sale or furnishing of goods and services; industrial Consumers engaged primarily in processes that change raw or unfinished materials into another form of product; public authorities, including all governmental agencies and authorities; schools whether public or privately held; and, Consumers utilizing gas for any other purpose not otherwise provided for herein.

GENERAL SERVICE CUSTOMER means any person, individual, family, partnership, association, joint venture, corporation, etc., or governmental agency or organization being billed for General Gas Service. A General Service Customer also includes any Consumer that subscribes to natural gas services provided by SiEnergy for purposes of General Gas Service.

MONTH means the period beginning at 9:00 a.m. Central clock time on the first Day



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of each calendar month and ending at 9:00 a.m. Central clock time on the first Day of the next succeeding calendar month.

OVERTIME FEE means the fee charged by the Company to perform work outside its normal business hours or on holidays and includes changes to previously scheduled work that must be performed outside Company`s normal business hours.

RATE SCHEDULE means a statement of the method of determining charges for gas service, including the conditions under which such method applies.

REGULATORY AUTHORITY means the City Council or equivalent municipal governing body of each respective city in the Company`s Service Area, or the Railroad Commission of Texas, as applicable.

RESIDENTIAL GAS SERVICE means gas service used directly for domestic purposes including heating, air conditioning, cooking, water heating, pool water heating and other similar purposes, whether in a single dwelling, in a dwelling unit of a multiple dwelling facility, in a residential apartment unit, in a condominium unit, in a dwelling unit that is operated by a public housing agency acting as an administrator of public housing under the direction of the U.S. Department of Housing and Urban Development, or in other similar individual dwelling units.

RESIDENTIAL CUSTOMER means any person, individual, family, partnership, association, joint venture, corporation, etc., or governmental agency or organization being billed for Residential Gas Service that is individually metered at the point of delivery, whether such service is used by that Customer or by others. A Residential Customer also includes any Consumer that subscribes to natural gas services provided by SiEnergy for purposes of Residential Gas Service.

SERVICE AREA means the area receiving gas utility service provided by the Company under the terms of this Tariff.

SPECIAL RATE SCHEDULE means a rate schedule designed for a specific Customer.

SYSTEM means any group of interconnected pipelines and appurtenances owned or operated by the Company and independent from any other such group of facilities.

TARIFF means every rate schedule, or provision thereof, and all terms, conditions, rules and regulations for furnishing gas service filed with the regulatory authorities or agencies having jurisdiction over the Company or the services provided hereunder.

TEMPORARY means any service that will not be utilized continuously at the same location by the same Customer.

YEAR means a period of three hundred sixty-five (365) consecutive Days, or three hundred sixty-six (366) consecutive Days when such period includes a February 29.

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

WNA

Rate WNA - Weather Normalization Adjustment.

Applicable to:

All Residential Customers located in Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Application of Schedule:

This Rate Schedule shall apply to all residential customers located in incorporated and unincorporated areas of Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Purpose and Intent:

This provision provides for the refund or surcharge to residential Customers of over or undercollections of revenue due to colder or warmer than normal weather as established in the Company's most recent rate case that established the Rate Schedules applicable to the Customers.

Monthly calculation:

In order to reflect weather variances in a timely and accurate manner, the Weather Normalization Adjustment (WNA) shall be calculated separately for each billing cycle and rate schedule. The weather factors, determined in the most recent rate case, identify the value per Ccf of one heating degree day for Residential Customers. During each billing cycle, the applicable Weather Factor is multiplied by the difference between normal and actual heating degree days for the billing period, and by the number of Customers billed to yield the total WNA Ccf Adjustment. The resulting WNA Ccf Adjustment is then multiplied by the current applicable Base Rate per Ccf to determine the total WNA revenue adjustment. The WNA revenue adjustment is then spread to the Customers in the billing cycle on a prorated basis.

The Weather Normalization Adjustment rate for each Cycle shall be based on the following formula:

$$\text{WNA Rate} = (\text{WND} + \text{RC}) / \text{CMV} \text{ and } \text{WND} = ((\text{HDDnormal} - \text{HDDactual}) \times \text{WFarea}) \times \text{VR}.$$

Definitions:

WND - Weather Normalized Dollars to be collected each month as calculated by billing cycle route.

CMV - Current Month Volumes billed for each billing cycle route.

HDDnormal - Monthly Normal heating degree days for each billing cycle route. Monthly Normal heating degree days are defined as the sum of the daily normal

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DESCRIPTION

heating degree days applicable to

each billing cycle route each month. Normal daily HDD are defined as the normal daily HDD used in GUD 10679 to calculate normalized revenue.

HDDactual - Actual heating degree days for each billing cycle route. Monthly actual heating degree days are defined as the sum of the actual daily heating degree days applicable to each billing cycle route each month, as measured at the same weather stations used to calculate comparable HDDnormal.

VR - Volumetric cost of service rate for the applicable customer class.

RC - the monthly WNA Reconciliation Component, by billing cycle route, calculated pursuant to the annual compliance filing.

WFarea Weather Factors by Area - as calculated in GUD 10679 and reflected in the table below:

Weather Factors by Area,

Customer Rate Schedule, and WNA Period:

South Texas - Harris, Fort bend, Waller, Montgomery Counties,  
 5-RSI Residential Incorporated, November May: .236675.  
 South Texas - Harris, Fort bend, Waller, Montgomery Counties  
 5-RSU Residential Unincorporated, November May: .236675.

Central Texas - Travis County  
 5-RSI Residential Incorporated, November May: .175357  
 Central Texas - Travis County, 5-RSU Residential Unincorporated, November May:  
 .175357

Monthly Report:

By the 25th day of the following month, the Company will file with the applicable Regulatory Authority a monthly report showing the current rate adjustments applicable to each rate schedule. Supporting documentation will be made available for review upon request.

Taxes and Franchise Fees (Rate Schedule TFF) Subject to all applicable taxes and fees in accordance with the provisions of Rate Schedule TFF - Taxes and Franchise Fees.

Compliance:

The Company shall file a reconciliation report on or before October 1st of each year. The Company shall file the report with the Commission addressed to the

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DESCRIPTION

Director of Oversight and Safety Division and referencing Gas Utilities Docket No. 10679. The report shall be in Excel and shall show how the company calculated the WNA factor during the preceding winter season. If the report reflects either an over recovery or under recovery of revenues in any rate class, such amount if any, shall be prorated to each billing cycle route based on the volumes of each billing cycle route during the preceding winter season and divided by 7 (the number of months in the WNA season). Reports for the Commission should be filed electronically at GUD Compliance at rrc.texas.gov or at the following address:

Compliance Filing  
 Oversight and Safety Division  
 Gas Services Dept.  
 Railroad Commission of Texas  
 P.O. Drawer 12967  
 Austin, TX 78711-2967

**GSSU**

Rate GSSU - General Service Small, Unincorporated Areas. Applicable to: All General Service Customers whose Annual Usage is 30,000 Ccf or less and who are located in Unincorporated Areas of Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Application of Schedule: This Schedule is applicable to all Customers meeting the definition of General Service Customers under Rate Schedule DEF Definitions (i.e., non-Residential Customers) whose annual usage is 30,000 Ccf or less and who are located in unincorporated areas of Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Monthly Base Rate: Each Customer`s base monthly bill will be calculated using the following Customer and Ccf charges:

Customer Charge All Ccf at \$37.00 per month, plus \$0.5525 per Ccf.

In addition to the base monthly bill calculated using the Monthly Base Rates above, each Customer`s monthly bill shall be increased by amounts pursuant to the following:

Purchased Gas Adjustment (Rate Schedule PGA) Amounts billed for the commodity cost of gas in accordance with the provisions of Rate Schedule PGA - Purchased Gas Adjustment.

Rate Case Expense Recovery (Rate Schedule RCE-U) Amounts billed for the recovery of rate case expenses in accordance with the provisions of Rate Schedule RCE-U - Rate Case Expense.

Taxes and Franchise Fees (Rate Schedule TFF) All applicable taxes and fees in accordance with the provisions of Rate Schedule TFF Taxes and Franchise Fees, including fees pertaining to the Monthly Base Rate bill, PGA charges, WNA charges, RCE-U charges, and any other charge that is subject to taxes and fees described

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

therein.

Other Conditions and Surcharges: Subject in all respects to applicable laws, rules and regulations from time to time in effect. In addition to the monthly charges above, each Customer`s bill will include amounts required to be billed in accordance with any additional applicable rates, riders, surcharges or fees.

**RATE ADJUSTMENT PROVISIONS**

None

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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
38445	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Fort Bend County			
38443	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Travis County			
38444	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Harris County			
38446	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Waller County			
38447	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Montgomery County			
38443	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Travis County			
38444	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Harris County			
38445	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Fort Bend County			
38446	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Waller County			
38447	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Montgomery County			
38443	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Travis County			
38444	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Harris County			
38443	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Travis County			
38444	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Harris County			
38445	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Fort Bend County			
38446	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Waller County			
38447	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Montgomery County			

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**CUSTOMERS**

<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
38443	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Travis County			
38444	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Harris County			
38445	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Fort Bend County			
38446	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Waller County			
38447	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Montgomery County			
38447	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Montgomery County			
38445	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Fort Bend County			
38446	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Waller County			

**REASONS FOR FILING**

NEW?: Y

RRC DOCKET NO: GUD10679

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): BASE RATE INCREASE

**SERVICES**

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

**PREPARER - PERSON FILING**

RRC NO: 177 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: June MIDDLE: LAST NAME: Dively

TITLE: Accountant

ADDRESS LINE 1: PO Box 340279

ADDRESS LINE 2:

CITY: Austin STATE: TX ZIP: 78734 ZIP4:

AREA CODE: 512 PHONE NO: 261-4152 EXTENSION:

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CURTAILMENT PLAN

PLAN ID	DESCRIPTION
489	<p>RAILROAD COMMISSION OF TEXAS OIL AND GAS DIVISION GAS UTILITIES DIVISION OIL AND GAS DOCKET GAS UTILITIES DIVISION NO. 20-62,505 DOCKET NO. 489 ORDER RELATING TO THE APPROVAL BY THE COMMISSION OF CURTAILMENT PROGRAMS FOR NATURAL GAS TRANSPORTED AND SOLD WITHIN THE STATE OF TEXAS After due notice the Railroad Commission of Texas on the 30th day of November, 1972, heard testimony and requested written curtailment priorities from representatives of investor owned and municipal gas utilities companies, private industry consumers and others responsible for directing available natural gas supplies to the consumers of natural gas in the State of Texas. WHEREAS, pursuant to the authority granted to the Railroad Commission of Texas in Article 6050 to 6066, inclusive, R.C.S., as amended; and WHEREAS, the Commission has determined the need for a curtailment program to assure effective control of the flow of natural gas to the proper destinations to avoid suffering and hardship of domestic consumers; and WHEREAS, the Commission has determined a need to make natural gas available to all gas consumers on a reasonable but limited basis during times of needed curtailment 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 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 desired level for this time, and, if below, what plans has the company made to restore the balance. C. Peak day and average daily deliverability on an annual basis of its wells, gas plants and underground storage attached to its system. D. Peak day capacity of its system. E. Forecast of additions to reserves for each of the next two succeeding years. F. Location and size of the line pipes, compressor stations, operating maximum line pressures, and a map showing delivery points along the system. G. Disposition of all gas entering its system, with names of all customers other than residential customers and volumes delivered to each during the past calendar year. Identify those customers using 3,000 MCF gas per day, or more, which are under a service contract, and if such contract includes an Interruptible Service clause, and if so, attach a reproduced copy of the relevant provisions of such contract. H. Steps taken in past years, being taken at the present, and to be taken to alleviate curtailments. RULE 2. Until such time as the Commission has specifically approved a utilities curtailment program, the following priorities in descending order shall be observed: A. Deliveries for residences, hospitals, schools, churches and other human needs customers. B. Deliveries of gas to small industrials and regular commercial loads (defined as those customers using less than 3,000 MCF per day) and delivery of gas for use as pilot lights or in accessory or auxiliary equipment essential to avoid serious damage to industrial plants. C.</p>



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Large users of gas for fuel or as a raw material where an alternate cannot be used and operation and plant production would be curtailed or shut down completely when gas is curtailed. D. Large users of gas for boiler fuel or other fuel users where alternate fuels can be used. This category is not to be determined by whether or not a user has actually installed alternate fuel facilities, but whether or not an alternate fuel could be used. E. Interruptible sales made subject to interruption or curtailment 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

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

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## QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
745A	<p>SECTION 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 inciples 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 customersaffected, 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 beavailable 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 iniated 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</p>

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obtain at reproduction cost a copy of the applicable tariffs and service; (II) the customer's right to have his or her meter checked without charge under paragraph (g) 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. It 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,

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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 subparagraph (ii) of this paragraph, 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 non-utility 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

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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% 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 deliver 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;

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(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 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

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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

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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 operatin 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 informaion 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 tha 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 received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly. (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 mst 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



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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 on the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him. (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% 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.



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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 the 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.

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
282520	M.6		<p>Meter Testing</p> <p>The Company shall, upon request of a Customer, make a test of the accuracy of the meter serving that Customer. The Company shall 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 (4) years for the same Customer at the same location, the test shall be performed without charge. If such test has been performed for the same Customer at the same location within the previous four (4) years, the Company will charge the Meter Testing Fee. The Customer must be properly informed of the result of any test on a meter that services him.</p> <p>\$ 190.00</p>
282521	M.7		<p>Charge for Service Calls During Business Hours</p> <p>A Service Call Charge is made for responding to a service call during standard business hours that is determined to be a Customer related problem rather than a Company or Company facilities problem.</p> <p>\$ 60.00</p>
282514	M-STXCTX		<p>Rate M Miscellaneous Fees and Deposits.</p> <p>Applicable to: All Customers located in Travis Harris, Fort Bend, Waller, or Montgomery counties.</p> <p>Application of Schedule:</p> <p>This Schedule is applicable to all Customers who are located in the incorporated or unincorporated areas of Travis, Harris, Fort Bend, Waller, or Montgomery counties. The fees and deposits listed shall be assessed in addition to any other charges applicable under the Company`s Tariff for Gas Service and will be applied for the conditions and services described. Other services not covered by these standard conditions will be charged on the basis of an estimate for the job or the Company`s actual cost plus appropriate surcharges.</p> <p>Missed Appointments:</p> <p>If a Customer makes an appointment with the Company for the provision of any of the following services, but fails to appear, the applicable fee will be assessed for the missed appointment(s) as well as</p>

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being assessed when the service is ultimately provided.

Taxes and Franchise Fees (Rate Schedule TFF):

Other than with respect to M.18 Customer Deposits, the amounts charged under Rate M are subject to all applicable taxes and fees in accordance with the provisions of Rate Schedule TFF - Taxes and Franchise Fees.

282515 M.1

Connection/Reconnection Charge During Business Hours During standard business hours, 8:00 a.m.-5:00 p.m. Monday through Friday, for each reconnection of gas service where service has been discontinued at the same premises for any reason, for the initial inauguration of service, and for each inauguration of service when the billable party has changed, with the following exceptions:

For a builder who uses gas temporarily during construction or for display purposes;

Whenever gas service has been temporarily interrupted because of System outage or service work done by Company;

or For any reason deemed necessary for Company operations.

\$ 65.00

282516 M.2

Connection/Reconnection Charge After Business Hours After standard business hours, for each reconnection of gas service where service has been discontinued at the same premises for any reason, for the initial inauguration of service, and for each inauguration of service when the billable party has changed, with the following exceptions:

For a builder who uses gas temporarily during construction or for display purposes;

Whenever gas service has been temporarily interrupted because of System outage or service work done by Company;

or For any reason deemed necessary for Company operations.

\$ 97.00

Field Read of Meter

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282517	M.3	Charge to an existing Customer for the Company to read the meter at a currently served location at the request of the existing Customer for any purpose other than connection or reconnection of service by that Customer. For charges to a Customer to initiate or reconnect service, refer to Service Charge M.1 - Connection/Reconnection and Service Charge M.2 - Connection Reconnection After Business Hours.
		\$ 60.00
282518	M.4	Returned Check Charges Returned check handling charge for each check returned to Company for any reason.
		\$ 35.00
282519	M.5	Temporary Discontinuance of Service Whenever service has been temporarily disconnected at the request of the Customer, this charge plus the appropriate Connection Charge will be made to reestablish such service for that Customer at the same address.
		\$ 65.00
282522	M.8	Charge for Service Calls After Business Hours A Service Call Charge is made for responding to a service call after standard business hours that is determined to be a Customer related problem rather than a Company or Company facilities problem.
		\$ 90.00
282523	M.9	Tampering Charge No Company Meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost plus appropriate charges as may be detailed in the Company`s Service Rules and Regulations.
		\$ 125.00
282524	M.10	Credit/Debit Card Payments Charge

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		Bill payments using credit cards, debit cards, and electronic checks (includes Actual Cost third-party transaction fees and administrative costs).
		Actual Cost.
282525	M.11	Pool or Upgraded Meter Installation Charge Fee to install meter and regulators to support higher or multiple pressure requirements on a residential service line.  \$ 280.00
282526	M.12	Expedited Service and Overtime Fee  A Customer`s request for expedited service may be scheduled at any time to fit the Company`s work schedule, and an Expedited Service charge will be collected. The Company will not be obligated to provide Expedited Service when the personnel and resources to do so are not reasonably available. This Fee represents the minimum charge for Expedited Service. For Expedited Service requiring more than one hour to perform, the Fee will represent a rate per hour of time multiplied by the total time required to perform the requested Expedited Service, incremented in 15-minute intervals. This fee will be charged in addition to any other applicable fees.  \$ 95.00
282527	M.13	History Research Fee  A fee will be charged for services related to account history research and-or provision of Customer accounting/billing history documentation.  \$ 30.00
282528	M.14	No Access Fee A fee will be charged to a Customer who, through padlocks, fencing, animals or other means, prevents access to the Company`s meter or other equipment located on the Customer`s premise.  \$ 35.00
282529	M.15	Police Escort Fee A fee will be charged for the Company to access a meter when the Company is required to use law enforcement personnel to escort it into locked sites or sites requiring animal control. The Company will

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282530	M.16	<p>charge the stated amounts or current rate charged by the entity providing the police escort for this service.</p> <p>Actual Cost</p>
282531	M.17	<p>Costs Associated with Certain Stand-By Gas Generators Customers installing stand-by gas generators to provide service in the event of an interruption in electric service in facilities where gas service is not otherwise adequate to operate the stand-by gas generators will reimburse the Company for the actual cost of acquiring and installing the additional and/or upgraded regulator, service line, and meter required to provide gas service for the standby generators. The subsequent gas service provided for the stand-by generators will be billed at the rate applicable for other gas service to the class of Customer making the request.</p> <p>Actual Cost</p> <p>Line Extensions</p> <p>The Company has the right to contract with individual Customers for the installation of gas facilities. Upon the request of a prospective new Customer for service in an area served by SiEnergy, LP, will extend its main lines up to 100 feet from an existing SiEnergy, LP main in the Public Rights of Way, without charge. The 100-foot allowance applies to a single Customer or to a group of Customers requesting service from the same Actual Cost extension. Customers requesting mainline extensions in excess of 100 feet shall bear the actual cost of any additional mainline, the cost of all yard and service lines, and the cost of any appurtenant equipment and other costs necessary to install the extension, including applicable overhead charges. SiEnergy, LP is not required to extend its mains or facilities if the Customer will not use gas for space heating and water heating, or the equivalent load, at a minimum.</p> <p>Actual Cost</p>
282532	M.18	<p>Customer Deposits</p> <p>Minimum deposit - Residential Gas Service: \$ 75.00</p> <p>Minimum deposit -General Gas Service: \$ 250.00</p> <p>Additional deposits may be required in accordance with Rate Schedule QSR Quality of Service Rules.</p>

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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 07/01/2018 ORIGINAL CONTRACT DATE: RECEIVED DATE: 07/10/2018  
 GAS CONSUMED: N AMENDMENT DATE: OPERATOR NO:  
 BILLS RENDERED: Y INACTIVE DATE:

**RATE SCHEDULE**

<u>SCHEDULE ID</u>	<u>DESCRIPTION</u>
RCE-U	<p>Rate RCE-U Rate Case Expenses.                      Applicable to: All Customers located in Unincorporated Areas Travis, Harris, Fort Bend, Waller, or Montgomery counties.</p> <p>Application of Schedule:</p> <p>This Rate Schedule shall apply to all Customers located in unincorporated areas in Travis, Harris, Fort Bend, Waller, or Montgomery counties.</p> <p>Monthly RCE-U Rate:</p> <p>All Ccf during each billing period \$0.0119 per Ccf.</p> <p>This schedule is for the recovery of rate case expenses and shall be in effect beginning on July 1, 2018, for an approximate thirty-six (36) month period or until all approved expenses are collected. SiEnergy will recover \$258,944.09 in actual expenses and up to \$43,674.45 in estimated expenses, not to exceed the total of final actual rate case expenses incurred.</p> <p>The RCE-U will be billed as a separate line item on the Customer`s bill.</p> <p>Taxes and Franchise Fees (Rate Schedule TFF)</p> <p>Subject to all applicable taxes and fees in accordance with the provisions of Rate Schedule TFF Taxes and Franchise Fees.</p> <p>Compliance:</p> <p>SiEnergy shall file a reconciliation report on or before July 15th of each year, commencing in 2019. The Company shall file the report with the Commission addressed to the Director of Oversight and Safety Division and reference Gas Utilities Docket No. 10679. The report shall detail the monthly collections for RCE-U surcharge by customer class and show the outstanding balance. Reports for the Commission should be filed electronically at GUD Compliance at rrc.texas.gov or at the following address:</p> <p>Compliance Filing                      Oversight and Safety Division                      Gas Services Dept.                      Railroad Commission of Texas                      P.O. Drawer 12967                      Austin, TX 78711-2967</p>

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**RATE SCHEDULE**

<u>SCHEDULE ID</u>	<u>DESCRIPTION</u>
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PSF

Rate PSF - Pipeline Safety Fee. Applicable to: All Customers located in Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Application of Schedule:

All Customers located in Travis, Harris, Fort Bend, Waller, or Montgomery counties except state agencies, as defined in Texas Utilities Code, Section 101.003.

Monthly calculation

The Company will charge a surcharge to recover pipeline safety fees assessed by the Commission pursuant to Section 121.211 of the Texas Utilities Code and Commission Rule 16 Texas Administrative Code section 8.201. The charge will be billed as a customer charge once a year. The charge for 2018 was \$0.99, effective April, 2018.

PGA-STXCTX

Rate PGA - Purchased Gas Adjustment. Applicable to: All Customers located in Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Application of Schedule: This Rate Schedule shall apply to all SiEnergy Rate Schedules that incorporate this Rate PGA - Purchased Gas Adjustment provision.

Purpose and Intent: This provision is intended to allow collection of the gas purchase costs of SiEnergy, LP, (hereinafter SiEnergy or the Company) in a manner that will lessen monthly fluctuations in the Purchased Gas Adjustment and ensure that actual costs billed to Customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted-for gas. The billing methods set forth herein are intended to be followed to the extent the goals are realized. To the extent billing methods fail to achieve these goals, the methodology shall be revised and a revised tariff filed to reflect such revisions. SiEnergy will make appropriate regulatory filings and obtain regulatory approvals, as required, before making changes to its rates.

Definitions:

PUCHASED GAS VOLUMES - The volumes of gas, expressed in Mcfs, purchased by the Company and received into the Company's distribution systems from all sources, including withdrawals from storage, and excluding gas injected into storage.

PURCHASED GAS COSTS(S) - The total cost of Purchased Gas Volumes, as received into the Company's distribution systems, all as more specifically described herein.

WEIGHTED AVERAGE COST OF GAS - The Purchased Gas Costs divided by the Purchased Gas Volumes, calculated on a monthly basis, and expressed as dollars per Mcf.

BILLED GAS VOLUMES - The volumes of gas billed to Customers, plus volumes of gas billed to third parties following losses or damages, expressed in Mcfs.



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BILLED GAS REVENUES - The total amount of revenues attributable to billings by SiEnergy for Purchased Gas Costs during a given period, exclusive of any billings for any Reconciliation Adjustment during the same period.

LOST AND UNACCOUNTED-FOR GAS (LUG) - Purchased Gas Volumes minus the sum of Billed Gas Volumes and metered Company used gas.

PURCHASED GAS ADJUSTMENT (PGA) - An Adjustment on each Customer`s monthly bill, expressed in dollars per Ccf, to reflect the Purchase Gas Costs and the Reconciliation Adjustment, all as more specifically described herein.

ANNUAL REVIEW PERIOD - The 12-month period ending June 30 of each year.

ANNUAL REVIEW - An annual review of the Company`s records covering the 12-month period ending June 30 to determine LUG volumes and any imbalances between the Purchased Gas Costs and Billed Gas Revenues existing at the end of the Annual Review Period.

ANNUAL IMBALANCE TOTAL - The total amount determined through the Annual Review to be credited or surcharged to Customers` bills in order to balance Purchased Gas Costs with Billed Gas Revenues.

RECONCILIATION ADJUSTMENT - A credit or surcharge included in the Purchased Gas Adjustment to reflect the pro-rated adjustment in billings for any over or under collections on an annual basis.

Record Keeping: The Company shall keep accurate records of all gas metered in and out of its system, gas purchases, and Company-owned gas injected into and withdrawn from storage, and any adjustments relative to any imbalances. The records shall include date, quantity, and cost details for all gas handled.

Purchased Gas Cost Calculation: The Purchased Gas Cost shall be determined for each month to fairly and accurately reflect the cost to the Company at the points of delivery into the Company`s distribution systems. The determination shall include, but not be limited to, volumetric and demand charges for Purchased Gas Volumes, fees paid to others where such fees are integrally tied to the purchase or transportation of gas purchased by SiEnergy, pipeline transportation charges (both volumetric and demand), and gas storage charges (both volumetric and demand). The Company shall account for gas injected into and withdrawn from storage on a weighted average cost basis. Each Customer bill shall include a Purchased Gas Adjustment reflecting the estimated Weighted Average Cost of Gas for the period covered by the bill, which estimate shall include, as applicable, a pro-rata amount to adjust for previous over or under estimates of the Weighted Average Cost of Gas, plus a Reconciliation Adjustment to account for any Annual Imbalance Total.

Annual Review: For each Annual Review Period, the Company shall determine (i) the amount of any imbalance between the Purchased Gas Costs and Billed Gas Revenues,

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and (ii) the LUG volume for the Annual Review Period. As limited by the LUG volume limitation set forth below, the Annual Imbalance Total shall then be credited or surcharged to the Customers` bills over a twelve-month period commencing each September 1 following the Annual Review Period.

Accrual Imbalance Total- LUG Volume less than five percent of Purchased Gas Volumes or LUG Volume is negative If the Annual Review shows the LUG volume for the Annual Review Period to be less than five percent of the Purchased Gas Volumes, or if the LUG volume is negative (indicating a line gain), the Accrual Imbalance Total shall be the difference between the total Purchased Gas Cost and the total Billed Gas Revenues for the Annual Review Period.

Annual Imbalance Total - LUG Volume is positive and is greater than five percent of Purchased Gas Volumes

If the Annual Review shows the LUG volume for the Annual Review Period to be positive and to be greater than five percent of the Purchased Gas Volumes, the Annual Imbalance Total shall be determined as follows:

The difference between the total Purchased Gas Costs and the total Billed Gas Revenues for the Annual Review Period shall be determined Minus, the Purchased Gas Costs attributable to LUG volumes in excess of 5 percent of the Purchase Gas Volumes, using the Company`s Weighted Average Cost of Purchased Gas for the Review Period.

Reconciliation Adjustment Calculation.

The Annual Imbalance Total (whether positive or negative) shall be credited or surcharged over twelve months in equal total amounts per month. The recovery shall be through a Reconciliation Adjustment included in the Purchased Gas Adjustment. The Reconciliation Adjustment for each month shall be determined as follows:

Each month of the twelve-month reconciliation period, the Reconciliation Adjustment, expressed in Ccfs, shall be calculated by dividing the amount to be credited or surcharged during that month (which amount shall include, as necessary, an amount to collect for any previous over or under estimates of Billed Gas Volumes during the previous month or months in the same reconciliation period), by the estimated Billed Gas Volumes for the month.

At the end of each 12-month period, any remaining balance in the Annual Imbalance Total shall be included in any Annual Imbalance Total to be credited or surcharged during the successor 12 -month period.

Annual Reconciliation Report:

The Company shall file an Annual Reconciliation Report with the Regulatory Authority, which shall include but not necessarily be limited to:

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

The Company shall file the Annual Reconciliation Report with the Commission addressed to the Director of Oversight and Safety Division and reference Gas Utilities Docket No. 10679. The Report shall detail the monthly collections for PGA surcharge by customer class and show the accumulative balance.

Reports for the Commission should be filed electronically at GUD Compliance at rrc.texas.gov or at the following address:

Compliance Filing  
 Oversight and Safety Division  
 Gas Services Dept.  
 Railroad Commission of Texas  
 P.O. Drawer 12967  
 Austin, TX 78711-2967

Taxes and Franchise Fees (Rate Schedule TFF): Subject to all applicable taxes and fees in accordance with the provisions of Rate Schedule TFF Taxes and Franchise Fees.

**DEF**

Rate Schedule DEF - Definitions - Applicable to: All Customers located in Travis, Harris, Fort Bend, Waller, or Montgomery Counties.

APPLICANT means any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company.

BTU means British thermal unit(s) and will be calculated on a temperature base of sixty degrees Fahrenheit and at the standard pressure base of the applicable service area and on a gross real-dry basis and will not be corrected for real water vapor as obtained by means commonly acceptable to the industry, and MMBtu will mean one million (1,000,000) Btu.

CCF and MCF means for Ccf, one hundred (100) Standard Cubic Feet of Gas, where one Standard Cubic Foot of gas is the amount of gas contained in one (1) cubic foot of

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space at a standard pressure of fourteen and sixty-five hundredths (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, one thousand (1,000) Standard Cubic Feet of Gas.

COMMISSION or THE COMMISSION means the Railroad Commission of Texas.

COMMODITY COST OF GAS means the portion of the cost of gas service recovered by the Company through any Purchased Gas Adjustment Rate Schedule.

COMPANY means SiEnergy, LP, its successors, and its assigns.

CONSUMER means any person or organization receiving gas service from the Company for his or her own appliances or equipment whether or not the gas is billed directly to him or her. (For example, a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

CUSTOMER means any person or organization being billed for gas service whether used by him or her, or by others. Customer also means a Consumer that subscribes to natural gas services provided by SiEnergy.

CONSUMPTION means the volumes consumed by a Customer during a volumetric read period.

EXPEDITED SERVICE means a Customer request for same day or other acceleration of service relative to the Company's standard scheduling process.

GAS or NATURAL GAS means the effluent vapor stream in its natural, gaseous state, including gas-well gas, casing head gas, residue gas resulting from processing both casing head gas and gas-well gas, and all other hydrocarbon and non-hydrocarbon components thereof.

GENERAL GAS SERVICE means all service other than Residential Gas Service and that includes purchase of the Commodity Cost of Gas from the Company. General Gas Service Consumers include commercial Consumers engaged in the sale or furnishing of goods and services; industrial Consumers engaged primarily in processes that change raw or unfinished materials into another form of product; public authorities, including all governmental agencies and authorities; schools whether public or privately held; and, Consumers utilizing gas for any other purpose not otherwise provided for herein.

GENERAL SERVICE CUSTOMER means any person, individual, family, partnership, association, joint venture, corporation, etc., or governmental agency or organization being billed for General Gas Service. A General Service Customer also includes any Consumer that subscribes to natural gas services provided by SiEnergy for purposes of General Gas Service.

MONTH means the period beginning at 9:00 a.m. Central clock time on the first Day

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of each calendar month and ending at 9:00 a.m. Central clock time on the first Day of the next succeeding calendar month.

OVERTIME FEE means the fee charged by the Company to perform work outside its normal business hours or on holidays and includes changes to previously scheduled work that must be performed outside Company`s normal business hours.

RATE SCHEDULE means a statement of the method of determining charges for gas service, including the conditions under which such method applies.

REGULATORY AUTHORITY means the City Council or equivalent municipal governing body of each respective city in the Company`s Service Area, or the Railroad Commission of Texas, as applicable.

RESIDENTIAL GAS SERVICE means gas service used directly for domestic purposes including heating, air conditioning, cooking, water heating, pool water heating and other similar purposes, whether in a single dwelling, in a dwelling unit of a multiple dwelling facility, in a residential apartment unit, in a condominium unit, in a dwelling unit that is operated by a public housing agency acting as an administrator of public housing under the direction of the U.S. Department of Housing and Urban Development, or in other similar individual dwelling units.

RESIDENTIAL CUSTOMER means any person, individual, family, partnership, association, joint venture, corporation, etc., or governmental agency or organization being billed for Residential Gas Service that is individually metered at the point of delivery, whether such service is used by that Customer or by others. A Residential Customer also includes any Consumer that subscribes to natural gas services provided by SiEnergy for purposes of Residential Gas Service.

SERVICE AREA means the area receiving gas utility service provided by the Company under the terms of this Tariff.

SPECIAL RATE SCHEDULE means a rate schedule designed for a specific Customer.

SYSTEM means any group of interconnected pipelines and appurtenances owned or operated by the Company and independent from any other such group of facilities.

TARIFF means every rate schedule, or provision thereof, and all terms, conditions, rules and regulations for furnishing gas service filed with the regulatory authorities or agencies having jurisdiction over the Company or the services provided hereunder.

TEMPORARY means any service that will not be utilized continuously at the same location by the same Customer.

YEAR means a period of three hundred sixty-five (365) consecutive Days, or three hundred sixty-six (366) consecutive Days when such period includes a February 29.

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**RATE SCHEDULE**

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DESCRIPTION

RSU

Rate Schedule RSU - Residential Sales, Unincorporated Areas.

Applicable to:

All Residential Customers located in Unincorporated Areas of Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Application of Schedule:

This Schedule is applicable to all Customers meeting the definition of Residential Customers under Rate Schedule DEF - Definitions and who are located in unincorporated areas of Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Monthly Base Rate: Each Customer`s base monthly bill will be calculated using the following Customer and Ccf charges:

Customer Charge All Ccf at \$17.00 per month, plus \$0.4739 per Ccf.

In addition to the base monthly bill calculated using the Monthly Base Rates above, each Customer`s monthly bill shall be increased by amounts pursuant to the following:

Purchased Gas Adjustment (Rate Schedule PGA)

Amounts billed for the commodity cost of gas in accordance with the provisions of Rate Schedule PGA - Purchased Gas Adjustment.

Weather Normalization Adjustment (Rate Schedule WNA)

Amounts billed to eliminate the effect of non-normal weather in accordance with the provisions of Rate Schedule WNA Weather Normalization Adjustment.

Rate Case Expense Recovery (Rate Schedule RCE-U)

Amounts billed for the recovery of rate case expenses in accordance with the provisions of Rate Schedule RCE-U Rate Case Expense.

Taxes and Franchise Fees (Rate Schedule TFF)

All applicable taxes and fees in accordance with the provisions of Rate Schedule TFF Taxes and Franchise Fees, including fees pertaining to the Monthly Base Rate bill, PGA charges, WNA charges, RCE-U charges, and any other charge that is subject to taxes and fees described therein.

Other Conditions and Surcharges:

Subject in all respects to applicable laws, rules and regulations from time to time in effect. In addition to the monthly charges above, each Customer`s bill will include amounts required to be billed in accordance with any additional applicable rates, riders, surcharges or fees.

WNA

Rate WNA - Weather Normalization Adjustment.

Applicable to:

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All Residential Customers located in Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Application of Schedule:

This Rate Schedule shall apply to all residential customers located in incorporated and unincorporated areas of Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Purpose and Intent:

This provision provides for the refund or surcharge to residential Customers of over or undercollections of revenue due to colder or warmer than normal weather as established in the Company's most recent rate case that established the Rate Schedules applicable to the Customers.

Monthly calculation:

In order to reflect weather variances in a timely and accurate manner, the Weather Normalization Adjustment (WNA) shall be calculated separately for each billing cycle and rate schedule. The weather factors, determined in the most recent rate case, identify the value per Ccf of one heating degree day for Residential Customers. During each billing cycle, the applicable Weather Factor is multiplied by the difference between normal and actual heating degree days for the billing period, and by the number of Customers billed to yield the total WNA Ccf Adjustment. The resulting WNA Ccf Adjustment is then multiplied by the current applicable Base Rate per Ccf to determine the total WNA revenue adjustment. The WNA revenue adjustment is then spread to the Customers in the billing cycle on a prorated basis.

The Weather Normalization Adjustment rate for each Cycle shall be based on the following formula:

$$\text{WNA Rate} = (\text{WND} + \text{RC}) / \text{CMV} \text{ and } \text{WND} = ((\text{HDDnormal} - \text{HDDactual}) \times \text{WFarea}) \times \text{VR}.$$

Definitions:

WND - Weather Normalized Dollars to be collected each month as calculated by billing cycle route.

CMV - Current Month Volumes billed for each billing cycle route.

HDDnormal - Monthly Normal heating degree days for each billing cycle route. Monthly Normal heating degree days are defined as the sum of the daily normal heating degree days applicable to

each billing cycle route each month. Normal daily HDD are defined as the normal

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daily HDD used in GUD 10679 to calculate normalized revenue.

HDDactual - Actual heating degree days for each billing cycle route. Monthly actual heating degree days are defined as the sum of the actual daily heating degree days applicable to each billing cycle route each month, as measured at the same weather stations used to calculate comparable HDDnormal.

VR - Volumetric cost of service rate for the applicable customer class.

RC - the monthly WNA Reconciliation Component, by billing cycle route, calculated pursuant to the annual compliance filing.

WFarea Weather Factors by Area - as calculated in GUD 10679 and reflected in the table below:

Weather Factors by Area,

Customer Rate Schedule, and WNA Period:

South Texas - Harris, Fort bend, Waller, Montgomery Counties,  
 5-RSI Residential Incorporated, November May: .236675.  
 South Texas - Harris, Fort bend, Waller, Montgomery Counties  
 5-RSU Residential Unincorporated, November May: .236675.

Central Texas - Travis County  
 5-RSI Residential Incorporated, November May: .175357  
 Central Texas - Travis County, 5-RSU Residential Unincorporated, November May:  
 .175357

Monthly Report:

By the 25th day of the following month, the Company will file with the applicable Regulatory Authority a monthly report showing the current rate adjustments applicable to each rate schedule. Supporting documentation will be made available for review upon request.

Taxes and Franchise Fees (Rate Schedule TFF) Subject to all applicable taxes and fees in accordance with the provisions of Rate Schedule TFF - Taxes and Franchise Fees.

Compliance:

The Company shall file a reconciliation report on or before October 1st of each year. The Company shall file the report with the Commission addressed to the Director of Oversight and Safety Division and referencing Gas Utilities Docket No. 10679. The report shall be in Excel and shall show how the company calculated the WNA factor during the preceding winter season. If the report reflects either an



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over recovery or under recovery of revenues in any rate class, such amount if any, shall be prorated to each billing cycle route based on the volumes of each billing cycle route during the preceding winter season and divided by 7 (the number of months in the WNA season). Reports for the Commission should be filed electronically at GUD Compliance at rrc.texas.gov or at the following address:

Compliance Filing  
 Oversight and Safety Division  
 Gas Services Dept.  
 Railroad Commission of Texas  
 P.O. Drawer 12967  
 Austin, TX 78711-2967

**RATE ADJUSTMENT PROVISIONS**

None

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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
38445	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Fort Bend County			
38443	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Travis County			
38444	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Harris County			
38446	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Waller County			
38447	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Montgomery County			
38443	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Travis County			
38444	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Harris County			
38445	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Fort Bend County			
38446	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Waller County			
38447	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Montgomery County			
38443	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Travis County			
38444	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Harris County			
38445	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Fort Bend County			
38446	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Waller County			
38447	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Montgomery County			
38443	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Travis County			
38444	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Harris County			

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**CUSTOMERS**

<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
38445	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Fort Bend County			
38446	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Waller County			
38447	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Montgomery County			
38443	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Travis County			
38444	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Harris County			
38445	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Fort Bend County			
38446	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Waller County			
38447	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Unincorporated Montgomery County			

**REASONS FOR FILING**

NEW?: Y

RRC DOCKET NO: GUD10679

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): BASE RATE INCREASE

**SERVICES**

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

**PREPARER - PERSON FILING**

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GAS SERVICES DIVISION

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RRC COID: 5393 COMPANY NAME: SIENERGY, LP

TARIFF CODE: DS RRC TARIFF NO: 31162

CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
489	<p>RAILROAD COMMISSION OF TEXAS OIL AND GAS DIVISION GAS UTILITIES DIVISION OIL AND GAS DOCKET GAS UTILITIES DIVISION NO. 20-62,505 DOCKET NO. 489 ORDER RELATING TO THE APPROVAL BY THE COMMISSION OF CURTAILMENT PROGRAMS FOR NATURAL GAS TRANSPORTED AND SOLD WITHIN THE STATE OF TEXAS After due notice the Railroad Commission of Texas on the 30th day of November, 1972, heard testimony and requested written curtailment priorities from representatives of investor owned and municipal gas utilities companies, private industry consumers and others responsible for directing available natural gas supplies to the consumers of natural gas in the State of Texas. WHEREAS, pursuant to the authority granted to the Railroad Commission of Texas in Article 6050 to 6066, inclusive, R.C.S., as amended; and WHEREAS, the Commission has determined the need for a curtailment program to assure effective control of the flow of natural gas to the proper destinations to avoid suffering and hardship of domestic consumers; and WHEREAS, the Commission has determined a need to make natural gas available to all gas consumers on a reasonable but limited basis during times of needed curtailment 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 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 desired level for this time, and, if below, what plans has the company made to restore the balance. C. Peak day and average daily deliverability on an annual basis of its wells, gas plants and underground storage attached to its system. D. Peak day capacity of its system. E. Forecast of additions to reserves for each of the next two succeeding years. F. Location and size of the line pipes, compressor stations, operating maximum line pressures, and a map showing delivery points along the system. G. Disposition of all gas entering its system, with names of all customers other than residential customers and volumes delivered to each during the past calendar year. Identify those customers using 3,000 MCF gas per day, or more, which are under a service contract, and if such contract includes an Interruptible Service clause, and if so, attach a reproduced copy of the relevant provisions of such contract. H. Steps taken in past years, being taken at the present, and to be taken to alleviate curtailments. RULE 2. Until such time as the Commission has specifically approved a utilities curtailment program, the following priorities in descending order shall be observed: A. Deliveries for residences, hospitals, schools, churches and other human needs customers. B. Deliveries of gas to small industrials and regular commercial loads (defined as those customers using less than 3,000 MCF per day) and delivery of gas for use as pilot lights or in accessory or auxiliary equipment essential to avoid serious damage to industrial plants. C.</p>

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Large users of gas for fuel or as a raw material where an alternate cannot be used and operation and plant production would be curtailed or shut down completely when gas is curtailed. D. Large users of gas for boiler fuel or other fuel users where alternate fuels can be used. This category is not to be determined by whether or not a user has actually installed alternate fuel facilities, but whether or not an alternate fuel could be used. E. Interruptible sales made subject to interruption or curtailment 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

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

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## QUALITY OF SERVICE

<u>QUAL_SERVICE ID</u>	<u>DESCRIPTION</u>
745A	<p>SECTION 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 inciples 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 customersaffected, 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 beavailable 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 iniated 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</p>

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obtain at reproduction cost a copy of the applicable tariffs and service; (II) the customer's right to have his or her meter checked without charge under paragraph (g) 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. It 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,

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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 subparagraph (ii) of this paragraph, 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 non-utility 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



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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% 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 deliver 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;

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(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 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

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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

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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 operatin 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 informaion 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 tha 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 received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly. (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 mst 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

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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 on the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him. (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% 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.

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

10/23/2018

<b>RRC COID:</b> 5393	<b>COMPANY NAME:</b> SIENERGY, LP
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<b>TARIFF CODE:</b> DS	<b>RRC TARIFF NO:</b> 31162
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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 the 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.

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
282620	M.6		<p>Meter Testing</p> <p>The Company shall, upon request of a Customer, make a test of the accuracy of the meter serving that Customer. The Company shall 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 (4) years for the same Customer at the same location, the test shall be performed without charge. If such test has been performed for the same Customer at the same location within the previous four (4) years, the Company will charge the Meter Testing Fee. The Customer must be properly informed of the result of any test on a meter that services him.</p> <p>\$ 190.00</p>
282621	M.7		<p>Charge for Service Calls During Business Hours</p> <p>A Service Call Charge is made for responding to a service call during standard business hours that is determined to be a Customer related problem rather than a Company or Company facilities problem.</p> <p>\$ 60.00</p>
282614	M-STXCTX		<p>Rate M Miscellaneous Fees and Deposits.</p> <p>Applicable to: All Customers located in Travis Harris, Fort Bend, Waller, or Montgomery counties.</p> <p>Application of Schedule:</p> <p>This Schedule is applicable to all Customers who are located in the incorporated or unincorporated areas of Travis, Harris, Fort Bend, Waller, or Montgomery counties. The fees and deposits listed shall be assessed in addition to any other charges applicable under the Company`s Tariff for Gas Service and will be applied for the conditions and services described. Other services not covered by these standard conditions will be charged on the basis of an estimate for the job or the Company`s actual cost plus appropriate surcharges.</p> <p>Missed Appointments:</p> <p>If a Customer makes an appointment with the Company for the provision of any of the following services, but fails to appear, the applicable fee will be assessed for the missed appointment(s) as well as</p>

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being assessed when the service is ultimately provided.

Taxes and Franchise Fees (Rate Schedule TFF):

Other than with respect to M.18 Customer Deposits, the amounts charged under Rate M are subject to all applicable taxes and fees in accordance with the provisions of Rate Schedule TFF - Taxes and Franchise Fees.

282615 M.1

Connection/Reconnection Charge During Business Hours  
 During standard business hours, 8:00 a.m.-5:00 p.m. Monday through Friday, for each reconnection of gas service where service has been discontinued at the same premises for any reason, for the initial inauguration of service, and for each inauguration of service when the billable party has changed, with the following exceptions:

For a builder who uses gas temporarily during construction or for display purposes;

Whenever gas service has been temporarily interrupted because of System outage or service work done by Company;

or For any reason deemed necessary for Company operations.

\$ 65.00

282616 M.2

Connection/Reconnection Charge After Business Hours  
 After standard business hours, for each reconnection of gas service where service has been discontinued at the same premises for any reason, for the initial inauguration of service, and for each inauguration of service when the billable party has changed, with the following exceptions:

For a builder who uses gas temporarily during construction or for display purposes;

Whenever gas service has been temporarily interrupted because of System outage or service work done by Company;

or For any reason deemed necessary for Company operations.

\$ 97.00

Field Read of Meter

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282617 M.3 Charge to an existing Customer for the Company to read the meter at a currently served location at the request of the existing Customer for any purpose other than connection or reconnection of service by that Customer. For charges to a Customer to initiate or reconnect service, refer to Service Charge M.1 - Connection/Reconnection and Service Charge M.2 - Connection Reconnection After Business Hours.

\$ 60.00

282618 M.4 Returned Check Charges  
 Returned check handling charge for each check returned to Company for any reason.

\$ 35.00

282619 M.5 Temporary Discontinuance of Service  
 Whenever service has been temporarily disconnected at the request of the Customer, this charge plus the appropriate Connection Charge will be made to reestablish such service for that Customer at the same address.

\$ 65.00

282622 M.8 Charge for Service Calls After Business Hours  
 A Service Call Charge is made for responding to a service call after standard business hours that is determined to be a Customer related problem rather than a Company or Company facilities problem.

\$ 90.00

282623 M.9 Tampering Charge  
 No Company Meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost plus appropriate charges as may be detailed in the Company`s Service Rules and Regulations.

\$ 125.00

282624 M.10 Credit/Debit Card Payments Charge



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		Bill payments using credit cards, debit cards, and electronic checks (includes Actual Cost third-party transaction fees and administrative costs).
		Actual Cost.
282625	M.11	Pool or Upgraded Meter Installation Charge Fee to install meter and regulators to support higher or multiple pressure requirements on a residential service line.  \$ 280.00
282626	M.12	Expedited Service and Overtime Fee  A Customer`s request for expedited service may be scheduled at any time to fit the Company`s work schedule, and an Expedited Service charge will be collected. The Company will not be obligated to provide Expedited Service when the personnel and resources to do so are not reasonably available. This Fee represents the minimum charge for Expedited Service. For Expedited Service requiring more than one hour to perform, the Fee will represent a rate per hour of time multiplied by the total time required to perform the requested Expedited Service, incremented in 15-minute intervals. This fee will be charged in addition to any other applicable fees.  \$ 95.00
282627	M.13	History Research Fee  A fee will be charged for services related to account history research and-or provision of Customer accounting/billing history documentation.  \$ 30.00
282628	M.14	No Access Fee A fee will be charged to a Customer who, through padlocks, fencing, animals or other means, prevents access to the Company`s meter or other equipment located on the Customer`s premise.  \$ 35.00
282629	M.15	Police Escort Fee A fee will be charged for the Company to access a meter when the Company is required to use law enforcement personnel to escort it into locked sites or sites requiring animal control. The Company will

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charge the stated amounts or current rate charged by the entity providing the police escort for this service.

Actual Cost

282630 M.16

Costs Associated with Certain Stand-By Gas Generators Customers installing stand-by gas generators to provide service in the event of an interruption in electric service in facilities where gas service is not otherwise adequate to operate the stand-by gas generators will reimburse the Company for the actual cost of acquiring and installing the additional and/or upgraded regulator, service line, and meter required to provide gas service for the standby generators. The subsequent gas service provided for the stand-by generators will be billed at the rate applicable for other gas service to the class of Customer making the request.

Actual Cost

282631 M.17

Line Extensions

The Company has the right to contract with individual Customers for the installation of gas facilities. Upon the request of a prospective new Customer for service in an area served by SiEnergy, LP, will extend its main lines up to 100 feet from an existing SiEnergy, LP main in the Public Rights of Way, without charge. The 100-foot allowance applies to a single Customer or to a group of Customers requesting service from the same Actual Cost extension. Customers requesting mainline extensions in excess of 100 feet shall bear the actual cost of any additional mainline, the cost of all yard and service lines, and the cost of any appurtenant equipment and other costs necessary to install the extension, including applicable overhead charges. SiEnergy, LP is not required to extend its mains or facilities if the Customer will not use gas for space heating and water heating, or the equivalent load, at a minimum.

Actual Cost

282632 M.18

Customer Deposits

Minimum deposit - Residential Gas Service: \$ 75.00  
Minimum deposit -General Gas Service: \$ 250.00  
Additional deposits may be required in accordance with Rate Schedule QSR Quality of Service Rules.

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TARIFF CODE: DS RRC TARIFF NO: 31174

DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 07/01/2018 ORIGINAL CONTRACT DATE: RECEIVED DATE: 07/16/2018  
 GAS CONSUMED: N AMENDMENT DATE: OPERATOR NO:  
 BILLS RENDERED: Y INACTIVE DATE:

**RATE SCHEDULE**

<u>SCHEDULE ID</u>	<u>DESCRIPTION</u>
WNA	<p>Rate WNA - Weather Normalization Adjustment.</p> <p>Applicable to:                      All Residential Customers located in Travis, Harris, Fort Bend, Waller, or Montgomery counties.</p> <p>Application of Schedule:</p> <p>This Rate Schedule shall apply to all residential customers located in incorporated and unincorporated areas of Travis, Harris, Fort Bend, Waller, or Montgomery counties.</p> <p>Purpose and Intent:</p> <p>This provision provides for the refund or surcharge to residential Customers of over or undercollections of revenue due to colder or warmer than normal weather as established in the Company's most recent rate case that established the Rate Schedules applicable to the Customers.</p> <p>Monthly calculation:</p> <p>In order to reflect weather variances in a timely and accurate manner, the Weather Normalization Adjustment (WNA) shall be calculated separately for each billing cycle and rate schedule. The weather factors, determined in the most recent rate case, identify the value per Ccf of one heating degree day for Residential Customers. During each billing cycle, the applicable Weather Factor is multiplied by the difference between normal and actual heating degree days for the billing period, and by the number of Customers billed to yield the total WNA Ccf Adjustment. The resulting WNA Ccf Adjustment is then multiplied by the current applicable Base Rate per Ccf to determine the total WNA revenue adjustment. The WNA revenue adjustment is then spread to the Customers in the billing cycle on a prorated basis.</p> <p>The Weather Normalization Adjustment rate for each Cycle shall be based on the following formula:</p> <p>WNA Rate = (WND + RC)/CMV and <math>WND = ((HDD_{normal} - HDD_{actual}) \times WF_{area}) \times VR</math>.</p> <p>Definitions:</p> <p>WND - Weather Normalized Dollars to be collected each month as calculated by billing cycle route.</p>

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

CMV - Current Month Volumes billed for each billing cycle route.

HDDnormal - Monthly Normal heating degree days for each billing cycle route. Monthly Normal heating degree days are defined as the sum of the daily normal heating degree days applicable to

each billing cycle route each month. Normal daily HDD are defined as the normal daily HDD used in GUD 10679 to calculate normalized revenue.

HDDactual - Actual heating degree days for each billing cycle route. Monthly actual heating degree days are defined as the sum of the actual daily heating degree days applicable to each billing cycle route each month, as measured at the same weather stations used to calculate comparable HDDnormal.

VR - Volumetric cost of service rate for the applicable customer class.

RC - the monthly WNA Reconciliation Component, by billing cycle route, calculated pursuant to the annual compliance filing.

WFarea Weather Factors by Area - as calculated in GUD 10679 and reflected in the table below:

Weather Factors by Area,

Customer Rate Schedule, and WNA Period:

South Texas - Harris, Fort bend, Waller, Montgomery Counties,  
 5-RSI Residential Incorporated, November May: .236675.

South Texas - Harris, Fort bend, Waller, Montgomery Counties  
 5-RSU Residential Unincorporated, November May: .236675.

Central Texas - Travis County

5-RSI Residential Incorporated, November May: .175357

Central Texas - Travis County, 5-RSU Residential Unincorporated, November May:  
 .175357

Monthly Report:

By the 25th day of the following month, the Company will file with the applicable Regulatory Authority a monthly report showing the current rate adjustments applicable to each rate schedule. Supporting documentation will be made available for review upon request.

Taxes and Franchise Fees (Rate Schedule TFF) Subject to all applicable taxes and fees in accordance with the provisions of Rate Schedule TFF - Taxes and Franchise Fees.

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

Compliance:

The Company shall file a reconciliation report on or before October 1st of each year. The Company shall file the report with the Commission addressed to the Director of Oversight and Safety Division and referencing Gas Utilities Docket No. 10679. The report shall be in Excel and shall show how the company calculated the WNA factor during the preceding winter season. If the report reflects either an over recovery or under recovery of revenues in any rate class, such amount if any, shall be prorated to each billing cycle route based on the volumes of each billing cycle route during the preceding winter season and divided by 7 (the number of months in the WNA season). Reports for the Commission should be filed electronically at GUD Compliance at rrc.texas.gov or at the following address:

Compliance Filing  
 Oversight and Safety Division  
 Gas Services Dept.  
 Railroad Commission of Texas  
 P.O. Drawer 12967  
 Austin, TX 78711-2967

**RCE-I**

Rate RCE-I Rate Case Expenses.  
 Applicable to: All Customers located in Incorporated Areas Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Application of Schedule:  
 This Rate Schedule shall apply to all Customers located in incorporated areas in Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Monthly RCE-I Rate:

All Ccf during each billing period \$0.0119 per Ccf.

This schedule is for the recovery of rate case expenses and shall be in effect beginning on July 1, 2018, for an approximate thirty-six (36) month period or until all approved expenses are collected. SiEnergy will recover \$258,944.09 in actual expenses and up to \$43,674.45 in estimated expenses, not to exceed the total of final actual rate case expenses incurred.

The RCE-I will be billed as a separate line item on the Customer`s bill.

Taxes and Franchise Fees (Rate Schedule TFF)

Subject to all applicable taxes and fees in accordance with the provisions of Rate Schedule TFF Taxes and Franchise Fees.

Compliance:

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

SiEnergy shall file a reconciliation report on or before July 15th of each year, commencing in 2019. The Company shall file the report with the Commission addressed to the Director of Oversight and Safety Division and reference Gas Utilities Docket No. 10679. The report shall detail the monthly collections for RCE-I surcharge by customer class and show the outstanding balance. Reports for the Commission should be filed electronically at GUD Compliance at rrc.texas.gov or at the following address:

Compliance Filing  
 Oversight and Safety Division  
 Gas Services Dept.  
 Railroad Commission of Texas  
 P.O. Drawer 12967  
 Austin, TX 78711-2967

**ORD**

The following City Ordinances adopt the rates approved by the Railroad Commission in GUD 10679: Missouri City - Ordinance O-18-16; Sugar Land - Ordinance 2133; Conroe - Ordinance 2401-18, Fulshear - Ordinance 2018-1278

**DEF**

Rate Schedule DEF - Definitions - Applicable to: All Customers located in Travis, Harris, Fort Bend, Waller, or Montgomery Counties.

APPLICANT means any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company.

BTU means British thermal unit(s) and will be calculated on a temperature base of sixty degrees Fahrenheit and at the standard pressure base of the applicable service area and on a gross real-dry basis and will not be corrected for real water vapor as obtained by means commonly acceptable to the industry, and MMBtu will mean one million (1,000,000) Btu.

CCF and MCF means for Ccf, one hundred (100) Standard Cubic Feet of Gas, where one Standard Cubic Foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen and sixty-five hundredths (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, one thousand (1,000) Standard Cubic Feet of Gas.

COMMISSION or THE COMMISSION means the Railroad Commission of Texas.

COMMODITY COST OF GAS means the portion of the cost of gas service recovered by the Company through any Purchased Gas Adjustment Rate Schedule.

COMPANY means SiEnergy, LP, its successors, and its assigns.

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**RATE SCHEDULE**SCHEDULE IDDESCRIPTION

CONSUMER means any person or organization receiving gas service from the Company for his or her own appliances or equipment whether or not the gas is billed directly to him or her. (For example, a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

CUSTOMER means any person or organization being billed for gas service whether used by him or her, or by others. Customer also means a Consumer that subscribes to natural gas services provided by SiEnergy.

CONSUMPTION means the volumes consumed by a Customer during a volumetric read period.

EXPEDITED SERVICE means a Customer request for same day or other acceleration of service relative to the Company's standard scheduling process.

GAS or NATURAL GAS means the effluent vapor stream in its natural, gaseous state, including gas-well gas, casing head gas, residue gas resulting from processing both casing head gas and gas-well gas, and all other hydrocarbon and non-hydrocarbon components thereof.

GENERAL GAS SERVICE means all service other than Residential Gas Service and that includes purchase of the Commodity Cost of Gas from the Company. General Gas Service Consumers include commercial Consumers engaged in the sale or furnishing of goods and services; industrial Consumers engaged primarily in processes that change raw or unfinished materials into another form of product; public authorities, including all governmental agencies and authorities; schools whether public or privately held; and, Consumers utilizing gas for any other purpose not otherwise provided for herein.

GENERAL SERVICE CUSTOMER means any person, individual, family, partnership, association, joint venture, corporation, etc., or governmental agency or organization being billed for General Gas Service. A General Service Customer also includes any Consumer that subscribes to natural gas services provided by SiEnergy for purposes of General Gas Service.

MONTH means the period beginning at 9:00 a.m. Central clock time on the first Day of each calendar month and ending at 9:00 a.m. Central clock time on the first Day of the next succeeding calendar month.

OVERTIME FEE means the fee charged by the Company to perform work outside its normal business hours or on holidays and includes changes to previously scheduled work that must be performed outside Company's normal business hours.

RATE SCHEDULE means a statement of the method of determining charges for gas service, including the conditions under which such method applies.

REGULATORY AUTHORITY means the City Council or equivalent municipal governing body

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

of each respective city in the Company`s Service Area, or the Railroad Commission of Texas, as applicable.

RESIDENTIAL GAS SERVICE means gas service used directly for domestic purposes including heating, air conditioning, cooking, water heating, pool water heating and other similar purposes, whether in a single dwelling, in a dwelling unit of a multiple dwelling facility, in a residential apartment unit, in a condominium unit, in a dwelling unit that is operated by a public housing agency acting as an administrator of public housing under the direction of the U.S. Department of Housing and Urban Development, or in other similar individual dwelling units.

RESIDENTIAL CUSTOMER means any person, individual, family, partnership, association, joint venture, corporation, etc., or governmental agency or organization being billed for Residential Gas Service that is individually metered at the point of delivery, whether such service is used by that Customer or by others. A Residential Customer also includes any Consumer that subscribes to natural gas services provided by SiEnergy for purposes of Residential Gas Service.

SERVICE AREA means the area receiving gas utility service provided by the Company under the terms of this Tariff.

SPECIAL RATE SCHEDULE means a rate schedule designed for a specific Customer.

SYSTEM means any group of interconnected pipelines and appurtenances owned or operated by the Company and independent from any other such group of facilities.

TARIFF means every rate schedule, or provision thereof, and all terms, conditions, rules and regulations for furnishing gas service filed with the regulatory authorities or agencies having jurisdiction over the Company or the services provided hereunder.

TEMPORARY means any service that will not be utilized continuously at the same location by the same Customer.

YEAR means a period of three hundred sixty-five (365) consecutive Days, or three hundred sixty-six (366) consecutive Days when such period includes a February 29.

**PSF**

Rate PSF - Pipeline Safety Fee. Applicable to: All Customers located in Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Application of Schedule:

All Customers located in Travis, Harris, Fort Bend, Waller, or Montgomery counties except state agencies, as defined in Texas Utilities Code, Section 101.003.

Monthly calculation



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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

The Company will charge a surcharge to recover pipeline safety fees assessed by the Commission pursuant to Section 121.211 of the Texas Utilities Code and Commission Rule 16 Texas Administrative Code section 8.201. The charge will be billed as a customer charge once a year. The charge for 2018 was \$0.99, effective April, 2018.

**PGA-STXCTX**

Rate PGA - Purchased Gas Adjustment. Applicable to: All Customers located in Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Application of Schedule: This Rate Schedule shall apply to all SiEnergy Rate Schedules that incorporate this Rate PGA - Purchased Gas Adjustment provision.

Purpose and Intent: This provision is intended to allow collection of the gas purchase costs of SiEnergy, LP, (hereinafter SiEnergy or the Company) in a manner that will lessen monthly fluctuations in the Purchased Gas Adjustment and ensure that actual costs billed to Customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted-for gas. The billing methods set forth herein are intended to be followed to the extent the goals are realized. To the extent billing methods fail to achieve these goals, the methodology shall be revised and a revised tariff filed to reflect such revisions. SiEnergy will make appropriate regulatory filings and obtain regulatory approvals, as required, before making changes to its rates.

Definitions:

PURCHASED GAS VOLUMES - The volumes of gas, expressed in Mcfs, purchased by the Company and received into the Company's distribution systems from all sources, including withdrawals from storage, and excluding gas injected into storage.

PURCHASED GAS COSTS(S) - The total cost of Purchased Gas Volumes, as received into the Company's distribution systems, all as more specifically described herein.

WEIGHTED AVERAGE COST OF GAS - The Purchased Gas Costs divided by the Purchased Gas Volumes, calculated on a monthly basis, and expressed as dollars per Mcf.

BILLED GAS VOLUMES - The volumes of gas billed to Customers, plus volumes of gas billed to third parties following losses or damages, expressed in Mcfs.

BILLED GAS REVENUES - The total amount of revenues attributable to billings by SiEnergy for Purchased Gas Costs during a given period, exclusive of any billings for any Reconciliation Adjustment during the same period.

LOST AND UNACCOUNTED-FOR GAS (LUG) - Purchased Gas Volumes minus the sum of Billed Gas Volumes and metered Company used gas.

PURCHASED GAS ADJUSTMENT (PGA) - An Adjustment on each Customer's monthly bill, expressed in dollars per Ccf, to reflect the Purchase Gas Costs and the Reconciliation Adjustment, all as more specifically described herein.

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

ANNUAL REVIEW PERIOD - The 12-month period ending June 30 of each year.

ANNUAL REVIEW - An annual review of the Company's records covering the 12-month period ending June 30 to determine LUG volumes and any imbalances between the Purchased Gas Costs and Billed Gas Revenues existing at the end of the Annual Review Period.

ANNUAL IMBALANCE TOTAL - The total amount determined through the Annual Review to be credited or surcharged to Customers' bills in order to balance Purchased Gas Costs with Billed Gas Revenues.

RECONCILIATION ADJUSTMENT - A credit or surcharge included in the Purchased Gas Adjustment to reflect the pro-rated adjustment in billings for any over or under collections on an annual basis.

Record Keeping: The Company shall keep accurate records of all gas metered in and out of its system, gas purchases, and Company-owned gas injected into and withdrawn from storage, and any adjustments relative to any imbalances. The records shall include date, quantity, and cost details for all gas handled.

Purchased Gas Cost Calculation: The Purchased Gas Cost shall be determined for each month to fairly and accurately reflect the cost to the Company at the points of delivery into the Company's distribution systems. The determination shall include, but not be limited to, volumetric and demand charges for Purchased Gas Volumes, fees paid to others where such fees are integrally tied to the purchase or transportation of gas purchased by SiEnergy, pipeline transportation charges (both volumetric and demand), and gas storage charges (both volumetric and demand). The Company shall account for gas injected into and withdrawn from storage on a weighted average cost basis. Each Customer bill shall include a Purchased Gas Adjustment reflecting the estimated Weighted Average Cost of Gas for the period covered by the bill, which estimate shall include, as applicable, a pro-rata amount to adjust for previous over or under estimates of the Weighted Average Cost of Gas, plus a Reconciliation Adjustment to account for any Annual Imbalance Total.

Annual Review: For each Annual Review Period, the Company shall determine (i) the amount of any imbalance between the Purchased Gas Costs and Billed Gas Revenues, and (ii) the LUG volume for the Annual Review Period. As limited by the LUG volume limitation set forth below, the Annual Imbalance Total shall then be credited or surcharged to the Customers' bills over a twelve-month period commencing each September 1 following the Annual Review Period.

Accrual Imbalance Total- LUG Volume less than five percent of Purchased Gas Volumes or LUG Volume is negative If the Annual Review shows the LUG volume for the Annual Review Period to be less than five percent of the Purchased Gas Volumes, or if the LUG volume is negative (indicating a line gain), the Accrual Imbalance Total shall be the difference between the total Purchased Gas Cost and the total Billed Gas Revenues for the Annual Review Period.

## GAS SERVICES DIVISION

## GSD - 1 TARIFF REPORT

RRC COID: 5393 COMPANY NAME: SIENERGY, LP

TARIFF CODE: DS RRC TARIFF NO: 31174

**RATE SCHEDULE**SCHEDULE IDDESCRIPTION

Annual Imbalance Total - LUG Volume is positive and is greater than five percent of Purchased Gas Volumes

If the Annual Review shows the LUG volume for the Annual Review Period to be positive and to be greater than five percent of the Purchased Gas Volumes, the Annual Imbalance Total shall be determined as follows:

The difference between the total Purchased Gas Costs and the total Billed Gas Revenues for the Annual Review Period shall be determined Minus, the Purchased Gas Costs attributable to LUG volumes in excess of 5 percent of the Purchase Gas Volumes, using the Company's Weighted Average Cost of Purchased Gas for the Review Period.

Reconciliation Adjustment Calculation.

The Annual Imbalance Total (whether positive or negative) shall be credited or surcharged over twelve months in equal total amounts per month. The recovery shall be through a Reconciliation Adjustment included in the Purchased Gas Adjustment. The Reconciliation Adjustment for each month shall be determined as follows:

Each month of the twelve-month reconciliation period, the Reconciliation Adjustment, expressed in Ccfs, shall be calculated by dividing the amount to be credited or surcharged during that month (which amount shall include, as necessary, an amount to collect for any previous over or under estimates of Billed Gas Volumes during the previous month or months in the same reconciliation period), by the estimated Billed Gas Volumes for the month.

At the end of each 12-month period, any remaining balance in the Annual Imbalance Total shall be included in any Annual Imbalance Total to be credited or surcharged during the successor 12 -month period.

Annual Reconciliation Report:

The Company shall file an Annual Reconciliation Report with the Regulatory Authority, which shall include but not necessarily be limited to:

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

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**RATE SCHEDULE**

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DESCRIPTION

The Company shall file the Annual Reconciliation Report with the Commission addressed to the Director of Oversight and Safety Division and reference Gas Utilities Docket No. 10679. The Report shall detail the monthly collections for PGA surcharge by customer class and show the accumulative balance.

Reports for the Commission should be filed electronically at GUD Compliance at rrc.texas.gov or at the following address:

Compliance Filing  
 Oversight and Safety Division  
 Gas Services Dept.  
 Railroad Commission of Texas  
 P.O. Drawer 12967  
 Austin, TX 78711-2967

Taxes and Franchise Fees (Rate Schedule TFF): Subject to all applicable taxes and fees in accordance with the provisions of Rate Schedule TFF Taxes and Franchise Fees.

**GSSI**

Rate GSSI - General Service Small, Incorporated Areas. Applicable to: All General Service Customers whose Annual Usage is 30,000 Ccf or less and who are located in Incorporated Areas of Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Application of Schedule: This Schedule is applicable to all Customers meeting the definition of General Service Customers under Rate Schedule DEF Definitions (i.e., non-Residential Customers) whose annual usage is 30,000 Ccf or less and who are located in incorporated areas of Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Monthly Base Rate: Each Customer`s base monthly bill will be calculated using the following Customer and Ccf charges: Customer Charge All Ccf at \$37.00 per month, plus \$0.5525 per Ccf. In addition to the base monthly bill calculated using the Monthly Base Rates above, each Customer`s monthly bill shall be increased by amounts pursuant to the following:

Purchased Gas Adjustment (Rate Schedule PGA) Amounts billed for the commodity cost of gas in accordance with the provisions of Rate Schedule PGA - Purchased Gas Adjustment.

Rate Case Expense Recovery (Rate Schedule RCE-I) Amounts billed for the recovery of rate case expenses in accordance with the provisions of Rate Schedule RCE-I - Rate Case Expense.

Taxes and Franchise Fees (Rate Schedule TFF) All applicable taxes and fees in accordance with the provisions of Rate Schedule TFF Taxes and Franchise Fees, including fees pertaining to the Monthly Base Rate bill, PGA charges, WNA charges, RCE-I charges, and any other charge that is subject to taxes and fees described therein.

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**RATE SCHEDULE**

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DESCRIPTION

Other Conditions and Surcharges: Subject in all respects to applicable laws, rules and regulations from time to time in effect. In addition to the monthly charges above, each Customer`s bill will include amounts required to be billed in accordance with any additional applicable rates, riders, surcharges or fees.

**RATE ADJUSTMENT PROVISIONS**

None

RAILROAD COMMISSION OF TEXAS  
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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
35362	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Fulshear Inc			
36835	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Conroe Inc			
8823	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Missouri City Inc			
8823	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Missouri City Inc			
35362	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Fulshear Inc			
36835	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Conroe Inc			
8823	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Missouri City Inc			
35362	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Fulshear Inc			
36835	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Conroe Inc			
8823	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Missouri City Inc			
30813	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Sugar Land Inc			
30813	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Sugar Land Inc			
30813	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Sugar Land Inc			
30813	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Sugar Land Inc			
35362	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Fulshear Inc			
36835	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Conroe Inc			
8823	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Missouri City Inc			

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**CUSTOMERS**

<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
30813	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Sugar Land Inc			
35362	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Fulshear Inc			
36835	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Conroe Inc			

**REASONS FOR FILING**

**NEW?: Y**

**RRC DOCKET NO:**

**CITY ORDINANCE NO:** Various - See List of Ordinances - TAR ORD

**AMENDMENT (EXPLAIN):**

**OTHER (EXPLAIN):** APPROVE GUD 10679 BASE RATE INCREASE SETTLEMENT

**SERVICES**

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

**PREPARER - PERSON FILING**

**RRC NO:** 177                      **ACTIVE FLAG:** Y                      **INACTIVE DATE:**

**FIRST NAME:** June                      **MIDDLE:**                      **LAST NAME:** Dively

**TITLE:** Accountant

**ADDRESS LINE 1:** PO Box 340279

**ADDRESS LINE 2:**

**CITY:** Austin                      **STATE:** TX                      **ZIP:** 78734                      **ZIP4:**

**AREA CODE:** 512                      **PHONE NO:** 261-4152                      **EXTENSION:**

## GAS SERVICES DIVISION

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## CURTAILMENT PLAN

PLAN ID	DESCRIPTION
489	<p>RAILROAD COMMISSION OF TEXAS OIL AND GAS DIVISION GAS UTILITIES DIVISION OIL AND GAS DOCKET GAS UTILITIES DIVISION NO. 20-62,505 DOCKET NO. 489 ORDER RELATING TO THE APPROVAL BY THE COMMISSION OF CURTAILMENT PROGRAMS FOR NATURAL GAS TRANSPORTED AND SOLD WITHIN THE STATE OF TEXAS After due notice the Railroad Commission of Texas on the 30th day of November, 1972, heard testimony and requested written curtailment priorities from representatives of investor owned and municipal gas utilities companies, private industry consumers and others responsible for directing available natural gas supplies to the consumers of natural gas in the State of Texas. WHEREAS, pursuant to the authority granted to the Railroad Commission of Texas in Article 6050 to 6066, inclusive, R.C.S., as amended; and WHEREAS, the Commission has determined the need for a curtailment program to assure effective control of the flow of natural gas to the proper destinations to avoid suffering and hardship of domestic consumers; and WHEREAS, the Commission has determined a need to make natural gas available to all gas consumers on a reasonable but limited basis during times of needed curtailment 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 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 desired level for this time, and, if below, what plans has the company made to restore the balance. C. Peak day and average daily deliverability on an annual basis of its wells, gas plants and underground storage attached to its system. D. Peak day capacity of its system. E. Forecast of additions to reserves for each of the next two succeeding years. F. Location and size of the line pipes, compressor stations, operating maximum line pressures, and a map showing delivery points along the system. G. Disposition of all gas entering its system, with names of all customers other than residential customers and volumes delivered to each during the past calendar year. Identify those customers using 3,000 MCF gas per day, or more, which are under a service contract, and if such contract includes an Interruptible Service clause, and if so, attach a reproduced copy of the relevant provisions of such contract. H. Steps taken in past years, being taken at the present, and to be taken to alleviate curtailments. RULE 2. Until such time as the Commission has specifically approved a utilities curtailment program, the following priorities in descending order shall be observed: A. Deliveries for residences, hospitals, schools, churches and other human needs customers. B. Deliveries of gas to small industrials and regular commercial loads (defined as those customers using less than 3,000 MCF per day) and delivery of gas for use as pilot lights or in accessory or auxiliary equipment essential to avoid serious damage to industrial plants. C.</p>



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Large users of gas for fuel or as a raw material where an alternate cannot be used and operation and plant production would be curtailed or shut down completely when gas is curtailed. D. Large users of gas for boiler fuel or other fuel users where alternate fuels can be used. This category is not to be determined by whether or not a user has actually installed alternate fuel facilities, but whether or not an alternate fuel could be used. E. Interruptible sales made subject to interruption or curtailment 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**

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

## GAS SERVICES DIVISION

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## QUALITY OF SERVICE

QUAL_SERVICE_ID	DESCRIPTION
745A	<p>SECTION 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 inciples 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 customersaffected, 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 beavailable 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 iniated 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</p>

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obtain at reproduction cost a copy of the applicable tariffs and service; (II) the customer's right to have his or her meter checked without charge under paragraph (g) 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. It 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.

745B (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,

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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 subparagraph (ii) of this paragraph, 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 non-utility 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

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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% 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 deliver 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;

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(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 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

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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

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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 operatin 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 informaion 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 tha 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 received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly. (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 mst 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



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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 on the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him. (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% 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.



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10/23/2018

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<b>TARIFF CODE:</b> DS	<b>RRC TARIFF NO:</b> 31174
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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 the 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.

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
282949	M.6		<p>Meter Testing</p> <p>The Company shall, upon request of a Customer, make a test of the accuracy of the meter serving that Customer. The Company shall 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 (4) years for the same Customer at the same location, the test shall be performed without charge. If such test has been performed for the same Customer at the same location within the previous four (4) years, the Company will charge the Meter Testing Fee. The Customer must be properly informed of the result of any test on a meter that services him.</p> <p>\$ 190.00</p>
282950	M.7		<p>Charge for Service Calls During Business Hours</p> <p>A Service Call Charge is made for responding to a service call during standard business hours that is determined to be a Customer related problem rather than a Company or Company facilities problem.</p> <p>\$ 60.00</p>
282943	M-STXCTX		<p>Rate M Miscellaneous Fees and Deposits.</p> <p>Applicable to: All Customers located in Travis Harris, Fort Bend, Waller, or Montgomery counties.</p> <p>Application of Schedule:</p> <p>This Schedule is applicable to all Customers who are located in the incorporated or unincorporated areas of Travis, Harris, Fort Bend, Waller, or Montgomery counties. The fees and deposits listed shall be assessed in addition to any other charges applicable under the Company`s Tariff for Gas Service and will be applied for the conditions and services described. Other services not covered by these standard conditions will be charged on the basis of an estimate for the job or the Company`s actual cost plus appropriate surcharges.</p> <p>Missed Appointments:</p> <p>If a Customer makes an appointment with the Company for the provision of any of the following services, but fails to appear, the applicable fee will be assessed for the missed appointment(s) as well as</p>

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being assessed when the service is ultimately provided.

Taxes and Franchise Fees (Rate Schedule TFF):

Other than with respect to M.18 Customer Deposits, the amounts charged under Rate M are subject to all applicable taxes and fees in accordance with the provisions of Rate Schedule TFF - Taxes and Franchise Fees.

282944 M.1

Connection/Reconnection Charge During Business Hours  
 During standard business hours, 8:00 a.m.-5:00 p.m. Monday through Friday, for each reconnection of gas service where service has been discontinued at the same premises for any reason, for the initial inauguration of service, and for each inauguration of service when the billable party has changed, with the following exceptions:

For a builder who uses gas temporarily during construction or for display purposes;

Whenever gas service has been temporarily interrupted because of System outage or service work done by Company;

or For any reason deemed necessary for Company operations.

\$ 65.00

282945 M.2

Connection/Reconnection Charge After Business Hours  
 After standard business hours, for each reconnection of gas service where service has been discontinued at the same premises for any reason, for the initial inauguration of service, and for each inauguration of service when the billable party has changed, with the following exceptions:

For a builder who uses gas temporarily during construction or for display purposes;

Whenever gas service has been temporarily interrupted because of System outage or service work done by Company;

or For any reason deemed necessary for Company operations.

\$ 97.00

Field Read of Meter

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282946	M.3	Charge to an existing Customer for the Company to read the meter at a currently served location at the request of the existing Customer for any purpose other than connection or reconnection of service by that Customer. For charges to a Customer to initiate or reconnect service, refer to Service Charge M.1 - Connection/Reconnection and Service Charge M.2 - Connection Reconnection After Business Hours.
		\$ 60.00
282947	M.4	Returned Check Charges Returned check handling charge for each check returned to Company for any reason.
		\$ 35.00
282948	M.5	Temporary Discontinuance of Service Whenever service has been temporarily disconnected at the request of the Customer, this charge plus the appropriate Connection Charge will be made to reestablish such service for that Customer at the same address.
		\$ 65.00
282951	M.8	Charge for Service Calls After Business Hours A Service Call Charge is made for responding to a service call after standard business hours that is determined to be a Customer related problem rather than a Company or Company facilities problem.
		\$ 90.00
282952	M.9	Tampering Charge No Company Meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost plus appropriate charges as may be detailed in the Company`s Service Rules and Regulations.
		\$ 125.00
282953	M.10	Credit/Debit Card Payments Charge

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		Bill payments using credit cards, debit cards, and electronic checks (includes Actual Cost third-party transaction fees and administrative costs).
		Actual Cost.
282954	M.11	Pool or Upgraded Meter Installation Charge Fee to install meter and regulators to support higher or multiple pressure requirements on a residential service line.  \$ 280.00
282955	M.12	Expedited Service and Overtime Fee  A Customer`s request for expedited service may be scheduled at any time to fit the Company`s work schedule, and an Expedited Service charge will be collected. The Company will not be obligated to provide Expedited Service when the personnel and resources to do so are not reasonably available. This Fee represents the minimum charge for Expedited Service. For Expedited Service requiring more than one hour to perform, the Fee will represent a rate per hour of time multiplied by the total time required to perform the requested Expedited Service, incremented in 15-minute intervals. This fee will be charged in addition to any other applicable fees.  \$ 95.00
282956	M.13	History Research Fee  A fee will be charged for services related to account history research and-or provision of Customer accounting/billing history documentation.  \$ 30.00
282957	M.14	No Access Fee A fee will be charged to a Customer who, through padlocks, fencing, animals or other means, prevents access to the Company`s meter or other equipment located on the Customer`s premise.  \$ 35.00
282958	M.15	Police Escort Fee A fee will be charged for the Company to access a meter when the Company is required to use law enforcement personnel to escort it into locked sites or sites requiring animal control. The Company will

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charge the stated amounts or current rate charged by the entity providing the police escort for this service.

Actual Cost

282959 M.16

Costs Associated with Certain Stand-By Gas Generators Customers installing stand-by gas generators to provide service in the event of an interruption in electric service in facilities where gas service is not otherwise adequate to operate the stand-by gas generators will reimburse the Company for the actual cost of acquiring and installing the additional and/or upgraded regulator, service line, and meter required to provide gas service for the standby generators. The subsequent gas service provided for the stand-by generators will be billed at the rate applicable for other gas service to the class of Customer making the request.

Actual Cost

282960 M.17

Line Extensions  
The Company has the right to contract with individual Customers for the installation of gas facilities. Upon the request of a prospective new Customer for service in an area served by SiEnergy, LP, will extend its main lines up to 100 feet from an existing SiEnergy, LP main in the Public Rights of Way, without charge. The 100-foot allowance applies to a single Customer or to a group of Customers requesting service from the same Actual Cost extension. Customers requesting mainline extensions in excess of 100 feet shall bear the actual cost of any additional mainline, the cost of all yard and service lines, and the cost of any appurtenant equipment and other costs necessary to install the extension, including applicable overhead charges. SiEnergy, LP is not required to extend its mains or facilities if the Customer will not use gas for space heating and water heating, or the equivalent load, at a minimum.

Actual Cost

282961 M.18

Customer Deposits  
Minimum deposit - Residential Gas Service: \$ 75.00  
Minimum deposit -General Gas Service: \$ 250.00  
Additional deposits may be required in accordance with Rate Schedule QSR Quality of Service Rules.

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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 07/01/2018 ORIGINAL CONTRACT DATE: RECEIVED DATE: 07/16/2018  
 GAS CONSUMED: N AMENDMENT DATE: OPERATOR NO:  
 BILLS RENDERED: Y INACTIVE DATE:

**RATE SCHEDULE**

<u>SCHEDULE ID</u>	<u>DESCRIPTION</u>
WNA	<p>Rate WNA - Weather Normalization Adjustment.</p> <p>Applicable to:                      All Residential Customers located in Travis, Harris, Fort Bend, Waller, or Montgomery counties.</p> <p>Application of Schedule:</p> <p>This Rate Schedule shall apply to all residential customers located in incorporated and unincorporated areas of Travis, Harris, Fort Bend, Waller, or Montgomery counties.</p> <p>Purpose and Intent:</p> <p>This provision provides for the refund or surcharge to residential Customers of over or undercollections of revenue due to colder or warmer than normal weather as established in the Company's most recent rate case that established the Rate Schedules applicable to the Customers.</p> <p>Monthly calculation:</p> <p>In order to reflect weather variances in a timely and accurate manner, the Weather Normalization Adjustment (WNA) shall be calculated separately for each billing cycle and rate schedule. The weather factors, determined in the most recent rate case, identify the value per Ccf of one heating degree day for Residential Customers. During each billing cycle, the applicable Weather Factor is multiplied by the difference between normal and actual heating degree days for the billing period, and by the number of Customers billed to yield the total WNA Ccf Adjustment. The resulting WNA Ccf Adjustment is then multiplied by the current applicable Base Rate per Ccf to determine the total WNA revenue adjustment. The WNA revenue adjustment is then spread to the Customers in the billing cycle on a prorated basis.</p> <p>The Weather Normalization Adjustment rate for each Cycle shall be based on the following formula:</p> <p>WNA Rate = (WND + RC)/CMV and <math>WND = ((HDD_{normal} - HDD_{actual}) \times WF_{area}) \times VR</math>.</p> <p>Definitions:</p> <p>WND - Weather Normalized Dollars to be collected each month as calculated by billing cycle route.</p>

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

CMV - Current Month Volumes billed for each billing cycle route.

HDDnormal - Monthly Normal heating degree days for each billing cycle route. Monthly Normal heating degree days are defined as the sum of the daily normal heating degree days applicable to

each billing cycle route each month. Normal daily HDD are defined as the normal daily HDD used in GUD 10679 to calculate normalized revenue.

HDDactual - Actual heating degree days for each billing cycle route. Monthly actual heating degree days are defined as the sum of the actual daily heating degree days applicable to each billing cycle route each month, as measured at the same weather stations used to calculate comparable HDDnormal.

VR - Volumetric cost of service rate for the applicable customer class.

RC - the monthly WNA Reconciliation Component, by billing cycle route, calculated pursuant to the annual compliance filing.

WFarea Weather Factors by Area - as calculated in GUD 10679 and reflected in the table below:

Weather Factors by Area,

Customer Rate Schedule, and WNA Period:

South Texas - Harris, Fort bend, Waller, Montgomery Counties,  
 5-RSI Residential Incorporated, November May: .236675.

South Texas - Harris, Fort bend, Waller, Montgomery Counties  
 5-RSU Residential Unincorporated, November May: .236675.

Central Texas - Travis County

5-RSI Residential Incorporated, November May: .175357

Central Texas - Travis County, 5-RSU Residential Unincorporated, November May:  
 .175357

Monthly Report:

By the 25th day of the following month, the Company will file with the applicable Regulatory Authority a monthly report showing the current rate adjustments applicable to each rate schedule. Supporting documentation will be made available for review upon request.

Taxes and Franchise Fees (Rate Schedule TFF) Subject to all applicable taxes and fees in accordance with the provisions of Rate Schedule TFF - Taxes and Franchise Fees.



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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

Compliance:

The Company shall file a reconciliation report on or before October 1st of each year. The Company shall file the report with the Commission addressed to the Director of Oversight and Safety Division and referencing Gas Utilities Docket No. 10679. The report shall be in Excel and shall show how the company calculated the WNA factor during the preceding winter season. If the report reflects either an over recovery or under recovery of revenues in any rate class, such amount if any, shall be prorated to each billing cycle route based on the volumes of each billing cycle route during the preceding winter season and divided by 7 (the number of months in the WNA season). Reports for the Commission should be filed electronically at GUD Compliance at [rrc.texas.gov](http://rrc.texas.gov) or at the following address:

Compliance Filing  
 Oversight and Safety Division  
 Gas Services Dept.  
 Railroad Commission of Texas  
 P.O. Drawer 12967  
 Austin, TX 78711-2967

**RCE-I**

Rate RCE-I Rate Case Expenses.  
 Applicable to: All Customers located in Incorporated Areas Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Application of Schedule:  
 This Rate Schedule shall apply to all Customers located in incorporated areas in Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Monthly RCE-I Rate:

All Ccf during each billing period \$0.0119 per Ccf.

This schedule is for the recovery of rate case expenses and shall be in effect beginning on July 1, 2018, for an approximate thirty-six (36) month period or until all approved expenses are collected. SiEnergy will recover \$258,944.09 in actual expenses and up to \$43,674.45 in estimated expenses, not to exceed the total of final actual rate case expenses incurred.

The RCE-I will be billed as a separate line item on the Customer's bill.

Taxes and Franchise Fees (Rate Schedule TFF)

Subject to all applicable taxes and fees in accordance with the provisions of Rate Schedule TFF Taxes and Franchise Fees.

Compliance:

GAS SERVICES DIVISION  
 GSD - 1 TARIFF REPORT

RRC COID: 5393 COMPANY NAME: SIENERGY, LP

TARIFF CODE: DS RRC TARIFF NO: 31175

**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

SiEnergy shall file a reconciliation report on or before July 15th of each year, commencing in 2019. The Company shall file the report with the Commission addressed to the Director of Oversight and Safety Division and reference Gas Utilities Docket No. 10679. The report shall detail the monthly collections for RCE-I surcharge by customer class and show the outstanding balance. Reports for the Commission should be filed electronically at GUD Compliance at rrc.texas.gov or at the following address:

Compliance Filing  
 Oversight and Safety Division  
 Gas Services Dept.  
 Railroad Commission of Texas  
 P.O. Drawer 12967  
 Austin, TX 78711-2967

**PSF**

Rate PSF - Pipeline Safety Fee. Applicable to: All Customers located in Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Application of Schedule:

All Customers located in Travis, Harris, Fort Bend, Waller, or Montgomery counties except state agencies, as defined in Texas Utilities Code, Section 101.003.

Monthly calculation

The Company will charge a surcharge to recover pipeline safety fees assessed by the Commission pursuant to Section 121.211 of the Texas Utilities Code and Commission Rule 16 Texas Administrative Code section 8.201. The charge will be billed as a customer charge once a year. The charge for 2018 was \$0.99, effective April, 2018.

**PGA-STXCTX**

Rate PGA - Purchased Gas Adjustment. Applicable to: All Customers located in Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Application of Schedule: This Rate Schedule shall apply to all SiEnergy Rate Schedules that incorporate this Rate PGA - Purchased Gas Adjustment provision.

Purpose and Intent: This provision is intended to allow collection of the gas purchase costs of SiEnergy, LP, (hereinafter SiEnergy or the Company) in a manner that will lessen monthly fluctuations in the Purchased Gas Adjustment and ensure that actual costs billed to Customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted-for gas. The billing methods set forth herein are intended to be followed to the extent the goals are realized. To the extent billing methods fail to achieve these goals, the methodology shall be revised and a revised tariff filed to reflect such revisions. SiEnergy will make appropriate regulatory filings and obtain regulatory approvals,

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as required, before making changes to its rates.

Definitions:

PURCHASED GAS VOLUMES - The volumes of gas, expressed in Mcfs, purchased by the Company and received into the Company`s distribution systems from all sources, including withdrawals from storage, and excluding gas injected into storage.

PURCHASED GAS COSTS(S) - The total cost of Purchased Gas Volumes, as received into the Company`s distribution systems, all as more specifically described herein.

WEIGHTED AVERAGE COST OF GAS - The Purchased Gas Costs divided by the Purchased Gas Volumes, calculated on a monthly basis, and expressed as dollars per Mcf.

BILLED GAS VOLUMES - The volumes of gas billed to Customers, plus volumes of gas billed to third parties following losses or damages, expressed in Mcfs.

BILLED GAS REVENUES - The total amount of revenues attributable to billings by SiEnergy for Purchased Gas Costs during a given period, exclusive of any billings for any Reconciliation Adjustment during the same period.

LOST AND UNACCOUNTED-FOR GAS (LUG) - Purchased Gas Volumes minus the sum of Billed Gas Volumes and metered Company used gas.

PURCHASED GAS ADJUSTMENT (PGA) - An Adjustment on each Customer`s monthly bill, expressed in dollars per Ccf, to reflect the Purchase Gas Costs and the Reconciliation Adjustment, all as more specifically described herein.

ANNUAL REVIEW PERIOD - The 12-month period ending June 30 of each year.

ANNUAL REVIEW - An annual review of the Company`s records covering the 12-month period ending June 30 to determine LUG volumes and any imbalances between the Purchased Gas Costs and Billed Gas Revenues existing at the end of the Annual Review Period.

ANNUAL IMBALANCE TOTAL - The total amount determined through the Annual Review to be credited or surcharged to Customers` bills in order to balance Purchased Gas Costs with Billed Gas Revenues.

RECONCILIATION ADJUSTMENT - A credit or surcharge included in the Purchased Gas Adjustment to reflect the pro-rated adjustment in billings for any over or under collections on an annual basis.

Record Keeping: The Company shall keep accurate records of all gas metered in and out of its system, gas purchases, and Company-owned gas injected into and withdrawn from storage, and any adjustments relative to any imbalances. The records shall include date, quantity, and cost details for all gas handled.

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Purchased Gas Cost Calculation: The Purchased Gas Cost shall be determined for each month to fairly and accurately reflect the cost to the Company at the points of delivery into the Company's distribution systems. The determination shall include, but not be limited to, volumetric and demand charges for Purchased Gas Volumes, fees paid to others where such fees are integrally tied to the purchase or transportation of gas purchased by SiEnergy, pipeline transportation charges (both volumetric and demand), and gas storage charges (both volumetric and demand). The Company shall account for gas injected into and withdrawn from storage on a weighted average cost basis. Each Customer bill shall include a Purchased Gas Adjustment reflecting the estimated Weighted Average Cost of Gas for the period covered by the bill, which estimate shall include, as applicable, a pro-rata amount to adjust for previous over or under estimates of the Weighted Average Cost of Gas, plus a Reconciliation Adjustment to account for any Annual Imbalance Total.

Annual Review: For each Annual Review Period, the Company shall determine (i) the amount of any imbalance between the Purchased Gas Costs and Billed Gas Revenues, and (ii) the LUG volume for the Annual Review Period. As limited by the LUG volume limitation set forth below, the Annual Imbalance Total shall then be credited or surcharged to the Customers' bills over a twelve-month period commencing each September 1 following the Annual Review Period.

Accrual Imbalance Total- LUG Volume less than five percent of Purchased Gas Volumes or LUG Volume is negative If the Annual Review shows the LUG volume for the Annual Review Period to be less than five percent of the Purchased Gas Volumes, or if the LUG volume is negative (indicating a line gain), the Accrual Imbalance Total shall be the difference between the total Purchased Gas Cost and the total Billed Gas Revenues for the Annual Review Period.

Annual Imbalance Total - LUG Volume is positive and is greater than five percent of Purchased Gas Volumes

If the Annual Review shows the LUG volume for the Annual Review Period to be positive and to be greater than five percent of the Purchased Gas Volumes, the Annual Imbalance Total shall be determined as follows:

The difference between the total Purchased Gas Costs and the total Billed Gas Revenues for the Annual Review Period shall be determined Minus, the Purchased Gas Costs attributable to LUG volumes in excess of 5 percent of the Purchase Gas Volumes, using the Company's Weighted Average Cost of Purchased Gas for the Review Period.

Reconciliation Adjustment Calculation.

The Annual Imbalance Total (whether positive or negative) shall be credited or surcharged over twelve months in equal total amounts per month. The recovery shall be through a Reconciliation Adjustment included in the Purchased Gas Adjustment. The Reconciliation Adjustment for each month shall be determined as follows:

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Each month of the twelve-month reconciliation period, the Reconciliation Adjustment, expressed in Ccfs, shall be calculated by dividing the amount to be credited or surcharged during that month (which amount shall include, as necessary, an amount to collect for any previous over or under estimates of Billed Gas Volumes during the previous month or months in the same reconciliation period), by the estimated Billed Gas Volumes for the month.

At the end of each 12-month period, any remaining balance in the Annual Imbalance Total shall be included in any Annual Imbalance Total to be credited or surcharged during the successor 12 -month period.

Annual Reconciliation Report:

The Company shall file an Annual Reconciliation Report with the Regulatory Authority, which shall include but not necessarily be limited to:

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

The Company shall file the Annual Reconciliation Report with the Commission addressed to the Director of Oversight and Safety Division and reference Gas Utilities Docket No. 10679. The Report shall detail the monthly collections for PGA surcharge by customer class and show the accumulative balance.

Reports for the Commission should be filed electronically at GUD Compliance at [rrc.texas.gov](http://rrc.texas.gov) or at the following address:

Compliance Filing  
Oversight and Safety Division  
Gas Services Dept.  
Railroad Commission of Texas  
P.O. Drawer 12967  
Austin, TX 78711-2967

Taxes and Franchise Fees (Rate Schedule TFF): Subject to all applicable taxes and fees in accordance with the provisions of Rate Schedule TFF Taxes and Franchise Fees.

ORD

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

The following City Ordinances adopt the rates approved by the Railroad Commission in GUD 10679: Missouri City - Ordinance O-18-16; Sugar Land - Ordinance 2133; Conroe - Ordinance 2401-18, Fulshear - Ordinance 2018-1278

**DEF**

Rate Schedule DEF - Definitions - Applicable to: All Customers located in Travis, Harris, Fort Bend, Waller, or Montgomery Counties.

APPLICANT means any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company.

BTU means British thermal unit(s) and will be calculated on a temperature base of sixty degrees Fahrenheit and at the standard pressure base of the applicable service area and on a gross real-dry basis and will not be corrected for real water vapor as obtained by means commonly acceptable to the industry, and MMBtu will mean one million (1,000,000) Btu.

CCF and MCF means for Ccf, one hundred (100) Standard Cubic Feet of Gas, where one Standard Cubic Foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen and sixty-five hundredths (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, one thousand (1,000) Standard Cubic Feet of Gas.

COMMISSION or THE COMMISSION means the Railroad Commission of Texas.

COMMODITY COST OF GAS means the portion of the cost of gas service recovered by the Company through any Purchased Gas Adjustment Rate Schedule.

COMPANY means SiEnergy, LP, its successors, and its assigns.

CONSUMER means any person or organization receiving gas service from the Company for his or her own appliances or equipment whether or not the gas is billed directly to him or her. (For example, a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

CUSTOMER means any person or organization being billed for gas service whether used by him or her, or by others. Customer also means a Consumer that subscribes to natural gas services provided by SiEnergy.

CONSUMPTION means the volumes consumed by a Customer during a volumetric read period.

EXPEDITED SERVICE means a Customer request for same day or other acceleration of service relative to the Company's standard scheduling process.

GAS or NATURAL GAS means the effluent vapor stream in its natural, gaseous state, including gas-well gas, casing head gas, residue gas resulting from processing both

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DESCRIPTION

casing head gas and gas-well gas, and all other hydrocarbon and non-hydrocarbon components thereof.

GENERAL GAS SERVICE means all service other than Residential Gas Service and that includes purchase of the Commodity Cost of Gas from the Company. General Gas Service Consumers include commercial Consumers engaged in the sale or furnishing of goods and services; industrial Consumers engaged primarily in processes that change raw or unfinished materials into another form of product; public authorities, including all governmental agencies and authorities; schools whether public or privately held; and, Consumers utilizing gas for any other purpose not otherwise provided for herein.

GENERAL SERVICE CUSTOMER means any person, individual, family, partnership, association, joint venture, corporation, etc., or governmental agency or organization being billed for General Gas Service. A General Service Customer also includes any Consumer that subscribes to natural gas services provided by SiEnergy for purposes of General Gas Service.

MONTH means the period beginning at 9:00 a.m. Central clock time on the first Day of each calendar month and ending at 9:00 a.m. Central clock time on the first Day of the next succeeding calendar month.

OVERTIME FEE means the fee charged by the Company to perform work outside its normal business hours or on holidays and includes changes to previously scheduled work that must be performed outside Company's normal business hours.

RATE SCHEDULE means a statement of the method of determining charges for gas service, including the conditions under which such method applies.

REGULATORY AUTHORITY means the City Council or equivalent municipal governing body of each respective city in the Company's Service Area, or the Railroad Commission of Texas, as applicable.

RESIDENTIAL GAS SERVICE means gas service used directly for domestic purposes including heating, air conditioning, cooking, water heating, pool water heating and other similar purposes, whether in a single dwelling, in a dwelling unit of a multiple dwelling facility, in a residential apartment unit, in a condominium unit, in a dwelling unit that is operated by a public housing agency acting as an administrator of public housing under the direction of the U.S. Department of Housing and Urban Development, or in other similar individual dwelling units.

RESIDENTIAL CUSTOMER means any person, individual, family, partnership, association, joint venture, corporation, etc., or governmental agency or organization being billed for Residential Gas Service that is individually metered at the point of delivery, whether such service is used by that Customer or by others. A Residential Customer also includes any Consumer that subscribes to natural gas services provided by SiEnergy for purposes of Residential Gas Service.

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**RATE SCHEDULE**SCHEDULE IDDESCRIPTION

SERVICE AREA means the area receiving gas utility service provided by the Company under the terms of this Tariff.

SPECIAL RATE SCHEDULE means a rate schedule designed for a specific Customer.

SYSTEM means any group of interconnected pipelines and appurtenances owned or operated by the Company and independent from any other such group of facilities.

TARIFF means every rate schedule, or provision thereof, and all terms, conditions, rules and regulations for furnishing gas service filed with the regulatory authorities or agencies having jurisdiction over the Company or the services provided hereunder.

TEMPORARY means any service that will not be utilized continuously at the same location by the same Customer.

YEAR means a period of three hundred sixty-five (365) consecutive Days, or three hundred sixty-six (366) consecutive Days when such period includes a February 29.

**RSI**

Rate Schedule RSI - Residential Sales, Incorporated Areas.

Applicable to:

All Residential Customers located in Incorporated Areas of Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Application of Schedule:

This Schedule is applicable to all Customers meeting the definition of Residential Customers under Rate Schedule DEF - Definitions and who are located in incorporated areas of Travis, Harris, Fort Bend, Waller, or Montgomery counties.

Monthly Base Rate:

Each Customer`s base monthly bill will be calculated using the following Customer and Ccf charges:

Customer Charge All Ccf at \$17.00 per month, plus \$0.4739 per Ccf.

In addition to the base monthly bill calculated using the Monthly Base Rates above, each Customer`s monthly bill shall be increased by amounts pursuant to the following:

Purchased Gas Adjustment (Rate Schedule PGA)

Amounts billed for the commodity cost of gas in accordance with the provisions of Rate Schedule PGA - Purchased Gas Adjustment.

Weather Normalization Adjustment (Rate Schedule WNA)



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SCHEDULE ID

DESCRIPTION

Amounts billed to eliminate the effect of non-normal weather in accordance with the provisions of Rate Schedule WNA Weather Normalization Adjustment.

Rate Case Expense Recovery (Rate Schedule RCE-I)  
 Amounts billed for the recovery of rate case expenses in accordance with the provisions of Rate Schedule RCE-I Rate Case Expense.

Taxes and Franchise Fees (Rate Schedule TFF)  
 All applicable taxes and fees in accordance with the provisions of Rate Schedule TFF Taxes and Franchise Fees, including fees pertaining to the Monthly Base Rate bill, PGA charges, WNA charges, RCE-I charges, and any other charge that is subject to taxes and fees described therein.

Other Conditions and Surcharges:  
 Subject in all respects to applicable laws, rules and regulations from time to time in effect. In addition to the monthly charges above, each Customer`s bill will include amounts required to be billed in accordance with any additional applicable rates, riders, surcharges or fees.

**RATE ADJUSTMENT PROVISIONS**

None

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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
35362	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Fulshear Inc			
36835	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Conroe Inc			
8823	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Missouri City Inc			
30813	N	ccf	\$.3280	06/01/2018
<u>CUSTOMER NAME</u>	Sugar Land Inc			
8823	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Missouri City Inc			
30813	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Sugar Land Inc			
35362	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Fulshear Inc			
36835	N	ccf	\$.3702	09/01/2018
<u>CUSTOMER NAME</u>	Conroe Inc			
8823	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Missouri City Inc			
30813	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Sugar Land Inc			
35362	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Fulshear Inc			
36835	N	ccf	\$.3775	10/01/2018
<u>CUSTOMER NAME</u>	Conroe Inc			
8823	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Missouri City Inc			
30813	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Sugar Land Inc			
35362	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Fulshear Inc			
36835	N	ccf	\$.4272	08/01/2018
<u>CUSTOMER NAME</u>	Conroe Inc			
8823	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Missouri City Inc			

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**CUSTOMERS**

<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
30813	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Sugar Land Inc			
35362	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Fulshear Inc			
36835	N	ccf	\$.4578	07/01/2018
<u>CUSTOMER NAME</u>	Conroe Inc			

**REASONS FOR FILING**

NEW?: Y

RRC DOCKET NO:

CITY ORDINANCE NO: Various - See List of Ordinances - TAR ORD

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): APPROVE GUD10679 BASE RATE INCREASE SETTLEMENT

**SERVICES**

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

**PREPARER - PERSON FILING**

RRC NO: 177 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: June MIDDLE: LAST NAME: Dively

TITLE: Accountant

ADDRESS LINE 1: PO Box 340279

ADDRESS LINE 2:

CITY: Austin STATE: TX ZIP: 78734 ZIP4:

AREA CODE: 512 PHONE NO: 261-4152 EXTENSION:

## GAS SERVICES DIVISION

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## CURTAILMENT PLAN

PLAN ID	DESCRIPTION
489	<p>RAILROAD COMMISSION OF TEXAS OIL AND GAS DIVISION GAS UTILITIES DIVISION OIL AND GAS DOCKET GAS UTILITIES DIVISION NO. 20-62,505 DOCKET NO. 489 ORDER RELATING TO THE APPROVAL BY THE COMMISSION OF CURTAILMENT PROGRAMS FOR NATURAL GAS TRANSPORTED AND SOLD WITHIN THE STATE OF TEXAS After due notice the Railroad Commission of Texas on the 30th day of November, 1972, heard testimony and requested written curtailment priorities from representatives of investor owned and municipal gas utilities companies, private industry consumers and others responsible for directing available natural gas supplies to the consumers of natural gas in the State of Texas. WHEREAS, pursuant to the authority granted to the Railroad Commission of Texas in Article 6050 to 6066, inclusive, R.C.S., as amended; and WHEREAS, the Commission has determined the need for a curtailment program to assure effective control of the flow of natural gas to the proper destinations to avoid suffering and hardship of domestic consumers; and WHEREAS, the Commission has determined a need to make natural gas available to all gas consumers on a reasonable but limited basis during times of needed curtailment 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 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 desired level for this time, and, if below, what plans has the company made to restore the balance. C. Peak day and average daily deliverability on an annual basis of its wells, gas plants and underground storage attached to its system. D. Peak day capacity of its system. E. Forecast of additions to reserves for each of the next two succeeding years. F. Location and size of the line pipes, compressor stations, operating maximum line pressures, and a map showing delivery points along the system. G. Disposition of all gas entering its system, with names of all customers other than residential customers and volumes delivered to each during the past calendar year. Identify those customers using 3,000 MCF gas per day, or more, which are under a service contract, and if such contract includes an Interruptible Service clause, and if so, attach a reproduced copy of the relevant provisions of such contract. H. Steps taken in past years, being taken at the present, and to be taken to alleviate curtailments. RULE 2. Until such time as the Commission has specifically approved a utilities curtailment program, the following priorities in descending order shall be observed: A. Deliveries for residences, hospitals, schools, churches and other human needs customers. B. Deliveries of gas to small industrials and regular commercial loads (defined as those customers using less than 3,000 MCF per day) and delivery of gas for use as pilot lights or in accessory or auxiliary equipment essential to avoid serious damage to industrial plants. C.</p>

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Large users of gas for fuel or as a raw material where an alternate cannot be used and operation and plant production would be curtailed or shut down completely when gas is curtailed. D. Large users of gas for boiler fuel or other fuel users where alternate fuels can be used. This category is not to be determined by whether or not a user has actually installed alternate fuel facilities, but whether or not an alternate fuel could be used. E. Interruptible sales made subject to interruption or curtailment 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

<u>POLICY ID</u>	<u>DESCRIPTION</u>
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## GAS SERVICES DIVISION

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## QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
745A	<p>SECTION 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 inciples 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 customersaffected, 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 beavailable 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 iniated 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</p>

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obtain at reproduction cost a copy of the applicable tariffs and service; (II) the customer's right to have his or her meter checked without charge under paragraph (g) 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. It 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.

745B (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,

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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 subparagraph (ii) of this paragraph, 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 non-utility 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



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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% 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 deliver 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;

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(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 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

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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

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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 operatin 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 informaion 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 tha 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 received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly. (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 mst 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

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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 on the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him. (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% 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.

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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 the 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.

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
282969	M.6		<p>Meter Testing</p> <p>The Company shall, upon request of a Customer, make a test of the accuracy of the meter serving that Customer. The Company shall 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 (4) years for the same Customer at the same location, the test shall be performed without charge. If such test has been performed for the same Customer at the same location within the previous four (4) years, the Company will charge the Meter Testing Fee. The Customer must be properly informed of the result of any test on a meter that services him.</p> <p>\$ 190.00</p>
282970	M.7		<p>Charge for Service Calls During Business Hours</p> <p>A Service Call Charge is made for responding to a service call during standard business hours that is determined to be a Customer related problem rather than a Company or Company facilities problem.</p> <p>\$ 60.00</p>
282963	M-STXCTX		<p>Rate M Miscellaneous Fees and Deposits.</p> <p>Applicable to: All Customers located in Travis Harris, Fort Bend, Waller, or Montgomery counties.</p> <p>Application of Schedule:</p> <p>This Schedule is applicable to all Customers who are located in the incorporated or unincorporated areas of Travis, Harris, Fort Bend, Waller, or Montgomery counties. The fees and deposits listed shall be assessed in addition to any other charges applicable under the Company`s Tariff for Gas Service and will be applied for the conditions and services described. Other services not covered by these standard conditions will be charged on the basis of an estimate for the job or the Company`s actual cost plus appropriate surcharges.</p> <p>Missed Appointments:</p> <p>If a Customer makes an appointment with the Company for the provision of any of the following services, but fails to appear, the applicable fee will be assessed for the missed appointment(s) as well as</p>

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being assessed when the service is ultimately provided.

Taxes and Franchise Fees (Rate Schedule TFF):

Other than with respect to M.18 Customer Deposits, the amounts charged under Rate M are subject to all applicable taxes and fees in accordance with the provisions of Rate Schedule TFF - Taxes and Franchise Fees.

282964 M.1

Connection/Reconnection Charge During Business Hours  
 During standard business hours, 8:00 a.m.-5:00 p.m. Monday through Friday, for each reconnection of gas service where service has been discontinued at the same premises for any reason, for the initial inauguration of service, and for each inauguration of service when the billable party has changed, with the following exceptions:

For a builder who uses gas temporarily during construction or for display purposes;

Whenever gas service has been temporarily interrupted because of System outage or service work done by Company;

or For any reason deemed necessary for Company operations.

\$ 65.00

282965 M.2

Connection/Reconnection Charge After Business Hours  
 After standard business hours, for each reconnection of gas service where service has been discontinued at the same premises for any reason, for the initial inauguration of service, and for each inauguration of service when the billable party has changed, with the following exceptions:

For a builder who uses gas temporarily during construction or for display purposes;

Whenever gas service has been temporarily interrupted because of System outage or service work done by Company;

or For any reason deemed necessary for Company operations.

\$ 97.00

Field Read of Meter

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282966	M.3	Charge to an existing Customer for the Company to read the meter at a currently served location at the request of the existing Customer for any purpose other than connection or reconnection of service by that Customer. For charges to a Customer to initiate or reconnect service, refer to Service Charge M.1 - Connection/Reconnection and Service Charge M.2 - Connection Reconnection After Business Hours.
		\$ 60.00
282967	M.4	Returned Check Charges Returned check handling charge for each check returned to Company for any reason.
		\$ 35.00
282968	M.5	Temporary Discontinuance of Service Whenever service has been temporarily disconnected at the request of the Customer, this charge plus the appropriate Connection Charge will be made to reestablish such service for that Customer at the same address.
		\$ 65.00
282971	M.8	Charge for Service Calls After Business Hours A Service Call Charge is made for responding to a service call after standard business hours that is determined to be a Customer related problem rather than a Company or Company facilities problem.
		\$ 90.00
282972	M.9	Tampering Charge No Company Meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost plus appropriate charges as may be detailed in the Company`s Service Rules and Regulations.
		\$ 125.00
282973	M.10	Credit/Debit Card Payments Charge



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		Bill payments using credit cards, debit cards, and electronic checks (includes Actual Cost third-party transaction fees and administrative costs).
		Actual Cost.
282974	M.11	Pool or Upgraded Meter Installation Charge Fee to install meter and regulators to support higher or multiple pressure requirements on a residential service line.  \$ 280.00
282975	M.12	Expedited Service and Overtime Fee  A Customer`s request for expedited service may be scheduled at any time to fit the Company`s work schedule, and an Expedited Service charge will be collected. The Company will not be obligated to provide Expedited Service when the personnel and resources to do so are not reasonably available. This Fee represents the minimum charge for Expedited Service. For Expedited Service requiring more than one hour to perform, the Fee will represent a rate per hour of time multiplied by the total time required to perform the requested Expedited Service, incremented in 15-minute intervals. This fee will be charged in addition to any other applicable fees.  \$ 95.00
282976	M.13	History Research Fee  A fee will be charged for services related to account history research and-or provision of Customer accounting/billing history documentation.  \$ 30.00
282977	M.14	No Access Fee A fee will be charged to a Customer who, through padlocks, fencing, animals or other means, prevents access to the Company`s meter or other equipment located on the Customer`s premise.  \$ 35.00
282978	M.15	Police Escort Fee A fee will be charged for the Company to access a meter when the Company is required to use law enforcement personnel to escort it into locked sites or sites requiring animal control. The Company will

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charge the stated amounts or current rate charged by the entity providing the police escort for this service.

Actual Cost

282979 M.16

Costs Associated with Certain Stand-By Gas Generators Customers installing stand-by gas generators to provide service in the event of an interruption in electric service in facilities where gas service is not otherwise adequate to operate the stand-by gas generators will reimburse the Company for the actual cost of acquiring and installing the additional and/or upgraded regulator, service line, and meter required to provide gas service for the standby generators. The subsequent gas service provided for the stand-by generators will be billed at the rate applicable for other gas service to the class of Customer making the request.

Actual Cost

282980 M.17

Line Extensions

The Company has the right to contract with individual Customers for the installation of gas facilities. Upon the request of a prospective new Customer for service in an area served by SiEnergy, LP, will extend its main lines up to 100 feet from an existing SiEnergy, LP main in the Public Rights of Way, without charge. The 100-foot allowance applies to a single Customer or to a group of Customers requesting service from the same Actual Cost extension. Customers requesting mainline extensions in excess of 100 feet shall bear the actual cost of any additional mainline, the cost of all yard and service lines, and the cost of any appurtenant equipment and other costs necessary to install the extension, including applicable overhead charges. SiEnergy, LP is not required to extend its mains or facilities if the Customer will not use gas for space heating and water heating, or the equivalent load, at a minimum.

Actual Cost

282981 M.18

Customer Deposits

Minimum deposit - Residential Gas Service: \$ 75.00  
 Minimum deposit -General Gas Service: \$ 250.00  
 Additional deposits may be required in accordance with Rate Schedule QSR Quality of Service Rules.