

RULE NO. 5

BILLS FOR SERVICE

A. RENDERING OF BILLS

1. Bills for service will be rendered each customer not less frequently than once each month and, except as otherwise provided in Section A.1.b. hereof, will be based upon:

a. Meter Registration

- (1) Bills based on therm usage for gas service will show the reading of the meter at the start of the billing period, the reading of the meter at the end of the period for which the bill is rendered, the date of such reading, the billing factor and the number of therms of gas used.
- (2) Bills based on other than therms for gas service will show the reading of the meter at the start of the billing period, the reading of the meter at the end of the period for which the bill is rendered, the date of such reading and the volume of gas used.
- (3) Each meter on a customer's premises will be considered separately and the readings of two or more meters will not be combined, except where the Utility's operating convenience or necessity may require the use of more than one meter.

b. Estimated Consumption

- (1) If, for reasons beyond its control, the Utility is unable to read the customer's meter on the scheduled reading date, the Utility shall bill the customer for estimated consumption during the billing period, subject to adjustment at the time the meter is next read. Such bill shall reflect that it is based upon estimated usage.

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RULE NO. 5

BILLS FOR SERVICE  
(Continued)

A. RENDERING OF BILLS (Continued)

- (2) Gas bills cannot be estimated unless one of the following conditions exists:
  - (a) Severe weather;
  - (b) The presence of an animal on the premises of the customer which prevents an employee of the Utility from reading the meter without risk of injury; or
  - (c) Some unusual circumstance which makes it unreasonably difficult to read the meter and/or process a reading.
- (3) When the Utility issues three consecutive bills to a customer based upon estimated usage, or five such bills for a customer in the area surrounding Lake Tahoe, the customer shall be notified of the Utility's right of access, as provided in Rule No. 16, to the premises of the customer. Thereafter, any additional and consecutive bill based upon estimated usage may be issued only under extraordinary circumstances. In the event the customer is unwilling to provide the Utility with access to the meter, the Utility shall, at the customer's option, either relocate the meter at the customer's expense or discontinue the customer's service.

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BILLS FOR SERVICE  
(Continued)

A. RENDERING OF BILLS (Continued)

- (4) If an estimated bill is warranted, it can only be done by taking into account any of the following factors when applicable:
  - (a) The customer's gas usage during the same month of the preceding year;
  - (b) Any change in temperature from the preceding month;
  - (c) The amount of gas consumed during the preceding month; or
  - (d) Seasonal load factors.
- 2. Each bill for residential service will contain the following minimum information:
  - a. Any previous balance;
  - b. The amount due for service provided during the current billing period, with the date upon which this amount is past due;
  - c. Any approved charge for late payment of a bill, with the date upon which that charge begins to accrue;
  - d. The customer charge;
  - e. The fuel adjustment cost and gas adjustment cost;
  - f. Any other authorized fee, charge or tax;

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*(Continued)*

A. RENDERING OF BILLS *(Continued)*

- g. Any unregulated charge;
- h. The total of the preceding amounts;
- i. A formula which the customer may use for calculating the amount of the customer's bill;
- j. The meter readings for the first and last day of the billing period;
- k. The quantity of gas consumed;
- l. The date the meter was read;
- m. The next date the meter will be read;
- n. A summary of the provisions for a customer to dispute a bill for service; and
- o. The telephone number and address of the office of the Utility where a customer may obtain information concerning the customer's bill or the service provided.

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RULE NO. 5

BILLS FOR SERVICE  
*(Continued)*

B. ELECTRONIC BILLING

Electronic Billing is an optional billing service for residential sales customers whereby customers may elect to receive, view and pay their gas bills electronically. An electronic bill may be generated in lieu of a paper bill under the following conditions:

1. Customers requesting this service may be required to complete additional forms and agreements with the Utility and/or the Electronic Billing Service Provider.
2. Customers must use a third party Electronic Billing Service Provider.
3. Electronic Billing may be discontinued at any time by the Utility, the customer or the Electronic Billing Service Provider.
4. Except as otherwise provided in this section, all other provisions of the Utility's Rules and Regulations as contained in this Nevada Gas Tariff are applicable to Electronic Billing and made a part hereof.

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RULE NO. 5

BILLS FOR SERVICE  
(Continued)

C. SUMMARY BILLING

Summary Billing is an optional billing service for sales customers whereby customers with several individual accounts may receive a summary bill with summarized billing data for these accounts. A summary bill may be generated in lieu of the individual bills under the following conditions:

1. Customers electing this service shall execute a service agreement in order to participate in Summary Billing.
2. Eligibility for this service is limited to customers with a minimum of ten (10) individual accounts.
3. The customer name on all of the individual accounts summarized under any one Summary Billing account must be the same.
4. Each month's payment of a summary bill for the "Amount Due" must be one (1) payment in the form of a check, cashier's check or money order drawn on a bank or other financial institution and payable to the Utility in U.S. currency, unless other arrangements acceptable to the Utility have been previously established.
5. Payment of a summary bill is past due and subject to a late charge if the payment is not received within fifteen (15) days after its issuance.
6. The Utility shall not be required to offer or to continue to offer Summary Billing to any customer whose account(s) is(are) past due or in arrears.
7. Except as otherwise provided in this section, all other provisions of the Utility's Rules and Regulations as contained in this Nevada Gas Tariff are applicable to Summary Billing and are made a part hereof.

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RULE NO. 5

BILLS FOR SERVICE  
(Continued)

D. PRORATION OF BILLS

With the exception of opening bills for periods of less than 27 days, no proration shall be made to the basic service charge and no bill shall be less than the specified minimum charge.

E. PAYMENT OF BILLS

1. Bills for service are due and payable upon the date of presentation. Payment may be made by:
  - a. Depositing current bill payment with the U.S. Postal Service for delivery to the Utility by first class mail.
  - b. Making payment at the business office of the Utility.
  - c. Making payment to any representative authorized by the Utility to accept payment.
  - d. Payments are required to be made in cash, by check, money order, certified check, electronic transfer, credit card acceptable to the Utility, or any other means mutually agreeable to the Utility and the customer. A fee may be assessed by a third-party vendor or financial institution for utilization of third-party bill payment vendor or debit/credit card company services.
2. The date a bill is past due may not be earlier than 15 days after its issuance. If the last day for payment before a bill becomes past due falls on a Sunday, legal holiday or any other day when the office of the Utility used for the payment of bills is closed, the last day for payment will be the next business day. Except as otherwise provided in Section E.3 hereof, payment of a bill by first class mail is timely if the payment is received not more than 4 days after the past due date.
3. Any arrearage contained in a bill for service is delinquent and should be paid at the business office of the Utility.

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RULE NO. 5

BILLS FOR SERVICE  
(Continued)

F. LATE CHARGE

The Utility shall be allowed to recover a charge as set forth in each rate schedule of this Nevada Gas Tariff for the late payment of a bill.

G. RETURNED ITEM CHARGE

Should any means used to pay a bill for service be returned to the Utility as uncollectible for any reason, the Utility shall be allowed to recover a charge as set forth in the currently-effective Statement of Rates, Sheet No. 20 of this Nevada Gas Tariff.

H. EQUAL PAYMENT PLAN

1. The Equal Payment Plan (EPP) is available to all residential customers receiving (or applicants qualifying and applying to receive) natural gas service.
2. If a customer requests to participate in the EPP and the customer has an arrearage when the request is made, the customer may not enter the EPP unless the customer:
  - a. Pays at least 50 percent of the arrearage upon entering the EPP; and
  - b. Agrees to pay the remaining arrearage in amounts that are apportioned over the first year of participation.
3. Participation in the EPP is subject to approval by the Utility. Customers may sign up for the EPP at any time of year. The EPP amount will be based on the annual estimated bill divided into 12 equal monthly payments.
4. The Utility will render its regular monthly billing statement showing both the amount for actual usage for the period and the designated EPP amount. The customer will pay the designated EPP amount, plus any additional amount shown on the bill for materials, parts, labor or other charge.

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RULE NO. 5

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(Continued)

H. EQUAL PAYMENT PLAN (Continued)

5. The settlement month will be the customer's anniversary date, 12 months from the time the customer entered the EPP. The settlement amount is the difference between the EPP payments made and the amount actually owing based on actual usage during the period the customer was billed under the EPP. All debit amounts are due and payable in the settlement month. However, debit amounts of \$50 or less may be carried forward and added to the total annual estimated bill for the next EPP year. Credit amounts of \$50 or less will be carried forward and applied against the first billing or billings due in the next EPP year. Credit amounts over \$50 will be refunded by check.
6. The EPP amount may be adjusted quarterly to reduce the likelihood of an excessive debit or credit balance in the settlement month, for changes in rates due to Commission-approved rate increases or decreases greater than 5 percent, or when estimates indicate that an overpayment or undercollection of \$50 or more may occur by the end of the plan year.
7. The Utility may remove from the EPP and place on regular billing any customer who fails to make two or more consecutive timely payments according to that customer's EPP obligation. Such a customer will then be subject to termination of service in accordance with Rule No. 6 for nonpayment of a bill.
8. Readmission to the EPP will be subject to approval by the Utility and payment in full of all past due amounts.
9. A customer may voluntarily withdraw from the EPP at any time. Any amounts then owing for usage in excess of usage already paid for under the EPP will become due and payable at the customer's next regular billing, in accordance with the Utility's filed tariff schedules. Any EPP payments in excess of amounts based upon actual usage at the time of withdrawal will be applied to the customer's next regular monthly bill or will be refunded by check if so requested by the customer.

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John P. Hester  
Senior Vice President

RULE NO. 6

DISCONTINUANCE, TERMINATION, RESTORATION AND REFUSAL OF SERVICE

A. CUSTOMER'S REQUEST FOR DISCONTINUANCE OF SERVICE

1. Unless otherwise covered by service agreement between customer and Utility, a customer may have service discontinued by giving not less than 5 business days' advance notice thereof to the Utility. Charges for service may be required to be paid until the requested date of discontinuance or such later date as will provide not less than the required 5 business days' advance notice.
2. When such advance notice is not given to the Utility, the customer may be required to pay for service until 5 business days after the Utility has knowledge that the customer has vacated the premises or otherwise discontinued service.

B. TERMINATION OF SERVICE BY UTILITY WITH NOTICE

1. For Nonpayment of Bills
  - a. A customer's service may be terminated for nonpayment of a delinquent bill, provided the Utility has given the customer advance notice of such intention in accordance with Section C hereof.
  - b. A customer's service may be terminated for nonpayment of a delinquent bill for service furnished at a previous location if the delinquent bill is not paid after presentation at the new location and notice of intention to terminate service is given in accordance with Section C hereof.
  - c. If a customer is receiving residential service at more than one location, service at any of the locations may be terminated if bills for service at any location is not paid prior to the time of the next regular billing, provided the Utility has given the customer prior notice in accordance with Section C hereof.

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