

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 Company'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 Company is unable to read the customer's meter on the scheduled reading date, the Company 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)

b. Estimated Consumption (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 Company 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 Company issues three (3) consecutive bills to a customer based upon estimated usage, or five (5) such bills for a customer in the area surrounding Lake Tahoe, the customer shall be notified of the Company'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 Company with access to the meter, the Company 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)

b. Estimated Consumption (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;
- g. Any unregulated charge;
- h. The total of the preceding amounts;

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(Continued)

A. RENDERING OF BILLS (Continued)

2. (Continued)

- 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 Company where a customer may obtain information concerning the customer's bill or the service provided.

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 Company and/or the Electronic Billing Service Provider.
- 2. Customers must use a third-party Electronic Billing Service Provider.

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(Continued)

B. ELECTRONIC BILLING (Continued)

3. Electronic Billing may be discontinued at any time by the Company, the customer or the Electronic Billing Service Provider.
4. Except as otherwise provided in this section, all other provisions of the Company's Rules and Regulations as contained in this Nevada Gas Tariff are applicable to Electronic Billing and made a part hereof.

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 Company in U.S. currency, unless other arrangements acceptable to the Company 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.

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(Continued)

C. SUMMARY BILLING (Continued)

6. The Company 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 Company's Rules and Regulations as contained in this Nevada Gas Tariff are applicable to Summary Billing and are made a part hereof.

D. PRORATION OF BILLS

With the exception of opening bills for periods of less than twenty-seven (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 Company by first class mail.
  - b. Making payment at the business office of the Company.
  - c. Making payment to any representative authorized by the Company 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 Company, or any other means mutually agreeable to the Company 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.

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BILLS FOR SERVICE  
(Continued)

E. PAYMENT OF BILLS (Continued)

2. The date a bill is past due may not be earlier than fifteen (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 Company 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 four (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 Company.

F. LATE CHARGE

The Company 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 an item from a customer used to pay a bill for service be returned to the Company as uncollectible for any reason, including a lack of sufficient funds, the Company shall be allowed to recover a charge as set forth in the currently effective Statement of Rates, Other Service Charges, of this Nevada Gas Tariff. The Company will require the customer to make full payment in cash or by money order or cashier's check. The customer whose item is returned to the Company as uncollectible shall in no way be relieved of the obligation to render payment to the Company under the original terms of the bill or defer the Company's provision for termination of service for nonpayment of bills.

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(Continued)

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 fifty percent (50%) 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 Company. 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 twelve (12) equal monthly payments.
4. The Company 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.
5. The settlement month will be the customer's anniversary date, twelve (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 fifty dollars (\$50) or less may be carried forward and added to the total annual estimated bill for the next EPP year. Credit amounts of fifty dollars (\$50) or less will be carried forward and applied against the first billing or billings due in the next EPP year. Credit amounts over fifty dollars (\$50) will be refunded by check.

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H. EQUAL PAYMENT PLAN (Continued)

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 five percent (5%), or when estimates indicate that an overpayment or undercollection of fifty dollars (\$50) or more may occur by the end of the plan year.
7. The Company may remove from the EPP and place on regular billing any customer who fails to make two (2) 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 Company 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 Company'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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