

RULE NO. 7

INFORMATION AVAILABLE TO THE PUBLIC

A. GENERAL INFORMATION

The Company will maintain on file at each of its offices at which an agent is employed (except agents maintained for collection only) all of its rules and schedules of rates applying at such office or district and will also maintain on file at its principal place of business all of its rules and schedules of rates. All rules and schedules of rates will be kept available for public inspection or examination at all reasonable times. At the time a customer commences service, such customer will be provided with the rate schedule applicable to the customer.

B. GAS CONSUMPTION

The Company, at the request of a customer, shall furnish such customer with a statement of the customer's actual gas consumption for each billing period during the prior year at the location where service is provided.

C. OPTIONAL RATES

When two (2) or more rate schedules are applicable to the same class of service, each will be called to an applicant's attention, who must then designate on the application form the one under which the applicant elects to be billed.

D. NEW OR REVISED RATES

In the event of the adoption by the Company of new or optional schedules of rates, the Company will take such measures as may be practicable to advise those of its customers who may be affected that such new or optional rates are effective, as set forth in the particular schedules. Legal notice at the time any such new schedule or new rates are proposed shall be considered to be adequate notice pursuant to this section.

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Issued by
John P. Hester
Senior Vice President

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(Continued)

E. CUSTOMER COMPLAINT FORM

The Company shall make available to the customer a standard form to be used for the purpose of making written complaints to the Company. Such form shall be available at each of the Company's business offices.

F. CHANGE OF RATE SCHEDULE BY CUSTOMER

Should a customer be eligible and elect to take service under a different applicable rate schedule, the change will become effective after the regular meter reading next following the date of such request. The Company may refuse to permit such a change unless service has been taken under the current rate schedule for a period of not less than twelve (12) months, except customers served under Schedule No. SG-OS/NG-OS need only have taken such service for a period of not less than six (6) months. The Company will permit a change of rate schedule by a customer when an applicable new or revised rate schedule is first put into effect or the customer's operations have changed so as to justify immediate transfer to a different schedule.

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