



SOUTHWEST GAS CORPORATION

September 15, 2022

TO ALL HOLDERS OF
SOUTHWEST GAS CORPORATION
ARIZONA GAS TARIFF NO. 7

Subject: Revision No. 385

This revision reflects the rate changes effective September 15, 2022:

Pursuant to Decision No. 78316, Southwest Gas respectfully submits a tariff update to reflect the adopted rules outlining requirements and reporting related to termination of service.

The following changes should be made in your copy of Southwest Gas' Arizona Gas Tariff No. 7:

<u>Insert A.C.C. Sheet No.</u>		<u>Supersedes A.C.C. Sheet No.</u>	
5th	Revised Sheet No. 108	4th	Revised Sheet No. 108
5th	Revised Sheet No. 109	4th	Revised Sheet No. 109
2nd	Revised Sheet No. 110	1st	Revised Sheet No. 110
3rd	Revised Sheet No. 111	2nd	Revised Sheet No. 111
Original	Revised Sheet No. 111A		
4th	Revised Sheet No. 112	3rd	Revised Sheet No. 112
Original	Revised Sheet No. 112A		
3rd	Revised Sheet No. 115	2nd	Revised Sheet No. 115
1st	Revised Sheet No. 116	Original	Revised Sheet No. 116
5th	Revised Sheet No. 117	4th	Revised Sheet No. 117
4th	Revised Sheet No. 119	3rd	Revised Sheet No. 119
3rd	Revised Sheet No. 120	2nd	Revised Sheet No. 120
4th	Revised Sheet No. 207	3rd	Revised Sheet No. 207
2nd	Revised Sheet No. 209	1st	Revised Sheet No. 209
2nd	Revised Sheet No. 210	1st	Revised Sheet No. 210
2nd	Revised Sheet No. 211	1st	Revised Sheet No. 211
1st	Revised Sheet No. 222A	Original	Revised Sheet No. 222A
2nd	Revised Sheet No. 233	1st	Revised Sheet No. 233
2nd	Revised Sheet No. 234	1st	Revised Sheet No. 234
Original	Revised Sheet No. 234A		
3rd	Revised Sheet No. 235	2nd	Revised Sheet No. 235
2nd	Revised Sheet No. 236	1st	Revised Sheet No. 236



2nd	Revised Sheet No. 237	1st	Revised Sheet No. 237
Original	Revised Sheet No. 237A		
Original	Revised Sheet No. 237B		
1st	Revised Sheet No. 238	Original	Revised Sheet No. 238
Original	Revised Sheet No. 238A		
1st	Revised Sheet No. 239	Original	Revised Sheet No. 239
2nd	Revised Sheet No. 240	1st	Revised Sheet No. 240
1st	Revised Sheet No. 241	Original	Revised Sheet No. 241

Kasey Bohannon
Director/Regulation

RULE NO. 1

DEFINITIONS
(Continued)

Daily Nomination:	A Nomination submitted to the Utility for one or more Gas Days. Daily Nominations must be submitted at least one calendar day prior to the effective Gas Day, subject to the provisions outlined in Section 6.1 of Schedule No. T-1.
Daily Operating Window:	A transportation operating constraint governing the allowable daily difference between the customer's metered quantity and the sum of the customer's scheduled transportation quantities, plus any Utility-approved imbalance adjustment quantity.
Date of Presentation:	The mailing date shown upon a bill or notice.
Day:	Calendar day.
Distribution Customer:	Any customer who purchases gas from the Utility pursuant to the Utility's tariffs solely for his own use and not for resale.
Distribution Main:	A gas line of the Utility to which service lines may be attached.
Domestic Customer:	Where the entire consumption of natural gas is in the living quarters of the customer.
Electronic Bill/Statement:	A regular bill or statement that is presented to the customer electronically.
Electronic Billing:	Also referred to as "Paperless Billing." A billing option residential customers may elect whereby the customer receives, views, and pays their gas bill electronically.

RULE NO. 1

DEFINITIONS
(Continued)

Electronic Billing Service Provider:	An agent of the Utility that provides electronic bill presentment and payment service for the Utility and serves as a common link between the Utility and the customer.
Electronic Transfer:	Paperless exchange of data and/or funds.
Essential Agricultural Use:	Any use of natural gas which is certified by the Secretary of Agriculture as an "essential agricultural use."
Essential Industrial Process and Feedstock Uses:	Any use of natural gas by an industrial customer as "process gas" or as feedstock, or gas used for human comfort to protect health and hygiene in an industrial installation.
Excess Flow Valve:	A device designed to restrict the flow of gas in a customer's natural gas service line by automatically closing in the event of a service line break, thus mitigating the consequences of service line failures.
Expedited Service:	Service that is generally performed on the same workday the request for service is made. There may be instances where Company scheduling will not permit same day service. Service is considered to be expedited when an order is scheduled any day prior to the next available work date.
Federal Poverty Level:	The U.S. federal poverty guideline for the pertinent household size published annually in the Federal Register by the U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation, and available at https://aspe.hhs.gov/poverty-guidelines .
Feedstock Gas:	Natural gas used as a raw material for its chemical properties in creating an end product.

RULE NO. 1

DEFINITIONS
(Continued)

Fire Protection Uses:	Natural gas used by and for the benefit of fire fighting agencies in the performance of their duties.
Flame Stabilization Gas:	Natural gas which is burned by ignitors, main gas burners or warm-up burners for the purpose of maintaining stable combustion of an alternate fuel.
Gas Day:	A period of 24 consecutive hours, except for those days that are adjusted for Daylight Savings Time, commencing and ending at 8:00 a.m. Mountain Clock Time (MCT). Clock Time indicates that the Utility will adjust its Gas Day to reflect changes for Daylight Savings Time.
Ignition Gas:	Natural gas supplied to gas ignitors in boilers to light main burners whether the main burners be operated by gas, oil or coal.
Illness:	A medical ailment or sickness for which a residential customer obtains a verifiable document from a licensed medical physician stating the nature of the illness and that discontinuance of service would be especially dangerous to the customer's health in the opinion of a licensed medical physician.

RULE NO. 1

DEFINITIONS
(Continued)

Inability to Pay:	A circumstance under which a residential customer either: 1. Cannot pay the full balance of the customer's monthly bill and has attested to and, if requested, has provided documentation issued by an Arizona or U.S. governmental agency or a licensed medical practitioner verifying that the customer meets one of the following: (a) is at least 62 years of age, (b) has a physical or mental condition that substantially limits the customer's ability to manage resources, carry out activities of daily living, or secure protection from neglect or hazardous situations without assistance from others, or (c) has a medical condition that makes termination of gas service especially dangerous to the customer's health; or 2. Cannot pay the full balance of the customer's monthly bill and meets one of the following as attested to by the residential customer: (a) is not gainfully employed, (b) qualifies for monetary government welfare assistance, but has not yet begun to receive assistance, or (c) has an annual income at or below 200 percent of the published federal poverty level.
Industrial Boiler Fuel:	Natural gas used in a boiler as a fuel for the generation of steam or electricity.
Industrial Customer:	A customer who is engaged primarily in a process which creates or changes raw or unfinished materials into another form or product, excluding electric power generation.
Interrupt/Interruption:	To cease or the cessation of gas service to a customer at the point of delivery.
Intra-day Nomination:	A Nomination submitted after the nominating deadline for Daily and Standing Nominations specified in Section 6.1 of Schedule No. T-1 which has an effective time no earlier than the beginning of the next Gas Day, and which has an ending time no later than the end of that Gas Day.

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RULE NO. 1

DEFINITIONS
(Continued)

Intra-day Nomination:

A Nomination submitted after the nominating deadline for Daily and Standing Nominations specified in Section 6.1 of Schedule No. T-1 which has an effective time no earlier than the beginning of the next Gas Day, and which has an ending time no later than the end of that Gas Day.

RULE NO. 1

DEFINITIONS
(Continued)

Inter-Divisional Capacity Transfer:	A mechanism by which the unused off-peak interstate capacity of one of the Utility's divisions is utilized by another of the Utility's divisions to procure and transport otherwise inaccessible economically priced gas. The division owning the off-peak capacity receives benefit in the form of credits to its Gas Cost Balancing Account. The division utilizing the off-peak capacity receives benefit through reduction in its purchased gas costs.
Input Rating:	The number of Btus specified on the appliance rating tag needed to operate the appliance. Normally expressed in Btus per hour.
Irrigation Customer:	Where natural gas is utilized by internal combustion engines for agricultural irrigation purposes.
Law:	A rule or rules as established and enforced by government authorities.
Leak Check:	A pressure test of the customer piping system using natural gas at standard delivery pressure as the test medium, or, in the judgment of the utility, at a higher pressure.
Licensed Medical Practitioner:	One of the following types of health care providers, actively licensed to practice in Arizona: (a) an allopathic or osteopathic physician; (b) a registered nurse practitioner, or (c) a physician assistant.
Limited Income:	A residential customer with either: (a) annual household income at or below 250 percent of the federal poverty level, or (b) annual household income at or below a percentage of the federal poverty level higher than 250 percent, as established by a gas utility in a Commission-approved tariff.
Low Income Home Energy Assistance Program (LIHEAP):	The federally funded program that provides low-income residential customers energy bill assistance.

RULE NO. 1

DEFINITIONS
(Continued)

Main Extension	The addition of pipe to an existing main to provide service to new customers.
Margin:	The currently effective commodity delivery charges multiplied by the units of gas used, plus the Demand Delivery charges multiplied by the billing determinant, if applicable, plus the basic service charge is the margin.
Master Meter Customer:	A customer who receives gas at a central point and distributes said gas through a piping system not owned and operated by the Utility to tenants or occupants for their individual consumption.
Mcf:	One thousand (1,000) cubic feet.

RULE NO. 1

DEFINITIONS

(Continued)

Police Protection Uses:	Natural gas used by law enforcement agencies in the performance of their appointed duties.
Preemption of Gas Supply:	An emergency condition where the Utility may, under specified conditions, utilize the customer-owned gas supplies of low priority transportation customers to serve the requirements of higher priority transportation and sales customers.
Premises:	All real property and apparatus employed in a single-owner enterprise located on an integral parcel of land or on contiguous properties that are located immediately across a public right-of-way.
Preferred Method of Communication:	The communication method that complies with AAC R14-2-312(K), which may be email, U.S. Mail, voice telephone call, text message, or other communication method acceptable to the Utility and the customer.
Process Gas:	Natural gas use for which alternate fuels are not technically feasible, such as in applications requiring precise temperature controls and precise flame characteristics. For the purpose of this definition, propane and other gaseous fuels shall not be considered alternate fuels.
Regular Working Hours:	Except for Utility observed holidays, the period from 8 a.m. to 5 p.m., Monday through Friday.
Renewable Natural Gas (RNG):	A biogas which has been upgraded to pipeline quality gas that is suitable for distribution via the existing natural gas pipeline system, by increasing the percentage of methane in biogas by removing carbon dioxide and other trace components and adding a warning odorant.
Residential Dwelling:	A house, apartment, townhouse, or any other permanent residential unit.
Residential Subdivision:	Any tract of land which has been divided into four or more contiguous lots for use for the construction of residential buildings or permanent mobile homes for either single or multiple occupancy.
Residential Use:	Service to customers using natural gas for domestic purposes such as space heating, air conditioning, water heating, cooking, clothes drying, and other residential uses and includes use in apartment buildings, mobile home parks, and other multi-unit residential buildings.

RULE NO. 1

DEFINITIONS
(Continued)

Restricted Apparatus:	Apparatus prohibited by the Commission or other governmental agency.
Rules:	That portion of the tariff which sets forth the application or all conditions under which natural gas service shall be rendered.
Sales Customer:	A customer being served under a tariff where the customer purchases gas from the Utility.
Sanitation Facility Uses:	A facility where natural gas is used to (a) dispose of refuse or (b) protect and maintain the general sanitation requirements of the community at large.
Scheduled Transportation Quantity:	The net transportation quantity deliverable to a customer's premises after accounting for all applicable shrinkage factors.
School:	A facility, the primary function of which is to deliver instruction to regularly enrolled students in attendance at such facility. Facilities used for both educational and noneducational activities are not included under this definition unless the latter activities are merely incidental to the delivery of instruction.
Seasonal Service:	Natural gas service to establishments which are occupied seasonally or intermittently, such as seasonal resorts, cottages or other part-time establishments.
Service Address:	The physical location at which a utility provides service to a customer.
Service Area:	The territory in which the Utility has been granted a certificate of convenience and necessity and is authorized by the Commission to provide natural gas service.

RULE NO. 1

DEFINITIONS

(Continued)

Service Establishment Charge:	A charge as specified in the Utility's tariffs for establishing a new account.
Service Line:	A natural gas pipe that transports gas from a common source of supply (normally a distribution main) to the point of delivery.
Service Line Extension:	Consists of a service line provided for a new customer at a premise not heretofore served, in accordance with the service line extension rule.
Service Line Shut-Off Valve:	A curb valve or other manually operated valve located near the service that is safely accessible to Company personnel or other personnel authorized by the Company to manually shut off gas flow to the service.
Service Reconnect Charge:	Means the charge as specified in a Utility's tariffs that must be paid by a customer prior to reconnection of natural gas service each time the customer's service is terminated for nonpayment or to comply with the Utility's tariffs.
Service Reestablishment Charge:	Means the charge as specified in a Utility's tariffs that must be paid to reinstate service at the same location where the same customer ordered a service termination within the preceding 12-month period.
Shrinkage:	The cost of the gas volumes lost, unaccounted for, or used as company fuel in the transportation process and represented by the differential between the cost of gas on a sales basis and the cost of gas on a purchased basis.
Shrinkage Rate:	The rate used to recover the cost of shrinkage from non-exempt transportation customers.
Single-Family Residential:	A permanent residential dwelling, excluding multi-family residential structures.
Southwest Vista:	A fully integrated website that allows for the Utility's Transportation customers and designated agents the ability to submit Transportation nominations to the interstate pipelines. Users may also have the ability to view monthly volume statements, master detail reports, Transportation pipeline charges allocated to them from the Utility, and informational reports.

RULE NO. 1

DEFINITIONS
(Continued)

Temporary Service:	Service to premises or enterprises which will be of limited duration. Service which, in the opinion of the Utility, is for operations of a speculative character is also considered temporary service.
Therm:	A unit of heating value, equivalent to 100,000 British thermal units (Btus).
Terminate/Termination:	To means to discontinue or a discontinuance of gas service to a customer's service address, by intentional action of the utility, and is synonymous with "disconnect" or "disconnection" as used in this Article.
Third Party:	An entity or person authorized by a customer and willing to receive monthly notifications including notices of a customer's pending termination of service and to communicate with the utility on behalf of the customer for the purpose of making arrangements on behalf of said customer to prevent termination.
Transmission Main:	A pipeline installed for the purpose of transmitting gas from a source of supply to distribution center, storage facility or large volume customer(s).
Transportation Billing Quantity:	A customer's monthly scheduled transportation quantity or, if transportation service is provided at separate premises under a single service agreement, the sum of a customer's metered quantities, including the effect of any adjustment for cycle billing.
Transportation Customer:	A customer who meets the applicability provisions of the transportation tariff and elects to purchase gas from a supplier other than the Utility. The Utility provides the service of delivering the customer's gas from the interconnect with the upstream pipeline to the customer's facility.
Utility:	The public service corporation providing gas service to the public in compliance with state law.

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SOUTHWEST GAS CORPORATION
P.O. Box 98510
Las Vegas, Nevada 89193-8510
Arizona Gas Tariff No. 7
Arizona Division

Canceling 3rd Revised A.C.C. Sheet No. 120
2nd Revised A.C.C. Sheet No. 120

RULE NO. 1

DEFINITIONS
(Continued)

Utility's Operating Convenience: This term refers to the utilization, under certain circumstances, of facilities or practices not ordinarily employed which contribute to the overall efficiency of the Utility's operations. It does not refer to customer convenience nor to the use of facilities or adoption of practices required to comply with applicable laws, ordinances, rules or regulations, or similar requirements of public authorities.

Winter Season: The six-month period beginning November 1 and ending April 30.

Workday: The time period between 8 a.m. and 5 p.m., Monday through Friday, excluding holidays.

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Issued On August 16, 2022
Docket No. RU-00000A-19-0132

Issued by
Matthew D. Derr
Vice President

Effective September 15, 2022
Decision No. 78316

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RULE NO. 7

PROVISION OF SERVICE

A. UTILITY RESPONSIBILITY

1. The Utility shall be responsible for the safe transmission and distribution of gas until it passes the point of delivery to the customer. Where the Utility owns and operates a meter, regulator, pipe, fixtures, apparatus, etc. downstream of the point of delivery, the Utility shall be responsible for the Utility's equipment as provided for in this Rule.
2. All meters, regulators, service pipe, fixtures, and other apparatus, etc. owned and operated by the Utility upon the customer's premises for the purpose of delivering or metering gas to the customer shall continue to be the property of the Utility, and may be repaired, replaced or removed by the Utility at any time. Such equipment installed on customer's premises shall be maintained in safe operating condition by the Utility.
3. The Utility shall not be responsible for any loss or damage occasioned or caused by the negligence or wrongful act of the customer or any of his agents, employees or licensees in installing, maintaining, using, operating, interfering with, or failing to support or protect any such meters, regulators, gas piping, appliances, fixtures or apparatus, etc.
4. The customer shall provide a leak tight system for receiving gas. The Utility shall perform a leak check on the customer's piping system when the gas is turned on. If any uncontrolled hazardous leakage exists at the time of turn-on, service will be denied until the customer has eliminated all such leaks. The Utility may also refuse service until a certificate executed by an authorized public official or licensed plumber is issued. Except as provided in this Rule, the Utility has no duty to inspect, maintain, or repair the customer's premises and has no duty to warn of any condition it observes thereon; the Utility shall not be liable for any failure to inspect, maintain, or repair the customer's premises or for the failure to warn of any condition.

RULE NO. 7

PROVISION OF SERVICE
(Continued)

C. CONTINUITY OF SERVICE

1. The Utility will exercise reasonable diligence to furnish a continuous and sufficient supply of gas to its customers and to avoid any shortage or interruption of delivery. The Utility will not be liable for interruptions or shortages of supply, nor for any loss or damage occasioned thereby, whether such interruptions or shortages occurred with or without notice to the customer.
2. The Utility shall not be responsible for any damage or claim of damage attributable to any interruption or discontinuation of service resulting from any cause against which the Utility could not have reasonably foreseen or made provision for, such as force majeure.
3. The Utility has the right to suspend service temporarily for the purpose of making necessary repairs, maintenance or improvements to the system. When this is necessary, the Utility will endeavor to give affected customers reasonable notice where circumstances permit, and will proceed with work with reasonable diligence.
4. The Utility shall not be responsible for any damage or claim of damage attributable to curtailment (paragraph G).
5. The Utility's liability, if any, for its gross negligence or willful misconduct is not limited by this Tariff. With respect to any claim or suit, by a customer or by any others, for damages associated with the establishment, interruption, resumption, and termination of service to a customer, the Utility's liability shall not exceed an amount equal to the proportionate charge for the service for the period during which service was affected. The Utility shall not be liable for any special, indirect, or consequential damages whatsoever including, but not limited to, loss of profits or revenue, loss of use of equipment, cost of capital, cost of temporary equipment, overtime, business interruption, spoilage of goods, claims of customers of the customer or other economic harm.

RULE NO. 7

PROVISION OF SERVICE
(Continued)

E. SERVICE INTERRUPTIONS

1. When service interruptions occur the Utility shall make reasonable effort to restore service in the shortest time. The Utility shall have procedures to be followed to mitigate interruptions or impairment of service due to emergencies.
2. Under disaster conditions the Utility will cooperate to the fullest extent with the governmental agency having authority in the area. The Utility may, in the public interest, interrupt service to customers to provide necessary service to civil defense or other emergency service agencies until normal service can be provided.
3. The Utility shall not be responsible for any damage or claim of damage attributable to any interruption or discontinuation of service resulting from any cause against which the Utility could not have reasonably foreseen or made provision for.
4. When an interruption in service is scheduled for more than four hours to perform maintenance or repairs, the Utility shall attempt to inform affected customers and the Commission's Consumer Services Section, of the date and time and of the estimated duration of the interruption at least 48 hours in advance.

RULE NO. 7

PROVISION OF SERVICE
(Continued)

F. DESCRIPTION OF SERVICE

1. Heating Value

Gas supplied in the Utility's service area consists of natural gas having an average total heating value of not less than 900 Btus per cubic foot.

2. Standard Delivery Pressure

a. The standard delivery pressure maintained at the outlet of the meter supplying the customer will be approximately 0.25 pounds per square inch gauge (7-inch water column) subject to variation under load conditions.

b. In cases where a customer desires service at greater than standard delivery pressure, the Utility may supply at its option such greater pressure if, and only as long as, the furnishing of gas to such customer at higher than standard delivery pressure will not be detrimental to the service to other customers of the Utility. The Utility reserves the right to lower said delivery pressure or discontinue the delivery of gas at higher pressure at any time upon reasonable notice to the customer. Where service is provided at such higher pressure, the meter volumes shall be corrected to that higher pressure for billing purposes in accordance with the definition of a cubic foot set forth in Rule No. 1.

RULE NO. 8

METER READING
(Continued)

D. FACILITIES ON CUSTOMER'S PREMISES (Continued)

2. Utility Easements and Rights of Ingress and Egress (Continued)

- c. Upon the Utility's request, an applicant for gas service shall provide, without cost to the Utility, a non-exclusive perpetual easement in a form and upon terms that are satisfactory to the Utility for the installation and maintenance of a gas pipeline or pipelines and appurtenances, across, over, under, and through the applicant's premises, together with the rights of ingress and egress and any temporary easements that are reasonably necessary for the Utility to install, maintain, or replace the Utility's gas facilities. If the applicant is not the property owner, then the applicant shall secure such easements from the property owner. The Utility may request such easements whenever it determines that its existing easements or other property rights are unsatisfactory. Failure to provide such easements may be grounds for refusal of service. An easement or other property right may be unsatisfactory if, among other things, it burdens the Utility with undue costs (including costs related to indemnification, insurance, or the maintenance and restoration of the burdened estate); fails to provide a safe, convenient, and economical means for the placement, operation, or access to the Utility's gas facilities; seeks to confer benefits for the applicant or a customer that are unjust, unreasonable, unjustly discriminatory, or preferential; is vague or ambiguous; or conflicts with this Tariff or with the Commission rules and regulations.
- d. The Utility shall have the right but not the obligation to remove any or all of its equipment or other property installed at a customer's service address upon the termination of service.
- e. If the customer is currently receiving service, then within ten (10) days of the Utility's request, the customer shall provide, without cost to the Utility, a non-exclusive perpetual easement as described in paragraph (c). If the customer is not the property owner, then the customer shall secure such easement from the property owner. The Utility may request such an easement whenever it determines that its existing easement or other property rights are unsatisfactory. Failure to provide such easements shall be grounds for termination of service as provided in Rule 10C.

RULE NO. 10

TERMINATION OF SERVICE

A. RESTRICTIONS ON TERMINATION OF SERVICE, RECORD KEEPING AND REPAYMENT

1. The Utility shall not terminate service to a customer due to any of the reasons stated below:
 - a. Delinquency in payment for services rendered to a prior customer at the service address where service is being provided, unless the prior customer continues to reside at the service address.
 - b. Failure to pay for services or equipment that are not regulated by the Commission.
 - c. Nonpayment of a bill related to another class of service.
 - d. Failure to pay the portion of a bill imposed to correct a previous underbilling due to an inaccurate meter or meter failure, provided that the customer agrees to pay the portion of the bill attributable to correction of underbilling in full over a period of months agreed to by the customer and the utility.
 - e. An inability to pay if the customer establishes, on an annual basis, through documentation from a licensed medical practitioner:
 - (1) That, in the opinion of the licensed medical practitioner, termination would be especially dangerous to the health of a customer or a permanent resident residing at the customer's service address; or
 - (2) That there is medically necessary equipment used in the home that is dependent on utility service for operation.

RULE NO. 10

TERMINATION OF SERVICE

(Continued)

A. RESTRICTIONS ON TERMINATION OF SERVICE, RECORD KEEPING AND REPAYMENT
(Continued)

f. An inability to pay until all of the following have been attempted:

(1) The Utility has informed the customer of the availability of funds from various government and social assistance agencies

(2) If a third party has been previously designated by the customer to receive delinquency and termination information, the Utility has notified the third party that the customer's bill is delinquent and allowed the third party at least five business days to communicate with the Utility and to make arrangements for the payment of the delinquent Utility bill.

(3) At least 48 hours before the date upon which termination is scheduled to occur, the Utility has:

i. Provided at least two written notices of the termination, using the customer's preferred method of communication, to the customer and, if applicable, the customer's designated third party; and

ii. Telephoned the customer and, if applicable, the customer's designated third party to provide notice of the termination by attempting to speak to the customer, the customer's designated third party, or an adult resident of the customer's service address; or by attempting to leave a voice message;

g. Failure to pay the disputed portion of a bill if the customer has complied with Rule No. 11(B); or

h. Failure to pay the bill of another customer as guarantor thereof.

2. A customer utilizing the provisions of (e) or (f) above whose service is not terminated may be required to enter into a deferred payment agreement with the Utility within ten days after the date on which service otherwise would have been terminated. A utility shall allow at least a single missed payment or a single partial payment in a twelve month period at the request of the customer without any consequence. If there is more than one missed or partial payment, the payment plan agreement will be considered as breached. If the payment plan is in breach, the current payment plan may be amended, or a new payment plan may be created. Both the utility and the customer have a duty to act in good faith in negotiating a payment plan.

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RULE NO. 10

TERMINATION OF SERVICE
(Continued)

A. RESTRICTIONS ON TERMINATION OF SERVICE, RECORD KEEPING AND REPAYMENT (Continued)

3. The Utility will not terminate residential service during any period of time for which the local weather forecast, as predicted by the National Weather Service, indicates that the weather in the area of the customer's service address will include temperatures that do not exceed 32° F
4. The Utility will not terminate residential service to a customer unless the utility's call center and office or business facilities are open and available to the public on the day of termination and the day following the day of termination.
5. The Utility will not terminate residential service to a customer if the customer has paid at least half of the customer's delinquent bill balance within the last 25 days or if the customer's delinquent bill balance is less than or equal to \$100.00.
6. The Utility may partner with local stakeholders, nonprofits, public health agencies at the state, county, and local level, and local community service agencies to provide in-person notice of termination.
7. The Utility shall keep pace with technological advancements in communication and augment the requirements of this subsection to utilize the most effective means of informing the customer of delinquency and termination.
8. Beginning on April 15, 2022, and on each April 15 thereafter, the Utility shall file a report containing the utility's policy for compliance with Rule No. 10(A)(f).

RULE NO. 10

TERMINATION OF SERVICE
(Continued)

B. TERMINATION OF SERVICE WITHOUT ADVANCE WRITTEN NOTICE

1. Notwithstanding Rule No. 10(A), the Utility may terminate service to a customer's service address without advance written notice if:
 - a. Failure to terminate service would result in an obvious hazard to the safety or health of the customer, the general population, or the Utility's personnel or facilities,
 - (1) If any unsafe or hazardous condition is found to exist on the customer's premises, or if the use of gas thereon by apparatus, appliances, equipment, or otherwise is found to be detrimental or damaging to the Utility, its customers, or the general public, or if the utilization of gas by means thereof is prohibited or forbidden by law, the service may be disconnected without notice. The Utility will attempt to notify the customer or occupant immediately of the reasons for the discontinuance and the corrective action to be taken by the customer before service can be restored,
 - (2) Except as provided in Rule No. 7, the Utility does not assume the duty of inspecting the customer piping system, appliances, alarms, fixtures, or apparatus of any kind or character located beyond the point of delivery, including any necessary protective appliances and suitable housing therefore, and assumes no liability therefore;
 - b. The Utility has evidence of meter tampering or fraud related to the customer or the customer's service address.

The Utility shall have the right to refuse or to discontinue gas service if the acts of the customer or the conditions upon his premises are such as to indicate intention to defraud the Utility. When the Utility has discovered that a customer has obtained service by fraudulent means, or has used the gas service for unauthorized purposes, the service to that customer may be discontinued without notice. The Utility will not restore service to such customer until that customer has complied with all filed rules and reasonable requirements of the Utility and the Utility has been reimbursed for the full amount of the service rendered and the actual cost to the Utility incurred by reason of the fraudulent use; or
 - c. The customer has failed to comply with the curtailment procedures imposed by the Utility during supply shortages.
2. The Utility that has terminated service under Rule No. 10(B)(1) shall not be required to restore service until the situation that resulted in the termination has been corrected to the satisfaction of the Utility.
3. The Utility shall maintain a record of each termination of service made under Rule No. 10(B)(1) for at least one year and shall make the record available for inspection by the Commission upon request.

RULE NO. 10

TERMINATION OF SERVICE

(Continued)

C. TERMINATION OF SERVICE WITH NOTICE

1. Except as provided in Rule No. 10(A), the Utility has the right, but not the responsibility, to terminate service to a customer's service address for any reason stated below provided the Utility has complied with the notice requirements of Rule No. 10(D):
 - a. Customer violation of any of the Utility's tariffs or of the Commission's rules,
 - b. Failure of the customer to pay a delinquent bill for Utility service,
 - c. If a customer is receiving gas service at more than one location, service at all locations may be discontinued if bills for service at any one or more of these locations are not paid within 25 days, provided the Utility has given the customer at least five days' prior written notice of such intention. However, domestic residential service will not be discontinued because of nonpayment of bills for other classes of service,
 - d. Failure of the customer to meet or maintain the Utility's deposit requirements,
 - e. If, for the convenience of an applicant, the Utility should establish gas service to an applicant before he has established his credit, the Utility may discontinue service if the applicant fails to establish credit within five days thereafter,
 - f. Unauthorized resale of utility equipment or service by the customer,
 - g. Failure of the customer to provide the Utility reasonable access to the Utility's equipment or property,
 - h. Customer breach of a written contract or agreement for service or service-related work between the Utility and customer,
 - i. When necessary for the Utility to comply with an order of any governmental agency having jurisdiction, or
 - j. Failure to provide an easement in a form and upon terms that are satisfactory to the Utility for the installation and maintenance of a gas pipeline or pipelines and appurtenances as provided in Rule No. 8.

2. The Utility shall maintain a record of each termination of service made under Rule No. 10(C)(1). This record shall be maintained for one year and be available for Commission inspection.

RULE NO. 10

TERMINATION OF SERVICE
(Continued)

D. TERMINATION NOTICE REQUIREMENTS

1. At least ten days before the Utility terminates service to its customer's service address under Rule No. 10(C), the Utility shall provide the customer advance notice of the Utility's intent to terminate service..
2. The Utility shall provide the advance notice required by subsection (D)(1) by providing a copy of the advance notice to the customer and, if applicable, the customer's designated third party, using the customer's preferred method of communication, or U.S. mail, as provided in R14-2-312(K).
3. The Utility shall include at least the following information in an advance notice required under subsection (D)(1):
 - a. The name of the customer whose service is to be terminated and the service address where service is to be terminated;
 - b. If service is to be terminated because the customer has violated a Utility tariff or Commission rule, the name of the Utility tariff or Commission rule violated and an explanation of the violation;
 - c. If service is to be terminated because the customer has failed to pay a delinquent bill for Utility service, the amount of the delinquent bill and the date payment was due;
 - d. If service is to be terminated because the customer has failed to meet or maintain the Utility's deposit requirements, the amount the customer has on deposit and the amount the customer is required to have on deposit;
 - e. If service is to be terminated because the customer has failed to provide the Utility reasonable access to the Utility's equipment or property, a description of the access required and a description, including dates, of the customer's failure to provide access;
 - f. If service is to be terminated because the customer has breached a written contract for service between the customer and the Utility, identification of the contract provision breached and a description of the circumstances constituting a breach;

RULE NO. 10

TERMINATION OF SERVICE
(Continued)

D. TERMINATION NOTICE REQUIREMENTS (Continued)

3. The Utility shall include at least the following information in an advance notice required under subsection (D)(1): (Continued)
 - g. If service is to be terminated because the termination is necessary for the Utility to comply with an order of any governmental agency having jurisdiction, a description and, if possible, a copy of the order;
 - h. If service is to be terminated because the customer has engaged in unauthorized resale of the Utility's equipment or service, a description of the circumstances, including dates, constituting such resale;
 - i. The date on or after which service is to be terminated;
 - j. A statement advising the customer to contact the Utility at a specific address or phone number to receive information regarding any deferred payment program or other procedures the utility may offer, or to reach a mutually agreeable solution to avoid termination of the customer's service;
 - k. A description of the requirements of Rule No. 10(F), along with the specific address for the customer to contact or the phone number for the customer to call to raise a dispute.
4. If a customer has designated a third party for the customer's account, the Utility shall ensure that the third party is concurrently provided each notice, whether written or telephonic, that is provided to the customer as required by this Section.

RULE NO. 10

TERMINATION OF SERVICE
(Continued)

D. TERMINATION NOTICE REQUIREMENTS (Continued)

5. The Utility shall ensure that a customer is afforded the right to dispute the Utility's stated reason for termination, in accordance with the following:
 - a. A Utility shall maintain a specific address or phone number for customers to use to raise a dispute with the Utility;
 - b. A Utility shall notify each customer subject to termination, and the customer's designated third party, that to dispute the Utility's reason for termination, the customer or the customer's designated third party shall contact the Utility at the specific address or phone number, before the scheduled date of termination, to advise the Utility of the dispute and to discuss the cause for termination with a representative of the Utility;
 - c. If a customer raises a dispute, a Utility shall ensure that a representative of the Utility, who is empowered to resolve the customer's dispute, discusses the cause for termination with the customer before the scheduled termination date;
 - d. If a Utility determines after discussion with a disputing customer that the reason for termination is just, the Utility may terminate service to the customer, unless prohibited by Rule No. 10(A);
 - e. If a Utility decides to terminate service to a disputing customer as permitted in subsection (D)(5)(d), the Utility shall inform the customer of the termination and of the customer's right to file a complaint with the Commission; and
 - f. The Utility shall not terminate service if the customer has a pending complaint before the Commission.

RULE NO. 10

TERMINATION OF SERVICE

(Continued)

E. TIMING OF TERMINATIONS WITH NOTICE

1. If the period of time allowed by the advance notice has elapsed, and the customer has not remedied the cause for termination to the Utility's satisfaction, the Utility shall provide the customer and, if applicable, the customer's designated third party, a final notice, two days before the termination date specified, using the customer's preferred method of communication. If the customer has not remedied the cause for termination after the two days have passed, and Rule No. 10(A) does not apply, the Utility may then terminate service on or after the day specified in the final notice without giving further notice.
2. Notwithstanding subsection (E)(1), if a customer's preferred method of communication is U.S. mail, the utility shall allow ten days before terminating service without giving further notice.
3. The Utility shall comply with Rule No. 10(A)(6), if applicable, before it may terminate service.
4. The Utility shall have the right but not the obligation to remove any or all of its equipment or other property installed at a customer's service address upon the termination of service.

F. LANDLORD/TENANT RULE

If the service address for a customer different from the mailing address for the customer's bill, or the Utility knows that a landlord/tenant relationship exists for the service address and that the landlord is the customer of the Utility, as the utility shall comply with Rule No. 10 subsections (D) and (E) as well as the following if the customer account becomes subject to termination of service under subsection (C):

1. If it is feasible to provide service to the service address in the occupant's name, the Utility, shall offer the occupant the opportunity to obtain service in the occupant's name.
2. If the occupant declines to subscribe to service in the occupant's name, the Utility may terminate service as permitted under subsections (C) through (E); and
3. The Utility shall not require or attempt to require the occupant to pay any outstanding bills or other charges due on the account of the landlord.

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RULE NO. 10

TERMINATION OF SERVICE
(Continued)

G. CUSTOMER RESPONSIBILITIES

1. A customer shall be responsible for managing therm use when the Utility is not permitted to terminate service to the customer under Rule No. 10(A).
2. A customer shall be financially responsible for any charges accrued for service during a period when the Utility is not permitted to terminate service to the customer under Rule No. 10(A)(3).
3. A customer shall, after the provision of Rule No. 10(A)(3) no longer precludes termination:
 - a. Pay the past due amounts in full; or
 - b. Pay the past due amounts through installments as billed by the Utility, with no penalty for prepayment.
4. A customer desiring to dispute a Utility's reason for termination shall, before the scheduled date of termination, contact the Utility at the specific address or phone number provided in the notice pursuant to Rule No. 10(D)(3)(k) to notify the Utility of the dispute and discuss the reason for termination with a representative of the Utility.

RULE NO. 11

ADMINISTRATIVE AND HEARING REQUIREMENTS

A. CUSTOMER SERVICE COMPLAINTS

1. The Utility shall make a full and prompt investigation of each service complaint made by one of its customers, whether made directly or through the Commission.
2. Within five business days after a complaint is made, the Utility shall respond to the complainant and, if applicable, to the Commission representative regarding the status of the Utility's investigation of the complaint.
3. The Utility shall notify the complainant and, if applicable, the Commission representative of the final disposition of each complaint. Upon request of the complainant or the Commission representative, the Utility shall report the findings of its investigation in writing.
4. The Utility shall inform the customer of the right to file an informal complaint with the Commission, under Rule No. 11(C)(1), if the customer is dissatisfied with the results of the Utility's investigation or the final disposition of the complaint.
5. The Utility shall:
 - a. Create a record of all written service complaints received which shall contain, at a minimum, the following data:
 - (1) Name and address of customer;
 - (2) Service address at issue, if different from the customer's address;
 - (3) Date and nature of the complaint;
 - (4) Disposition of the complaint; and
 - (5) Copy of any correspondence between the Utility, the customer, and a Commission representative; and
6. Maintain each service complaint record for at least one year after final disposition of the complaint and make the record available for inspection by the Commission upon request.

RULE NO. 11

ADMINISTRATIVE AND HEARING REQUIREMENTS
(Continued)

B. CUSTOMER BILL DISPUTES

1. A Utility customer who disputes a portion of a bill rendered for Utility service shall, prior to the due date for the bill, pay the undisputed portion of the bill and notify a representative of the Utility that the unpaid amount is in dispute.
2. Upon receipt of the customer notice of dispute, the Utility shall:
 - a. Within five business days after receiving notice of the dispute, provide the customer confirmation that the dispute has been received;
 - b. Initiate a prompt investigation of the source of the dispute;
 - c. Withhold termination of service until the investigation is completed and the customer has been informed of the results of the investigation;
 - d. Notify the customer of the results of the investigation and final disposition of the bill dispute, in writing if requested by the customer; and
 - e. Inform the customer of the right to file an informal complaint with the Commission, under Rule No. 11(C)(1), if dissatisfied with the results of the Utility's investigation or final disposition.
3. Once the customer has received the results of the Utility's investigation, the customer shall, within five business days, submit payment to the Utility for any disputed amounts. Failure to make full payment within five business days shall be grounds for termination of service under Rule No. 10(C)(1)(b).

C. COMMISSION RESOLUTION OF SERVICE AND BILL DISPUTES

1. If a customer is dissatisfied with the outcome of the Utility's investigation or final disposition of a service or bill dispute, the customer may file with the Commission a written statement of dissatisfaction which shall be deemed an informal complaint against the Utility.

Any controversy or claim arising out of or relating to this Tariff, or breach thereof, shall be adjudicated by the Commission. This includes, but is not limited to, controversies or claims involving meter errors, billing errors, invoicing errors, and claims for a full or partial refund. This also includes, but is not limited to, service complaints, such as claims arising out of or relating to the establishment, interruption, resumption, and termination of service.

RULE NO. 11

ADMINISTRATIVE AND HEARING REQUIREMENTS
(Continued)

C. COMMISSION RESOLUTION OF SERVICE AND BILL DISPUTES (Continued)

2. Within 30 days after receiving an informal complaint against the Utility, a Commission representative shall attempt to resolve the dispute through communications with the Utility and the customer (written or telephonic or both). If resolution of the dispute is not achieved within 20 days of the Commission representative's initial effort, the Commission shall hold a mediation regarding the dispute in accordance with the following:
 - a. A Commission representative shall preside over the mediation, and the participants shall be the customer and the Utility.
 - b. Each participant may be represented by counsel, at the participant's own expense, if desired.
 - c. The mediation may be recorded or held in the presence of a stenographer.
 - d. Each participant shall have the opportunity to present written or oral material to support the participant's position.
 - e. Each participant shall have the opportunity to cross-examine the other participant and the Commission representative shall have the opportunity to examine each participant.
 - f. The Commission's representative shall render a written decision to all parties within five working days after the date of the informal hearing. The written decision of the Commission's representative is not binding on any of the parties, and the parties shall retain the right to make a formal complaint to the Commission.
3. The Utility may implement normal termination procedures, under Rule No. 10(C)(1)(b), if the customer fails to pay all undisputed bills rendered during the resolution of the dispute by the Commission.
4. The Utility shall maintain a record of written statements of dissatisfaction and their resolution for at least one year and shall make such records available for Commission inspection upon request.