

GENERAL SERVICE PROVISIONS

1. GENERAL

- a. These General Service Provisions and the terms and provisions of the various Rate Schedules (including the rates set forth therein), are subject to change from time to time upon order of the Commission.
- b. The following words, terms, and abbreviations, when used in the General Service Provisions and Rate Schedules, shall be understood to have the following meanings except where otherwise indicated:

- (1) "Company": The Washington Gas Light Company

Service provided in Arlington, Fairfax, Loudoun, Prince William and Shenandoah (as authorized in Certificate No. G-150a issued November 7, 1996) Counties, in the Cities of Alexandria, Falls Church, Fairfax, Manassas and Manassas Park, and in the Towns of Middleburg, Leesburg, Occoquan and Vienna shall be at rates stated for Washington Gas.

Service provided in Clarke, Frederick, Shenandoah (throughout except as stated in Certificate No. G-150a issued November 7, 1996) and Warren Counties, in the City of Winchester, and in the Towns of Berryville, Middletown, Mt. Jackson, New Market, Stephens City, Strasburg and Woodstock shall be at rates and terms stated for Shenandoah.

If rates stated in any rate schedule are not stated separately for Washington Gas and Shenandoah, the stated rates shall apply to all customers throughout the service territory.

- (2) "Customer": Any corporation, municipality, governmental agency, person, group of persons, or partnership to whom the Company furnishes service. Each individual establishment, single-family residence, and apartment (separately metered) shall be a customer. The type of customer is defined by class of service as provided under CLASSES OF SERVICE, Section 1A.
- (3) "Commission": The State Corporation Commission of Virginia
- (4) "Therm": A quantity of heat equivalent to 100,000 British thermal units (Btu); i.e., 1 therm equals 1 Ccf (100 cubic feet) of gas containing 1,000 Btu per cubic foot

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For service rendered on and after November 12, 2002

Adrian P. Chapman - Vice President, Regulatory Affairs & Energy Acquisition

General Service Provisions (Continued)

- (5) "Btu": Amount of heat required to raise the temperature of one pound of water one degree Fahrenheit at standard atmospheric pressure
- (6) "Rate Schedule": A schedule of rates applicable to a Customer whose use of gas service conforms with the character of supply contemplated in the rates
- (7) "Measurement Base": Standard delivery to the Customer is at low pressure. Where, at the discretion of the Company, gas is supplied at higher than standard delivery pressure, measurement may be by a meter equipped with a pressure compensating device (e.g. base pressure index, fixed factor index, etc.) and the metering is continuously, automatically and uniformly corrected from the absolute delivery pressure (14.73 atmospheric pressure) in pounds per square inch absolute, to a pressure base of 14.92 pounds per square inch absolute, at the temperature existing at the meter; alternatively, a standard meter may be used and a conversion factor applied for billing.
- (8) "Heating Value": Not less than 1,000 Btu per cubic foot
- (9) "Degree Day" or "Degree Day Deficiency (DDD)": a measure of the coldness of the weather experienced based on the extent to which the daily average temperature falls below 65°F. Actual Degree Days shall be based on National Weather Service published average daily temperatures for Washington National Airport Station.
- (10) "Billing Error": An overcharge or undercharge that is attributable to any of the following:
 - (a) An incorrect meter read (whether read by a meter reader or by remote equipment);
 - (b) An incorrect calculation or application of the appropriate rate schedule;
 - (c) An incorrect application or omission of a pressure adjustment factor;
 - (d) An incorrect input or omission of data into the Company's automated billing system; or
 - (e) Another similar act or omission in determining the amount of the customer's bill.

The term "billing error" does not include (i) an undercharge or overcharge resulting from a fast, slow or non-registering meter, or from the use of an estimated or customer meter read, or (ii) the failure to render a bill because the customer did not make application for service.

- c. These General Service Provisions are a part of the agreement between the Customer and the Company.
- d. The interpretation of the General Service Provisions and Rate Schedules as to their intent and applicability will be made by the Company subject to the approval of the Commission.
- e. All bills are subject to such sales, consumer utility or energy taxes or other surcharges as are in force and applicable thereto from time to time. The Company is under no obligation to determine if a Customer is exempt from taxation.

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Adrian P. Chapman - Vice President, Regulatory Affairs & Energy Acquisition