

General Service Provisions (Continued)

11. DISCONTINUANCE OF SERVICE

- a. When a Customer desires to discontinue service, he shall notify the Company at least 48 hours in advance. The Customer may be held responsible for all gas consumed for 48 hours after the date of such notice.
- b. The Company may discontinue service to a Customer and remove its property without being liable to the Customer or to tenants or occupants of the premises serviced, for any loss, cost, damage or expense occasioned by such discontinuance and / or removal, for any of the following reasons:
 - (1) Failure, after ten days' written notice, to comply with the Company's requirements for service applications under APPLICATION FOR SERVICE, Section 2.
 - (2) Failure, after ten days' written notice, to make or increase a deposit as required under DEPOSITS TO GUARANTEE PAYMENT OF BILLS, Section 3.
 - (3) Failure to pay a bill for gas service after the Company has made a reasonable attempt to effect collection and has given the Customer written notice that he has 10 days in which to make settlement on his account or have his service denied.
 - (4) After ten days' written notice for refusal of, or inability of the Company to obtain, reasonable access to premises.
 - (5) Tampering with, damage to or loss of property of the Company on the Customer's premises for which the Customer is liable as provided under METERING, Section 5, or improper character, condition or use of Customer's piping or appliances according to requirements under CUSTOMERS' PIPING AND APPLIANCES, Section 9.

The Company may discontinue service without notice for reason (5).

- c. When it becomes necessary for the Company to discontinue gas service to a Customer for any of the foregoing reasons, service will be reinstated only after all bills for service then due have been paid and satisfactory arrangement made for the extension of credit and after a reconnection fee shall have been paid to reimburse the Company for its attendant expenses. The reconnection fee applicable to this provision is detailed in Appendix A.

Should the customer make a payment to a company representative at the customer's premises to avoid discontinuance of service, the customer shall be subject to field collection charge, as specified in Appendix A.

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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)

- d. When it becomes necessary for the Company to discontinue gas service to a Customer for any of the reasons in Section b. (above) the Company may, at its option, install a shutoff valve (stopcock) on the customers service line. The customer shall be liable for all Company expenses related to the installation of the shutoff valve and / or restoration of gas service. In cases where a stopcock has previously been installed on a customers service, the customer will be liable only for those costs incurred by the Company that are necessary for testing and restoring service to the premise. In no event shall such costs exceed \$1,150.00 per occurrence including the installation of a stopcock on the service line.

12. TEMPORARY DISCONTINUANCE OF SUPPLY

The Company may temporarily shut off the supply of gas to the Customer's premises after reasonable notice for the purpose of making necessary repairs or adjustments to mains or supply pipes, and reserves the right to shut off the supply of gas without notice in case of emergency.

13. INSTALLATION OF SERVICE PIPES AND CONNECTIONS

- a. The provisions of this section apply only to Customers for original service to a premise not currently or previously served or customers for whom existing facilities capacity is insufficient to supply new demand put upon it and additional investment in facilities to serve those customers is required.
- b. Upon application for connection between a gas main and a building to be supplied with gas, the entire installation of the gas service pipe and connections from the main to the meter shall be made by the Company. This service pipe shall be of the size and type prescribed by the Company.
- c. The Company shall not be required to install facilities where the revenues from such installation will not justify the investment. Under such conditions, the Company may require contribution from the applicant. Any contribution will be determined as set forth in General Service Provision No. 14, ECONOMIC EVALUATION OF FACILITIES EXTENSION.

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