

GENERAL SERVICE PROVISIONS (Continued)

24. BALANCING CHARGE (Continued)

C. FILING

The Company shall file with the Commission Staff the above factors at least ten days prior to their effective date. Such filing shall be made concurrent with the Company's annual ACA Filing.

The Company may file a surcharge factor at intervals other than specified above to recognize, as necessary, changes in costs and or collections. The Commission Staff may direct the Company to adjust the above factors for the purpose of minimizing the level of any subsequent reconciliation. The Company shall furnish data to the staff in a form and quantity acceptable to staff for its own evaluations.

25. AUTOMATED PAYMENT PLAN

Upon written notification by the customer, the Company shall arrange with the customer's banking or other financial institution to have the customer's monthly bill payment automatically deducted from funds deposited in the customer's checking account. The Company shall request payment be made no sooner than the bill due date. If a payment should be returned for insufficient funds, the company shall charge the customer a fee as specified in Appendix A under this provision. A customer's participation in the plan will be discontinued if two consecutive payments, or three payments within a year are not honored by the customer's bank. This includes payments not honored due to insufficient funds, as well as dishonored payments caused by inaccurate customer or bank account information.

26. BILLING ERROR

- A. If the Company overcharges a customer due to a billing error as defined in General Service Provision No. 1, GENERAL, the Company shall refund or credit the amount of the overcharge. However, the Company is not required to adjust, refund, or credit any overcharge for a period greater than the three years immediately preceding discovery of the billing error, unless the customer provides copies of bills or records demonstrating that the overcharges occurred for a period greater than three years.
- B. If the Company undercharges a customer, the following provisions shall apply:
 - 1. In cases that involve meter tampering, fraud, or the denial of reasonable access to the Company's equipment (as evidenced by failure to permit access despite three written requests), the Company may bill the customer for the amount of the undercharge during the three year period immediately preceding discovery of the error. The Company will also bill the Customer for the costs included in identifying and resolving the meter tampering and related under billing.
 - 2. In cases that do not involve meter tampering, fraud, or denial of access to Company equipment, the Company may bill the customer for the amount of the undercharge during the one year period immediately preceding discovery of the error, and the Company shall offer the Customer reasonable payment arrangements for the amount of the bill, taking into account the period of the undercharge.
- C. Overcharges and undercharges resulting from a fast, slow or non-registering meter shall be reconciled in accordance with General Service Provision No. 8, ACCURACY OF GAS METERS. Charges for service to a customer who did not make application for service shall be billed in accordance with General Service Provision No. 2, APPLICATION FOR SERVICE.

ISSUED: September 20, 2007

For service rendered on and after October 19, 2007

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