

Service Rules - Schedule SRVC-1

***Establishing Gas Service***

Application for Gas Service

A customer desiring gas service must make application to the Company before commencing use of the Company's service. The Company reserves the right to require a signed application and photo identification or a written contract for the service to be furnished.

Receipt of gas service, however, shall cause the Company to consider the receiver as a customer of the Company, subject to its rates, rules and regulations, whether service is based upon a signed application, contract, or otherwise. All applications and contracts for service shall be made in the legal name of the party to be obligated to pay for the service.

Subject to its rates, rules and regulations, the Company shall continue to supply gas service until ordered to discontinue, and the customer shall be responsible for payment of all service furnished until discontinued.

Any service requested and not activated within six months from the date of installation as per customer instructions shall be subject to the minimum monthly service charge beginning the sixth month.

Customers assume all responsibility on the customer's side of the point of delivery for the service supplied or taken, as well as for the service installation, appliances, and apparatus used in connection therewith and shall save the Company harmless from and against all claims for injury or damage to persons or property occasioned by or in any way resulting from such service or the use thereof on the customer's side of the point of delivery unless such injury or damage is caused by negligence of the Company.

Private Policy and Credit Reporting

St. Croix Valley Natural Gas Co. does not sell or provide customers' personal information to third parties for the purpose of telemarketing, e-mail or direct-mail solicitation. The Company will not disclose a customer's personal information to third parties without the customer's written consent, unless the Company reasonably believes that the disclosure is essential to the conduct of its business, including but not limited to where such disclosure is necessary to:

- a. comply with the law, legal process or regulators,
- b. collect unpaid bills,
- c. enable Company employees to provide service to the customer and to otherwise perform their duties,
- d. comply with electronic data interchange functions enabling automatic bill payment,
- e. obtain and provide credit reporting information, or
- f. resolve customer disputes or inquiries.

**Service Rules - Schedule SRVC-1 - continued**

**Deposits**

Residential and commercial customers shall be required to make cash deposits or other guarantees as a condition for service, subject to the requirements specified in the Wisconsin Administrative Code PSC 134.061 and 134.0615.

***Conditions of Delivery***

1. Therm basis of billing. Gas billed under these rates shall be on the therm basis. Meter readings in cubic feet shall be adjusted to therms using an adjustment for heat content provided by the delivery pipeline or its designee.
2. This rate schedule applies to gas distributed to one customer at one location through one meter. For those customers where, at the Company's sole discretion, two or more meters are required for service, all such meters shall be combined and the total service charge shall be the same as though one meter was installed.
3. Gas not for resale. Gas obtained under the Rg-1, Rm-1, Cg-1, Cg-2, Ig-1, Ig-2, and PG-1 Rate Schedules may not be resold by the customer.
4. Customer charge for temporary meter turnoff. Customers who have their meters turned off and back on within a 12-month period shall pay the Customer Charge applicable to the customer for the period while service was not being used.
5. Temporary Gas Service. A customer taking temporary gas service shall pay the rates applicable to the class of service rendered, and shall be subject to these rules and regulations. In such case, the Company may require that the customer pay in advance the cost of the installation and removal of all facilities, including the meter, required to furnish the desired service, less the salvage value of such facilities.
6. Temporary Suspension of Gas Service. The Company may temporarily suspend service in order to make repairs and improvements in its distribution system. Whenever possible, such changes shall be made so as to cause the least inconvenience to the customer as a whole.
7. Escaping Gas. The customer shall immediately give notice to the Company of any gas escaping in or about the premises.
8. Continuity of service. The company will use reasonable diligence to provide an uninterrupted and regular supply of service, but it shall not be liable for any interruptions, deficiencies or imperfections of service not due to its own negligence. The Company may temporarily suspend the delivery of service when necessary for the purpose of making repairs, changes, and improvements upon any part of its system. The Company shall not be liable for any losses, injuries or damages to persons or property due to disconnection of service in accordance with the disconnection rules.

Service Rules - Schedule SRVC-1 - continued
---

Conditions of Delivery, continued

9. Access to Premises. The Company shall at all reasonable times have access to the customer's premises for the purpose of ascertaining the quantity of gas supplied; for the purpose of inspecting, examining, repairing, installing or removing its own regulators, meters, pipes, fitting or other equipment; and examining and inspecting the customer's installation of gas piping and equipment.

**Service Rules - Schedule SRVC-1 - continued**

***Customer Gas Piping and Equipment***

The customer shall furnish and install all building gas piping and gas utilization equipment. Such gas piping and equipment shall be installed and maintained at all times in accordance with requirements set forth by properly constituted authority and by the Company. The Company assumes no responsibility in connection with the installation, maintenance or operation of gas piping and equipment beyond the meter outlet.

The Company reserves the right to discontinue gas service at any time after reasonable notice when practicable if such gas piping and equipment is in an unsatisfactory or unsafe condition in the opinion of the Company. The Company may, however, at any time require the customer to make such changes in the equipment or use thereof as may be necessary to eliminate any hazardous condition(s).

The piping, meters, and appurtenances used in furnishing gas service to the customer have a definite capacity, and therefore no material increase in load or equipment shall be made without first making arrangements with Company for the additional gas supply.

***Company Equipment on Customer Premises***

The company shall furnish and maintain all equipment necessary for regulation, metering and billing the gas supplied. This includes structures supporting the Company's meters and regulators (meter bars, aboveground piping, etc.). All meters and regulators and other facilities placed on any premises by the Company for the purpose of rendering gas service shall, unless otherwise expressly provided, be and remain the property of the Company.

The customer shall provide a suitable place for the meter satisfactory to the Company. When a concrete slab or footing is necessary for the support of the meter, pressure regulator, and associated devices, it will be the responsibility of the customer to provide such slab or footing satisfactory to the Company.

The customer shall see that said meters are protected from damage or accident and shall permit no person other than the agent of the Company, or a person lawfully authorized to do so, to remove, inspect, or tamper with it. The customer shall be liable and shall reimburse the Company for all damage to the Company's equipment and for all loss resulting from interference or tampering therewith. Upon the discovery of any such damage or interference the Company shall have the right to terminate service. Service may be restored upon the customer's payment of all losses and damages to the Company and the current reconnection charge. Further interference or tampering by that customer shall be cause for permanent discontinuance of his/her service.

<b>Service Rules - Schedule SRVC-1 - continued</b>
--

Company Equipment on Customer Premises, continued

The Company shall furnish gas to a customer at any one location through a single service. The Company reserves the right to modify, change or exchange its facilities on the customer's premises, provided, that where any such modification, change or exchange is made for the Company's convenience, the Company shall bear the expense thereof, including the expense of change required in the customer's house piping.

Where there is a change of any kind on the premises of the customer in operations or by reason of construction, reconstruction, alteration or demolition, which in the judgment of the Company makes the relocation of the installed gas service facilities of the Company necessary, or if the relocation of the gas service facilities of the Company is requested by the customer, the Company shall move such facilities at the customer's expense to a location on the customer's premises acceptable to the Company.

For addition of Company meters to accommodate additional customers, or additional or modified usages at an existing service location, without relocating the service line, the Company shall bear the cost of furnishing related support structures. For relocation of service lines, see Schedule SX-1.

**Service Rules - Schedule SRVC-1 - continued**

***Assurance of Accurate and Timely Billing***

**Meter Testing**

The Company shall maintain and test its metering equipment in accordance with accepted standard practices as specified in Wis. Admin. Code Ch. PSC 134.

**Meter Reading**

For routine gas service, reading of all meters shall occur on the last day of each month, or the first day of the following month.

The Company will read the meter for a departing customer on the date given by the customer as the date of service termination. If the customer has failed to notify the Company prior to terminating service, and the service termination date is not a month-end date, then the Company will pro-rate the final bill using the month-end reading and the number of days of service in that month, including the termination date.

Bills for service will be rendered within 5 days from the reading of the meter except as may be otherwise specifically authorized by the commission. See Wis. Admin. Code PSC 134.12.

**Billing Dead Meters and Meters showing Under-Registration**

See Wis. Admin. Code PSC 134.14.

**Refunds for Fast Meters**

See Wis. Admin. Code 134.14.

Service Rules - Schedule SRVC-1 - continued
---

***Policy for Periodic Inspection of Customers' Appliances***

Periodic inspection is made through the medium of service calls, during unscheduled visits to the customer's premises to re-establish service, or when responding to a possible gas leak situation. Inspections consist of checking burners and pilots for proper operation and observation to the extent practicable, of the condition of controls and safety devices.

The customer is notified as to any improper or unsafe conditions that may be observed. Any necessary adjustments or repairs of the type generally performed by the Company's service organization and requested by the customer are done at the Company's prevailing rates.

No adjustment or services is provided for gas pilots on oil burners or other equipment where use of gas is merely incidental.

No inspection is made when the customer signifies that it is not desired.

The inspection is limited to conventional gas-consuming equipment such as cooking appliances, water heaters, refrigerators, incinerators, clothes dryers, gas space heating and space cooling equipment.

The Company does not undertake to inspect industrial or commercial process equipment or special gas-consuming appliances, unless the customer specifically requests such an inspection, and then only conventional appliances are inspected.

The Company inspection policy is solely for the benefit of customers and the Company assumes no liability for the condition of any appliances, piping or equipment beyond the outlet side of its meters or for any injury or damage in any way resulting therefrom.

**Service Rules - Schedule SRVC-1 - continued**

***Billing, Payment Collection, and Disconnection Procedures***

Bills shall be rendered by the Company to customers monthly, at least twenty days before the bills are due. Bills shall be due on the 25<sup>th</sup> of each month, or, if the 25<sup>th</sup> falls on a weekend or holiday, the next business day. The due date shall be identified on each bill. Said bills shall be made payable at the offices of the company or its authorized agents during regular business hours. The manner of the billing will comply with Wis. Admin. Code PSC 134.13.

**Budget Billing**

A budget payment plan is available to all prospective and existing residential customers and to all commercial accounts for which the primary purpose of the service is to provide for residential living (for example a residential apartment building.) The budget plan is in accordance with Wis. Admin. Code PSC 134.13(5). A budget payment plan is also available, at the Company's discretion, by request, to firm commercial customers.

**Partial Month Billing**

To avoid the necessity of prorating the fixed monthly customer service charge for gas service, the following procedure shall be used:

**Partial Month Billing if the Time Between Two Successive Meter Readings is Less Than 15 Days**

- a. For usage of 1 therm or less, no bill shall be issued for final reading.
- b. For usage of more than 1 therm used by an existing customer being disconnected, gas used shall be charged but no fixed monthly customer service charge will be applied.
- c. For usage of more than 1 therm used by a new customer being connected, gas used shall be billed as if used in the succeeding month.
  - a.

**Partial Month Billing if the Time Between Two Successive Meter Readings is Greater Than 15 days.**

If the time between two meter reading dates is 15 days or more but not over one month and 14 days, gas used in that period shall be billed in accordance with the filed schedules with a one-month customer charge.

**Partial Month Billing for a Customer of Less Than 30 Days.**

When a customer takes service for less than a 30-day period (connects and disconnects in that period), the bill will include a one-month customer charge.



<b>Service Rules - Schedule SRVC-1 - continued</b>
--

**Billing on Other Than Monthly Basis**

Where an applicant or customer is unable to furnish either the required cash deposit or a satisfactory guarantor, or where the customer's business is of a hazardous or temporary nature, the Company may, at its option, bill such applicant or customer on other than a monthly basis with a corresponding adjustment in the deposit or guarantee requirement and disconnect procedures. Where a commercial or farm customer has failed to make prompt payment of all bills within the last 24 months, the Company may, at its option, require a deposit equal to the two largest consecutive gas bills in the preceding 12 months, as determined by the utility.

**Non-Sufficient Funds Charge**

When a customer issues a check or authorizes an electronic transfer payment to the Company that a bank or other financial institution fails to honor (for reason of insufficient funds, account closed, stop payment order issued, etc.) the customer shall be billed an additional charge of \$20.00 per check or electronic transfer.

**Late Payment Penalty**

All bills not paid in full on the due date shall be considered delinquent. Failure to receive a bill does not relieve the customer of the obligation to make payment by the due date. Payment to a third party, other than to an authorized agent, does not constitute payment to the Company. A one-time late payment charge of 3 percent but not less than 30 cents shall be added to bills not paid by the due date. This one-time 3 percent late payment charge shall be applied only to any unpaid balance for the current billing period's usage. Late payment penalties will conform to Wis. Admin. Code PSC 134.13(1)(h) – (j)).

**Collection Costs**

The Company shall charge the customer for costs or fees incurred by and awarded in court. Typical costs include the cost of serving a court summons, court filing fee, and, if applicable, treble damages for bills incurred after October 31 and before April 16, according to Wis. Admin. Code 196.642.

<b>Service Rules - Schedule SRVC-1 - continued</b>
--

**Diversion of Service**

When the Company determines from reasonable evidence that a customer has obtained gas service, in whole or in part, whether intentionally or not, by means of devices or methods which interfere with the proper metering of such service, the Company reserves the right to estimate and present to such customer for immediate payment a bill to include the following:

1. The deficiency in revenue occasioned by such interference with the proper metering for the entire period of such diversion as determined from inspection of the customer's meter record, the customer's admission of the duration of such interference, or any other evidence indicating the duration and extent of such interference.
2. The cost of any and all damage done to the Company's equipment due to such interference with its metering.
3. The cost incurred by the Company in investigation and correction of the diversion, such as the cost of installing, reading, testing, and removing meters; and such other incidental costs. If the customer fails to arrange to comply with these requirements, either in payment of the above-mentioned bill or in changing the piping and metering, the Company will discontinue service in accordance with its filed disconnection rules.

Once the Company has issued a bill for any or all of the above charges, payment may be due within 24 hours of billing or the customer may be subject to an eight day notice of disconnection.

In the event any tamper-proof installation so installed shall be the subject of further damage or interference by the customer or customer's permittees, the Company shall have the right to terminate service without further notice.

Nothing in these rules shall preclude the right of the Company to prosecute, according to law, customers apprehended in the diversion of service.

**Deferred Payment Agreement**

The Company shall offer Deferred Payment Agreements to residential customers. For requirements of Deferred Payment Agreements, see Wis. Admin. Code 134.063.

**Service Rules - Schedule SRVC-1 - continued**

Deferred Payment Agreement form.

We, St. Croix Valley Natural Gas Company, Inc., hereby enter into a deferred payment agreement with

Customer: \_\_\_\_\_

Account # \_\_\_\_\_ Address: \_\_\_\_\_.

It is understood by both parties that the utility service will not be discontinued if the customer pays a reasonable amount of the outstanding bill and agrees to pay a reasonable portion of the remaining outstanding balance in installments until the bill is paid in full. The above named customer admits the legal responsibility of said utility billing, but does not have the available funds to pay such billing a lump sum. The customer agrees to pay St. Croix Valley Natural Gas Company, Inc., a total of \$\_\_\_\_\_ in the following manner:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Your gas service can be disconnected if payments are not received. There will be no finance charge on this agreement.

**RIGHT OF APPEAL**

**If you are not satisfied with this agreement, DO NOT SIGN IT.** You have the right to suggest a different payment arrangement. If you and the utility can't agree on terms, you can ask the Public Service Commission to review the disputed issues. If you do sign this agreement, you give up your right to dispute the amount due under the agreement, except for the company's failure or refusal to follow the terms of the agreement. Signing this agreement does not affect your responsibility to pay for your current service.

This agreement, made and entered into this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

Signed \_\_\_\_\_ Customer

We hereby accept the above.

St. Croix Valley Natural Gas Company, Inc.

<b>Service Rules - Schedule SRVC-1 - continued</b>
--

Disconnection and Refusal of Service

Gas service may be disconnected or refused by the Company subject to the restrictions and requirements specified in Wis. Admin. Code PSC 134.062 (residential), 134.0622 (commercial and farm) and 134.0624 (cold weather disconnections).

Dispute Procedure

For dispute procedures, see Wis. Admin. Code 134.064. Reconnection of Service.

Reconnection Charges

Reconnection of service shall be made in compliance with § PSC 134.0623, Wis. Adm. Code.

Reconnection charges apply:

- For reconnection of gas service following disconnection for nonpayment of a required deposit or bills for gas utility service.
- For reconnection of gas service for the same customer upon the same premises within one year when disconnection was for reasons other than nonpayment.

	During Normal Business Hours	After Normal Business Hours
Reconnection Charge:	\$35.00	\$65.00

Normal business hours are from 8 a.m. to 4:30 p.m., Monday through Friday, except holidays.

**Service Rules - Schedule SRVC-1 - continued**

Disconnection Notice Form

Date  
Customer Name  
Address  
City, State Zip Code

Pay by:  
Customer #  
Property #

FOR SERVICE AT  
Service Address

Dear Customer,

A review of our accounts indicates that your account is in a past due status. All accounts are payable on the due date, and subject to termination of service after that date.

Current Amount  
Past Due Amount  
Total Amount

You have eight days from the date of this letter to pay the Company its service arrears in the amount shown below, or your service is subject to disconnection.

PLEASE CALL THIS TELEPHONE NUMBER - 425-6177 - IMMEDIATELY - if you dispute the delinquency, if any resident is seriously ill, if you wish to negotiate a deferred payment agreement as an alternative to disconnection, or if there are other extenuating circumstances such as: infants, young children, aged, or handicapped residents, residents on life support systems or equipment, residents who have mental retardation or other developmental or mental disabilities.

PLEASE SEE INSERT FOR ADDITIONAL INFORMATION  
May we please have your prompt cooperation?

**\*\*FINAL DISCONNECTION NOTICE\*\***

Disconnection Notice Insert

Residential service will be continued or restored for 21 days if you submit a statement from a licensed Wisconsin physician or notice from a public health, social service official, or law enforcement agency identifying the serious illness or protective services emergency of a resident and the period of time during which disconnection would aggravate the circumstances.

If you fail to pay the service arrears, or fail to contact us within the eight days allowed to make reasonable time payment arrangements, we will proceed with disconnection action. Customers whose service has been disconnected may be required to make a deposit or provide other guarantee of future payments.

To avoid the inconvenience of service interruption, and an additional charge of \$35.00 for reconnection, if made during our regular office hours of 8:00 a.m. through 5:00 p.m., Monday through Friday (except for Holidays), and \$50.00 for other than regular office hours, we urge you to pay the full arrears immediately at our office at 212 N. Main Street, River Falls, Wisconsin.

PLEASE CALL THIS TELEPHONE NUMBER - 425-6177 - IMMEDIATELY if you dispute the delinquency, if you wish to negotiate a deferred payment agreement as an alternative to disconnection, or if there are other extenuating circumstances.

In the event that the reason or amount of any disagreement remains in dispute after all remedies have been pursued, you may appeal to the Public Service Commission of Wisconsin.