

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.

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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.

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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.

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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.

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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.