

**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.