

Rules and Regulations

SECTION I - SERVICE

1. **Minimum Service Standards.** East Ohio shall comply with the minimum gas service standards for natural gas companies as set forth in Chapter 4901:1-13 of the Ohio Administrative Code, a copy of which may be viewed on the Public Utilities Commission of Ohio's Web site at www.puco.ohio.gov, or obtained from the Public Utilities Commission of Ohio upon request. Where the Public Utilities Commission of Ohio has granted a waiver to East Ohio for any provision of the minimum gas service standards, East Ohio shall comply with the terms of any Order granting such waiver.
2. **Application for Service.** All applications for gas service shall be made through East Ohio's Customer Service Center.
3. **Security Deposit.** If a proposed consumer is not a financially responsible freeholder or cannot give a reasonably safe guaranty in an amount sufficient to secure the payment of bills for sixty days' supply of gas, the consumer may be required to deposit with East Ohio an amount sufficient to cover an estimate of the monthly average of the annual consumption by such consumer plus 30%, upon which deposit interest at the rate of not less than 3% per annum will be allowed and paid to the consumer, provided it remains on deposit for six consecutive months.

Security deposits shall be governed by the "Establishment of Credit for Residential Service" adopted by The Public Utilities Commission of Ohio and contained in Chapter 4901:1-17 of the Ohio Administrative Code, a copy of which is included as Section M of the East Ohio Gas Company Tariff. For small commercial customers, security deposits shall be governed by Rule 4901:1-13-08, "Standards specific to the provision of small commercial gas service" of the Ohio Administrative Code.

4. **Service Turn On.** The consumer, after making proper application for gas, shall notify East Ohio when he desires gas turned on. In no case shall he or his agent or employee turn on the gas. East Ohio may discontinue the supply of gas to premises where persons other than East Ohio's authorized employees have turned on the gas.
5. **Service Continuity.** East Ohio will use its best efforts to furnish necessary and adequate service and facilities in compliance with Section 4905.22 of the Ohio Revised Code. East Ohio cannot and does not guarantee a sufficient supply of gas or an adequate or uniform gas pressure. East Ohio shall not be liable for any damage or loss directly or indirectly due or attributable to insufficiency of the gas supply, variation in the gas pressure, partial or total interruption of gas service, the use of gas appliances on the consumer's premises, or the presence thereon of any Company

property. East Ohio will provide to customers, to the extent possible under the circumstances, prior notice of planned outages or interruptions in service.

6. **Service Disturbance.** No customer shall attach or use any appliance which may result in the injection of air, water, or other foreign matter into the Company's lines and, without prior approval from the Company, no customer shall attach or use any appliance which will increase or decrease the pressure in the Company's lines intermittently to such extent as to interfere with continuous service to other customers.
7. **Access to Premises.** The authorized agents and employees of East Ohio shall at all reasonable times have access to any premises supplied with gas by East Ohio.
8. **Customer's Request for Discontinuance of Service.** The consumer shall notify East Ohio before vacating the premises where gas is used or before discontinuing the use of gas. The consumer shall be liable for all charges for gas consumed on such premises until 48 hours after such notice has been received, provided that access to the premises shall have been given East Ohio within such 48-hour period; and if access has not been given within such period then for all charges until such access has been given.

If a customer, who is a property owner or the agent of a property owner, requests disconnection of service and the Company through reasonable efforts has determined that there are remaining residential tenants at the premises, the Company is required to notify the tenants of the disconnection of service. This notification will be mailed to such tenants or posted in a conspicuous place at the premises at least 10 working days prior to the scheduled date for disconnection of service. The property owner, or the agent of the property owner, shall continue to be liable for all gas consumed during the 10-day notice period. This notice provision shall not preclude the Company from taking appropriate actions where safety or tampering issues are raised as cited in Rule 9, subparagraph (g) and Rule 10 of these Rules and Regulations.

9. **Company's Right to Disconnect Service.** East Ohio shall have the right to disconnect service and remove from the premises of any consumer the meter and any other property belonging to East Ohio for any of the following reasons or purposes:
 - (a) Refusing access to the meter for reading, testing, repairs or other purposes.
 - (b) Violation of or refusal to comply with any applicable law or ordinance, contract, or any of these Rules and Regulations.
 - (c) Non-payment of bills for gas within the net payment period for such bills, including nonpayment of security deposits applied to delinquent bills as a condition for continued service.
 - (d) When customer has moved from the customer location.
 - (e) Use of gas in a manner detrimental to the service to other customers.
 - (f) Fraudulent representation or practice.

- (g) Whenever deemed necessary by East Ohio for the safety or integrity of the gas system (including but not limited to instances of theft or vandalism).

Disconnection of service to residential consumers or customers pursuant to Rule 9, subparagraph (a) of these Rules and Regulations shall include, but not be limited to, circumstances where despite its reasonable efforts to do so, East Ohio has been unable to obtain an actual meter reading at least once within any twelve-month period. "Actual meter reading" shall be as defined in Rule 16 of these Rules and Regulations. The reconnection of service after disconnection pursuant to Rule 9, subparagraph (a) of the Rules and Regulations shall be subject to prior payment of a fee of \$20.00 for the disconnection and reconnection costs.

In order to have service restored after being disconnected for (1) failing to provide East Ohio access to its metering equipment to obtain an actual meter reading pursuant to Rule 4901:1-13-04(G) of the Ohio Administrative Code or (2) tampering or theft of service as set forth in Rule 4901:1-13-09 of the Ohio Administrative Code, a customer shall pay, in addition to all other charges owed to East Ohio, \$78.00 for the installation of automated meter reading equipment for each meter to be so equipped.

Disconnection of service to residential consumers or customers shall be governed by the "Termination of Residential Service" adopted by The Public Utilities Commission of Ohio and contained in Chapter 4901:1-18 of the Ohio Administrative Code, except for areas where the Public Utilities Commission of Ohio has granted a waiver to East Ohio for any provision of these rules. A copy of Chapter 4901:1-18 is included as Section L of the East Ohio Gas Company Tariff. For small commercial customers, disconnection of service shall be governed by Rule 4901:1-13-08, "Standards specific to the provision of small commercial gas service" of the Ohio Administrative Code.

SECTION II - METERING & BILLING

10. **Pressure Regulators, Gas Meters and Tampering.** The gas meter and any pressure regulator to be installed on a service line and connected with East Ohio's distribution system will be furnished by East Ohio and will remain its property, and the Company shall have the right to replace them as the Company may deem necessary. When a customer is served from the Company's field or gathering lines, then the customer shall install and maintain, at his expense, a suitable regulator or regulators for reducing the pressure. The regulator or regulators shall be installed in the manner required by the Company. If any meter or regulator, or the pipes, fittings or connections used in supplying gas to such meter or regulator, is tampered with by a consumer, his agent or employee, East Ohio may remove such meter or regulator and may discontinue the supply of gas to such consumer until payment has been made for all unregistered gas, in an amount estimated by East Ohio, and for all damage to East Ohio's property, or, at East Ohio's option, it may discontinue gas service permanently to such consumer.

11. **Meter Location.** The Company shall determine the location of the meter. When changes in a building or arrangements therein render the meter inaccessible or exposed to hazards, the Company may require the customer, at the customer's expense, to relocate the meter setting together with any portion of the customer's service line necessary to accomplish such relocation.
12. **Meter Connections.** The owner or customer shall not permit anyone who is not an authorized agent of the Company to connect or disconnect the Company's meters, regulators or gauges or in any way alter or interfere with the Company's meters, regulators or gauges.
13. **Bill Due Date.** The due date for each bill for gas shall be no earlier than fourteen (14) days after the date of its mailing or electronic delivery to the customer.
14. **Billing Periods.** Bills ordinarily are rendered regularly at monthly intervals, but may be rendered more or less frequently at the Company's option. Non-receipt of bills by customer does not release or diminish the obligation of customer with respect to payment thereof. Unless otherwise ordered by the Commission, rate changes shall become effective for bills rendered as of the start of a billing cycle within the monthly billing period as determined by the Company.
15. **Payment of Bills.** Bills may be paid by the customer in any of the following ways:
- (a) online at www.dom.com or through a participating provider's Web site,
 - (b) by bank draft automated withdrawal from customer's bank account,
 - (c) by credit/debit card or electronic check through a participating agency,
 - (d) at any one of the Company's authorized payment agencies during the regular hours of such agencies,
 - (e) by U.S. mail at the address specified on the back of the bill,
 - (f) by Electronic Data Interchange (EDI),
 - (g) by Automated Clearing House (ACH) transfer.
16. **Meter Reading.** East Ohio will make reasonable attempts to obtain an actual meter reading by Company personnel or agents every other month. East Ohio is required to obtain an actual meter reading at least once within each twelve-month period. "Actual meter reading" shall mean reading of an indoor or outdoor meter by an authorized agent or employee of Dominion East Ohio or through electronic or other means acceptable to the Commission. East Ohio will obtain an actual meter reading at the initiation and/or the termination of service if the meter has not been read within the immediately preceding seventy days and access to the meter is provided.
- If the consumer has refused East Ohio access to its meter or other property, or if East Ohio has been unable to obtain an actual meter reading at least once within any twelve-month period, East Ohio may terminate service in accordance with Rule 9 of

these Rules and Regulations. East Ohio may obtain a court order to gain access to its meter or other property.

If consumption is billed pursuant to an applicant requesting East Ohio to provide lighting services on an unmetered basis, the estimates used to define consumption for billing purposes will be tested and adjusted at least once within each full calendar year of service.

17. **Meter Testing.** In accordance with Section 4933.09 of the Ohio Revised Code, gas meters in use shall be tested on the request of the consumer, in his presence if desired by him, with a tested and sealed meter-prover, by an authorized employee or agent of East Ohio. If the meter is found to be correct, and it is deemed correct if the variation is not greater than three percent, the party requesting the inspection shall pay a fee for the removal of the meter for the purpose of the test. The fee for a residential consumer is \$40; for all other consumers, the fee is \$100. If the meter is proved incorrect, no fees or expense shall be paid by the consumer, and East Ohio shall furnish a new meter without charge to the consumer.
18. **Back Billing.** East Ohio's policy on backbilling shall comply with the guidelines established by The Public Utilities Commission of Ohio and the Ohio legislature (Section 4933.28 of the Ohio Revised Code and Rule 4901:1-13-04 of the Ohio Administrative Code) as amended from time to time.

19. **Delinquent Balance Transfer.**

- (a) Except as otherwise provided in subparagraph b., East Ohio shall have the right to transfer a delinquent commercial or industrial account balance, regardless of the service address, to another non-delinquent commercial or industrial account in the name of or owned by the same customer or owner of that business or establishment. If the same customer or owner has more than one non-delinquent account, East Ohio shall transfer the delinquent balance to the non-delinquent account having the lowest balance due.

For purposes of this Rule 19, "customer" means the party in whose name the account is carried.

- (b) East Ohio may not transfer a delinquent commercial/industrial account to any account where any end user is a residential consumer.

Section III - Service Lines & Mainline Extensions

20. **Service Line Installation.** In the installation of a service line East Ohio will make all necessary connections with its distribution system and extend its service line from the distribution main to the service valve and will install the service valve and curb box enclosing the same without cost to the property owner or consumer. Where no

service valve is installed in the service line East Ohio will install a valve Tee at the main and will extend its service line from the main to a tie-in coupling, to be located between approximately 4 to 6 feet from and to the coupling closest to the owner's property line in the direction toward the main. The property owner shall install and replace as necessary, at his expense, and shall be the owner of the service line extending from the service valve, or, where there is no service valve then from and including the tie-in coupling, to the meter on the owner's property. Before turning on gas East Ohio shall have the right to inspect the owner's service line and to refuse to turn on gas if in the opinion of East Ohio the service line is not properly constructed, fitted and laid. At the request of the property owner, and at his expense, East Ohio may, upon mutual agreement with the customer, install the service line from the service valve, or from tie-in coupling where there is no service valve, to the meter on the owner's property. The property owner shall promptly pay for all material furnished and labor used in the installation of such service line, of which he shall be the sole owner. Requests for the installation by East Ohio of a service line shall be made to the local office of East Ohio on a form to be furnished by East Ohio.

21. **Service Line Responsibilities.** The service line from the service valve to the meter, or where there is no service valve then from and including the tie-in coupling mentioned in Rule 20 to the meter, all gas lines on the outlet side of the meter, and all fittings and connections, shall be the property of the owner of the premises, shall be under his exclusive control and shall be replaced as necessary and kept by him in good repair and safe condition, and East Ohio shall not be liable for any imperfections therein or for any damage, injury or loss resulting, directly or indirectly, from the escape of gas therefrom. East Ohio shall be responsible for these facilities in accordance with the applicable provisions of the Pipeline Safety Act, 49 U.S.C. 60101 et seq., 49 C.F.R. part 192 and all applicable federal regulations, and Chapter 4901:1-16 of the Ohio Administrative Code. Such responsibilities shall include, but not be limited to, East Ohio's responsibilities for cathodic protection and leak detection of the service line up to and including the meter.
22. **Installation and Inspection.** Before applying to East Ohio to turn on gas it shall be the duty of the applicant to see that the service line and gas lines and fittings and connections mentioned in Rule 21 and all gas appliances and equipment connected thereto have been installed and tested and are maintained in accordance with governmental codes and regulations and with the reasonable requirements of East Ohio and are free of leaks.
23. **Service Line Extensions Prohibited.** No service line supplying gas to any building shall be extended by the owner or consumer so as to furnish gas to any other building.
24. **House Piping.** The customer shall install and maintain, at the customer's expense, the house piping from the outlet of the meter to gas burning appliances.

25. **Appliances.** The customer shall install and maintain all appliances, at the customer's expense.
26. **Inspections of Altered Piping.** It shall be the duty of the customer to notify the Company promptly of any additions, changes, alterations, remodeling or reconstruction affecting gas piping on the customer's premises.
27. **Extension of Distribution Mains.** East Ohio will extend its distribution mains for the furnishing of natural gas on any dedicated street or highway without cost to the consumer whenever at least one consumer on an average of each 100 additional feet of pipe in the street or highway in which the extension is to be run shall first agree to take a supply of gas at the applicable rate, measurement to be taken from the end of the nearest distribution main. Upon application for a service extension of main in excess of an average of 100 feet for each applicant for such service East Ohio may enter into an extension agreement with the applicant or applicants providing for a deposit with East Ohio of a sum deemed adequate by East Ohio to cover the cost to be incurred by it for the excess of the extension over the average of 100 feet for each applicant to be served, such deposit to be refunded within a period of 10 years from the date of the agreement at a rate per each additional consumer thereafter connected with said extension, equivalent to the rate per 100 feet deposited, the total amount refunded not to exceed the amount deposited. No refund shall be made after 10 years from the date of the extension agreement and such deposit shall, after such period, become the property of East Ohio. Extension deposits shall bear no interest. Extensions of street and highway mains shall at all times be the property of East Ohio. Mainline extensions that are not installed in road right of way, or adjacent thereto, will be made only if the following guidelines are met:
- (a) A minimum 20 foot legally described easement or blanket right of way is made and granted, provided, however, that all gas mainlines with a maximum allowable operating pressure at or above 100 psi must have a minimum 30 foot easement.
 - (b) Free and clear access to the gas mainline is maintained with no structures permitted on the easement.

East Ohio shall not be required to lay any service lines across paved streets or highways. East Ohio shall not be required to make any extensions of its mains or to lay any service lines during the months of December, January, February and March of any year.

Nothing contained herein shall be construed to prohibit East Ohio from making longer free extensions than herein prescribed, should the anticipated revenues exceed the anticipated costs over a period of twenty years, provided like free extensions are made to other applicants under similar conditions.

28. **Right of Removal.** No person or entity shall erect any structure within a Company easement or change the existing grade over a Company gas line without the express permission of East Ohio. East Ohio shall have the right to remove any such structure or grade change at the expense of the customer or responsible party.
29. **Discontinuance of Supply on Notice of Defect in Customer's Property.** If, at any time, in the opinion of East Ohio the property owner's service line, other gas lines, fittings, connections, gas appliances or equipment on a consumer's premises are defective or in such condition as to constitute a hazard, East Ohio, upon notice to it of such defect or condition, may discontinue the supply of gas to such appliances or equipment or to such service line or such other gas lines until such defect or condition has been rectified by the property owner or consumer in a manner satisfactory to East Ohio.

SECTION IV - MISCELLANEOUS

30. **Tariff Disclosure.** A full and complete copy of East Ohio's current tariff covering rates and charges for service and terms and conditions of service will be provided to a consumer upon request within five business days. East Ohio shall comply with the tariff disclosure requirements established by The Public Utilities Commission of Ohio and set forth in Section 4901:1-1-03 of the Ohio Administrative Code, as amended from time to time.
31. **PUCO Orders.** These Rules and Regulations are subject to and include as part thereof all orders, rules and regulations applicable to East Ohio from time to time issued or established by The Public Utilities Commission of Ohio under its emergency powers.
32. **Right to Modify.** East Ohio reserves the right to modify, alter or amend the foregoing Rules and Regulations and to make such further and other rules and regulations as experience may suggest and as East Ohio may deem necessary or convenient in the conduct of its business.

This foregoing document was electronically filed with the Public Utilities

Commission of Ohio Docketing Information System on

5/10/2007 10:51:05 AM

in

Case No(s). 06-1454-GA-ATA, 89-8006-GA-TRF

Summary: Tariff Rules and regulations revised to comply with minimum gas service standards electronically filed by Ms. Vicki H Friscic on behalf of Dominion East Ohio