



SECTION NO. 4
MINIMUM CUSTOMER INFORMATION REQUIREMENTS

A. Information for Residential Customers

1. The Company will make available upon Customer request, no later than sixty (60) days from the date of request, a concise summary of the rate schedule applied for by such Customer. The summary will include the following:
 - a. Monthly minimum or Customer charge, identifying the amount of the charge and the specific amount of usage included in the minimum charge, where applicable;
 - b. Rate blocks, where applicable; and
 - c. Any adjustment factor(s) and method of calculation.
2. Upon application or upon request, the Applicant or the Customer will elect the applicable Rate best suited to their requirements. The Company may assist in making such election, but will not be held responsible for notifying the Customer of the most favorable Rate and will not be required to refund the difference in charges under different Rates.

However, new non-residential Customers whose projected consumption is near the threshold between "large" and "small" Rates, may elect the "small" rate, subject to refund, if their usage qualifies them as a "large" Customer. An existing non-residential Customer will be moved to the "large" rate, or once moved, back to the "small" rate, only if their consumption history or a clear permanent change in consumption makes it clear the Customer will meet the volume requirements of one Rate.

A review may be initiated by either the Company or the Customer. Any change of Rate, if appropriate, will be effective with the first bill issued seven (7) days after the initiation of the review. No adjustment of past billings due to Rate selection will be made to either the Company or the Customer, except for a new Customer who qualifies for the "large" Rate based on twelve (12) months of usage as set forth in this Rule.

3. Upon Customer request, the Company will make available to the Customer, a copy of the ACC's Rules and Regulations (Arizona Administrative Code, Title 14, Article 3 - Gas Utilities) concerning:
 - a. Deposits;
 - b. Termination of Service;
 - c. Billing and Collection; and
 - d. Complaint Handling.
4. The Company, upon Customer request, will transmit a written statement of actual consumption by the Customer for each billing period during the prior twelve (12) months unless such data is not reasonably ascertainable.



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(continued)

5. The Company will inform all new Customers of their rights to obtain the information specified above.
6. The Company will notify each Customer of the following information, in writing, within ninety (90) days after the Customer first receives gas service at a particular location:
 - a. The Company does not maintain the Customer's buried piping;
 - b. If the Customer's buried piping is not maintained, it may be subject to the potential hazards of corrosion and leakage;
 - c. Buried gas piping should be periodically inspected for leaks, periodically inspected for corrosion if the piping is metallic, and repaired if any unsafe condition is discovered;
 - d. When excavating near buried gas piping, the piping must be located in advance, and the excavation done by hand;
 - e. Plumbing contractors and heating contractors may assist in locating, inspecting, and repairing the Customer's buried piping; and
 - f. In order to reduce damage by outside forces, the Company is a member of the statewide one call system in all areas in which the Company has underground natural gas piping.

B. Information Required Due to Changes in Rates and Charges

1. The Company will send affected Customers a concise summary of any changes in the Company's rates and charges significantly impacting those Customers.
2. This information will be sent to the affected Customer(s) within sixty (60) days of the effective date of the change in the Company's rates and charges.