



**UNS Gas, Inc.
Rules & Regulations**

Original Sheet No.: 902

Superseding: _____

SECTION NO. 2
DEFINITIONS

- A. In these Rules and Regulations, the following definitions will apply unless the context requires otherwise:
1. Advance in Aid of Construction or Advance: Funds provided to the Company by an Applicant under the terms of a main extension agreement, the value of which may be refundable.
 2. Applicant: A person requesting the Company to supply gas service.
 3. Application: A request to the Company for gas service, as distinguished from any inquiry as to the availability or charges for such service.
 4. Arizona Corporation Commission ("ACC" or "Commission"): The regulatory body of the state of Arizona having jurisdiction over public service corporations operating in Arizona.
 5. Basic Service Charge: The amount the Customer must pay the Company for the availability of gas service, excluding any gas used, as specified in the Company's Rates.
 6. Billing Period: The time interval between two (2) consecutive meter readings that are taken for billing purposes.
 7. Branched Service Line: A natural gas service line that begins at the existing service or is installed concurrently with the primary service line but serves a separate building.
 8. British Thermal Unit ("BTU"): The amount of heat required to raise the temperature of one (1) pound of water one (1) degree Fahrenheit, at Standard Conditions.
 9. CCF: One hundred (100) cubic feet.
 10. CFH: Cubic feet per hour.
 11. Commodity Charge: The unit cost for billed usage as set forth in the Company's Rates.
 12. Company: UNS Gas, Inc.
 13. Consumption History Request: Customers may obtain Consumption History on the Company's website free of charge. If the Customer is unable to obtain the information from the Company's website then, upon request of the Customer, the Company will provide a written statement of actual consumption for each billing period during the prior twelve (12) months at no cost to the Customer unless the data is not reasonably ascertainable. The Company will charge the Customer the Customer Service Request Fee as set forth as Fee No. 11 in the UNS Gas Statement of Charges if the Customer (or a third-party on behalf of the Customer) submits more than one request in a calendar year. If a request is received from a third party, the third party is required to supply the request form authorizing permission for the Customer's data to be released to that party.

Filed By:	Dallas J. Dukes	Effective:	March 1, 2026
Title:	Vice President of Customer Experience, Programs and Pricing	Decision No.:	81653
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14. Contributions in Aid of Construction (Contribution): Funds provided to the Company by the Applicant under the terms of a main extension agreement and/or service connection tariff, the value of which are not refundable.
15. Cubic Foot:
- a. In cases where gas is supplied and metered to Customers at Standard Delivery Pressure, a cubic foot of gas is the volume of gas, which at the temperature and pressure existing in the meter occupies one (1) cubic foot.
 - b. Regardless of the pressure supplied to the Customer, the volume of gas metered will be converted to the volume which the gas would occupy at Standard Conditions.
 - c. The standard cubic foot of gas used for testing the gas for heating value will be that volume of gas which, when saturated with water vapor and at a temperature of sixty (60) degrees Fahrenheit and under a pressure equivalent to that of thirty (30) inches of mercury (mercury at thirty-two (32) degrees Fahrenheit and under standard gravity), occupies one (1) cubic foot.
16. Curtailment Priority: The order in which gas service is to be curtailed to various classifications of Customers, as set forth in the Company's filed Rates.
17. Customer: The person(s) or entity(ies) to whom service is rendered, as evidenced by the request for gas service by the Applicant(s), or by the receipt and/or payment of bills regularly issued in the Customer's name, or by the identity of the actual user of the service.
18. Customer Service Complaint: Written complaint received from a Customer, or through the ACC on behalf of a Customer.
19. Customer Service Request Fee: If a Customer request, or if a third party on behalf of the Customer submits a Consumption History Request or Duplicate Bill Requests then the Company may charge a rate as set forth as Fee No. 11 in the UNS Gas Statement of Charges.
20. Day: Calendar day.
21. Decatherm: Ten (10) therms or one million (1,000,000) BTUs.
22. Distribution Main: A gas line of the Company from which service lines may be extended to Customers.

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23. Duplicate Bill Request: A bill will be rendered in a form prescribed by the Company. If the Customer, or a third-party on behalf of the Customer, requests a bill in a form other than the one prescribed by the Company, the Company in its sole discretion may fulfill such request and charge the Customer the Customer Service Request Fee, which is Fee No. 11 in the UNS Gas Statement of Charges. The first twelve (12) bills will be provided free of charge then the Customer Service Request Fee will be assessed per every twelve (12) bills that the customer requests. Each additional increment of twelve (12) bills will result in another Customer Service Request Fee.
24. Electronic Billing: Optional billing service whereby Customers may elect to receive, view and pay their bills electronically.
25. Excess Flow Valve (“EFV”): A device that is designed to restrict the flow of gas in a Customer’s natural gas service line by automatically closing in the event of a service line break, usually caused by some type of excavation or digging activity.
26. Federal Poverty Level: The U.S. federal poverty guideline for the pertinent household size published annually in the Federal Register by the U.S. Department of Health and Human Services, Office of the Assistant Secretary for Planning and Evaluation, and available at <https://aspe.hhs.gov/poverty-guidelines>.
27. Inability to Pay: A circumstance under which a residential Customer either:
- a. Cannot pay the full balance of the Customer’s monthly bill and has attested to and, if requested, has provided documentation issued by an Arizona or U.S. governmental agency or a licensed medical practitioner verifying that the Customer meets one of the following:
 - i. Is at least 62 years of age;
 - ii. Has a physical or mental condition that substantially limits the Customer’s ability to manage resources, carry out activities of daily living, or secure protection from neglect or hazardous situations without assistance from others; or
 - iii. Has a medical condition that makes termination of gas service especially dangerous to the customer’s health; or
 - b. Cannot pay the full balance of the Customer’s monthly bill and meets one of the following as attested to by the residential Customer:
 - i. Is not gainfully employed;
 - ii. Qualifies for monetary government welfare assistance but has not yet begun to receive assistance; or
 - iii. Has an annual income at or below 200 percent of the federal poverty level.

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- 28. Incremental Contribution Study ("ICS"): The study described in Section 7.B.4 of these Rules and Regulations.
- 29. Interrupt or Interruption: To cease or the cessation of gas service to a Customer at the point of delivery.
- 30. Law: Any rule or requirement established and enforced by government authorities.
- 31. Licensed Medical Practitioner: One of the following types of health care providers who is actively licensed to practice in Arizona:
 - a. An allopathic or osteopathic physician,
 - b. A registered nurse practitioner, or
 - c. A physician assistant.
- 32. Limited Income:
 - a. A residential Customer with annual household income at or below 250 percent of the Federal Poverty Level; or
 - b. A residential Customer with annual household income at or below a percentage of the Federal Poverty Level higher than 250 percent, as established by a gas utility in a Commission-approved tariff.
- 33. Low Income Home Energy Assistance Program ("LIHEAP"): The federally funded program that provides low-income residential Customers energy bill assistance.
- 34. Main Extension: The lines and equipment necessary to extend the existing gas distribution system to provide service to additional Customer(s).
- 35. Manual Service Line Shut-off Valve ("MSV"): A curb valve or other manually operated valve located near the property line that is safely accessible to manually shut off gas flow to the service line, if needed.
- 36. Master Meter: An instrument for measuring or recording the flow of gas at a single location from which said gas is transported through a piping system to tenants or occupants for their individual consumption.
- 37. MCF: One thousand (1,000) cubic feet.
- 38. Meter: The instrument for measuring and indicating or recording the volume of gas that has passed through it.



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- 39. Meter Opt-Out Set up Fee: Charge set forth as Fee No. 4 in the UNS Gas Statement of Charges for Customers who request the removal of an automated meter for a non-transmitting meter.
- 40. Meter Re-Read Charge: Any Customer requested meter re-read may be charged to the Customer at a rate set forth as fee No. 2 in the UNS Gas Statement of Charges, if the original reading was not in error.
- 41. Meter Set Assembly ("MSA"): All gas components downstream of the Company's inlet service valve to the Customer's point of delivery.
- 42. Minimum Charge: The amount the Customer must pay for the availability of gas service and may include an amount of usage, as specified in the Company's Rates.
- 43. Month: The period between any two (2) regular readings of the Company's meters at approximately thirty (30) day intervals.
- 44. Multiple Attempts to Connect Fee: Charge set forth as Fee No. 3 in the UNS Gas Statement of Charges for each attempt to establish service after the Company has made one failed attempt.
- 45. Permanent Customer: A Customer who is a tenant or owner of a service location who applies for and receives gas service.
- 46. Permanent Service: Service which, in the opinion of the Company, is of a permanent and established character. The use of gas may be continuous, intermittent, or seasonal in nature.
- 47. Person: Any individual, partnership, corporation, governmental agency, or other organization operating as a single entity.
- 48. Point of Delivery: The point of delivery for all gas delivered to any Customer will be at the point of interconnection between the facilities of the Company and those of such Customer.
- 49. Preferred Method of Communication: The communication method that applies with Section 11.J.
- 50. Premises: All of the real property and apparatus employed in a single enterprise or residence on an integral parcel of land undivided by public streets, alleys or railways.
- 51. Rate: The charge(s) and related term(s) and conditions of the Company's tariffs.
- 52. Replaced Service Line: A natural gas service line where the fitting that connects the service line to the main is replaced or the piping connected to this fitting is replaced.

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- 53. Residential Subdivision: Any tract of land which has been divided into four or more contiguous lots for use in the construction of residential buildings or permanent mobile homes for either single or multiple occupancy.
- 54. Residential Use: Service to Customers using gas for domestic purposes such as space heating, air conditioning, water heating, cooking, clothes drying, and other residential uses and includes use in apartment buildings, mobile home parks, and other multi-unit residential buildings.
- 55. Restricted Apparatus: An apparatus prohibited by the ACC, another governmental agency, or the Company.
- 56. Rules and Regulations or Company Rules: These Rules and Regulations, which are part of the Company's Tariffs and Rates.
- 57. Service Address: The physical location at which the Company provides service to a Customer.
- 58. Service Areas: The territory in which the Company has been granted a certificate of convenience and necessity and is authorized by the ACC to provide gas service.
- 59. Service Line: A gas pipe that transports gas from a common source or supply (normally a distribution main) to the Customer's point of delivery.
- 60. Service Line Serving Single-Family Residence: A natural gas service line that begins at the fitting that connects the service line to the main and serves only one single-family residence.
- 61. Service Transfer: Transfer of service from one Customer to another, when the meter is not turned off.
- 62. Service Transfer Charge: A charge as specified in the Company's Statement of Charges for Service Transfer.
- 63. Single Family Dwelling: A house, an apartment, or a mobile home permanently affixed to a lot, or any other permanent residential unit which is used as permanent home.
- 64. Special Meter Reading Fee: Residential Gas Service (GRRES) Customers may request meters that do not transmit data wirelessly and the Company will accommodate such requests to the extent practicable. For Customers who choose to not have an automated meter installed or wish to replace an automated meter with a non-transmitting meter, the Special Meter Reading Fee set forth as Fee No. 10 in the UNS Gas Statement of Charges will be a monthly recurring charge.

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- 65. Standard After Hours Service Charge: The charge as specified in the UNS Gas Statement of Charges as Fee No. 6 for a Customer requested after-business-hours service establishment, re-establishment, or reconnection.
- 66. Standard Business Hours Service Charge: A charge as specified in the UNS Gas Statement of Charges as Fee No. 5 for service establishment, re-establishment, or reconnection other than service transfers under usual operating procedures during regular business hours.
- 67. Standard Conditions: 14.73 pounds per square inch absolute at sixty (60) degrees Fahrenheit.
- 68. Standard Delivery Pressure: 0.25 pounds per square inch gauge at the meter or point of delivery.
- 69. Tampering: A situation where Company-owned facilities have been illegally altered. Common examples are meter bypassing and other unauthorized connections. Tampering also includes any action defined as "tampering" under A.R.S. § 40-491(4).
- 70. Tariffs: The terms and conditions of the services offered by the Company, including a schedule of the rates and charges for those services.
- 71. Temporary Service: Service to premises or enterprises that are temporary in character, or where it is known in advance that the service will be of limited duration. Service that, in the opinion of the Company, is for operations of speculative character is also considered temporary service.
- 72. Terminate or Termination: To discontinue to a discontinuance of gas service to a Customer's service address, by intentional action of the utility, and is synonymous with "disconnect" or "disconnection" as used in these Rules and Regulations.
- 73. Transmission Line: A gas line for delivering natural gas that operates at a hoop stress of twenty percent (20%) or more of Specified Minimum Yield Strength ("SMYS"), as defined in CFR 49, Part 192 or that transports gas to a single large volume Customer such as a distribution center, factory, power plant or institutional user
- 74. Therm: A unit of heating value, equivalent to one hundred thousand (100,000) BTUs.
- 75. Third Party: An entity or a person authorized by a Customer and willing to receive notification of the Customer's pending termination of service and to communicate with the Company on behalf of the Customer for the purpose of making arrangements to prevent termination of gas service.

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76. Unauthorized: Use of gas services that is not in accordance with ACC rules, the Company's Rules and Regulations, or the Company's Rates.
77. Yardline: A gas pipe that transports gas from the Customer's point of delivery to the point of entry into the Customer's residence or other place of consumption.

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