



SECTION NO. 4
MINIMUM CUSTOMER INFORMATION REQUIREMENTS

A. Information for 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 request of the Customer, either at the time of the application or after, the Company will use its best efforts to assist the Customer in applying the appropriate Rate. However, upon application or upon request for assistance, the Applicant or the Customer will elect the applicable Rate best suited to his requirement. The Company may assist in making this 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. The Customer is solely responsible for selecting the Rate the Customer believes is appropriate. If no Rate is selected, the Customer will be placed on the most common Rate for the class of service and the Company will not be liable to refund the difference in charges had the Customer been placed on different Rates.
3. Not later than sixty (60) days from date of service commencement, the Customer may request and the Company shall then provide a concise summary of the Company's Rates or the ACC's Rules and Regulations concerning:
 - a. Deposits;
 - b. Termination of Service;
 - c. Billing and Collection; and
 - d. Complaint Handling.

4. 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, the Company, upon request of the Customer, will provide a written statement of actual consumption for each billing period during the prior twelve (12) month period at no cost to the Customer, unless this data is not reasonably ascertainable. The Company will charge the Customer for 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.



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

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Superseding: _____

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(continued)**

5. 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.
6. The Company will inform all new Customers of their rights to obtain the information specified above.
7. 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 third party excavation, the Company is a member of the statewide one call system in all areas in which the Company has underground natural gas piping. The Company is not required to mark Customer's buried piping.

B. Information Required Due to Changes in Rates

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

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District: Entire UNS Gas Service Area

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Rules and Regulations