



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

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**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 established by Article XV of the Arizona Constitution.
  5. Billing Month: The time interval between any two (2) regular readings of the Company's meters at approximately thirty (30) day intervals.
  6. Billing Period: The time period 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 residence.
  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. 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.

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**SECTION NO. 2**  
**DEFINITIONS**  
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14. 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.
15. Curtailment Priority: The order in which gas service is to be curtailed to various classifications of Customers, as set forth in the Company's Rates.
16. Customer: The person(s) or entity(ies) in whose name 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 person's name regardless of the identity of the actual user of the service.
17. Customer 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.
18. Customer Service Complaint: Written complaint received from a Customer, or through the ACC on behalf of a Customer.
19. Day: Calendar day.
20. Decatherm: Ten (10) therms or one million (1,000,000) BTUs.
21. Distribution Main: A gas line of the Company from which service lines may be extended to Customers.
22. Electronic Billing: Optional billing service whereby Customers may elect to receive, view and pay their bills electronically.
23. Excess Flow Valve ("EFV"): A device that is designed to restrict the flow of gas in a single family residence natural gas service line by automatically closing in the event that it is broken downstream of the EFV, completely cut, torn apart or otherwise separated, usually caused by some type of excavation or digging activity.

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**DEFINITIONS**  
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24. 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>.
25. 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.
26. Incremental Contribution Study ("ICS"): The study described in Section 7.B.4 of these Rules and Regulations.
27. Interrupt or Interruption: To cease or the cessation of gas service to a Customer at the point of delivery.
28. Law: Any rule or requirement established and enforced by government authorities.
29. Licensed Medical Practitioner: One of the following types of health care providers, actively licensed to practice in Arizona:
- a. An allopathic or osteopathic physician,
  - b. A registered nurse practitioner, or
  - c. A physician assistant.



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**SECTION NO. 2**  
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- 30. 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.
- 31. Low Income Home Energy Assistance Program ("LIHEAP"): The federally funded program that provides low-income residential Customers energy bill assistance.
- 32. Main Extension: The lines and equipment necessary to extend the existing gas distribution system to provide service to additional Customers.
- 33. 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.
- 34. 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.
- 35. MCF: One thousand (1,000) cubic feet.
- 36. Meter: The instrument for measuring and indicating or recording the volume of gas that has passed through it.
- 37. Meter Set Assembly ("MSA"): All gas components downstream of the Customer's inlet service valve to the Customer's point of delivery.
- 38. 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.
- 39. Permanent Customer: A Customer who is a tenant or owner of a service location who applies for and receives gas service.
- 40. 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.
- 41. Person: Any individual, partnership, corporation, governmental agency, or other organization operating as a single entity.

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- 42. 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.
- 43. Preferred Method of Communication: The communication method that applies with Section 11.J.
- 44. 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.
- 45. Rate: The charge(s), related term(s) and conditions of the Company's tariffs.
- 46. 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.
- 47. 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.
- 48. 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.
- 49. Restricted Apparatus: An apparatus prohibited by the ACC, another governmental agency, or the Company.
- 50. Rules and Regulations or Company Rules: These Rules and Regulations, which are part of the Company's Tariffs and Rates.
- 51. Service Address: The physical location at which the Company provides service to a Customer.
- 52. 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.
- 53. Service Establishment Charge: A charge as specified in the Company's Rates which covers the cost of establishing a new account.
- 54. 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.
- 55. 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.

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**DEFINITIONS**  
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56. **Service Reconnection Charge:** A charge specified in the Company's Rates that must be paid by a Customer prior to re-establishment of gas service each time the Customer's gas service is terminated for nonpayment, or for failure to comply with the Company's Rates. In addition to the Service Reconnection Charge, such returning Customer will pay the sum of the applicable monthly Customer Charges which would have accrued had the Customer not been disconnected for non-payment or for failure to comply with the Company's Rates within the preceding twelve (12) month period.
57. **Service Reestablishment Charge:** A charge specified in the Company's Rates for the re-establishment of service at the same location where the same Customer had ordered a service disconnect within the preceding twelve (12) month period. In addition to the Service Reestablishment Charge, such returning Customer will pay the sum of the applicable monthly Customer Charges which would have accrued had the Customer not ordered the disconnect.
58. **Service Transfer:** Transfer of service from one Customer to another, when the meter is not turned off.
59. **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.
60. **Special Call-Out:** When Company personal is on-call and is called in from home at the request of the Customer in order to provide service.
61. **Standard Conditions:** 14.73 pounds per square inch absolute at sixty (60) degrees Fahrenheit.
62. **Standard Delivery Pressure:** 0.25 pounds per square inch gauge at the meter or point of delivery.
63. **Tampering:** A situation where a meter has 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).
64. **Tariffs:** The terms and conditions of the services offered by the Company, including a schedule of the rates and charges for those services.
65. **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.
66. **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.
67. **Therm:** A unit of heating value, equivalent to one hundred thousand (100,000) BTUs.



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**DEFINITIONS**  
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- 68. 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.
- 69. 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.
- 70. Trip Charge: Charges set forth in the Company's Statement of Additional Charges for services such as a Service Transfer, Collection Fee, Customer-Requested Meter Re-read, or Multiple Attempts to Connect.
- 71. Unauthorized: Use of gas services that is not in accordance with ACC rules, the Company's Rules and Regulations, or the Company's Rates.
- 72. 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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