

## **DEPOSITS**

CCNGA requires that a deposit for service be collected as a security that all gas bills will be paid in full. CCNGA utilizes a credit-reporting agency to determine deposit level.

Deposits are refunded when service is discontinued. If upon discontinuation, there is an outstanding bill, the deposit will be applied to the bill and any deposit remainder will be refunded. Non-payment for services may result in a higher deposit requirement up to 2.5 times the highest bill for future service connections. Deposit refunds are processed at the end of the billing cycle in which service is discontinued.

## **PAYMENT POLICY**

Natural Gas Service is rendered to you on a credit arrangement. You will receive a bill for a natural gas after you have used it. Bills normally cover a meter reading from the 23<sup>rd</sup> of one month to the 23<sup>rd</sup> of the next month. Bills for natural gas consumed during a billing period are due on the 15<sup>th</sup> of the following month. If paid on or before the due date, you pay the net amount. If paying after the due date, you will pay the gross amount, which includes a seven and one-half percent (7.5%) or minimum of \$2.00 late fee. If the due date falls on weekend or holiday, the amount due must be paid by the next business/working day. The gross amount of your bill will be due after the 15<sup>th</sup>, and if not paid by the 25<sup>th</sup>, service will be discontinued. If payment has not been made by that time, all customers on the disconnection list will automatically be charge a reinstallation fee of \$60.00. A fee of \$90.00 is required if past due amount remains over 90 days. Disconnection of service may also result in a higher deposit being charged in order to be reconnected. By the 25<sup>th</sup> of the month, your account has accumulated another month's usage.

Your bill is a communications tool to provide information about your account. Please review your bill each month. Failure to receive your bill does not excuse you from paying the bill. Failure to pay your bill will result in discontinuance of natural gas service. Additional fees will be charged to restore service.

## **TERMINATION AND RE-INSTALLATION OF SERVICE POLICY**

If you wish to discontinue using natural gas, please allow 24 hours or more notice to terminate service. If CCNGA terminates service for nonpayment or by request, and you have a past due on your account, CCNGA will charge a fee of \$60.00 for re-installation of service. A fee of \$90.00 is required if past due amount remains over 90 days. This fee must be paid in full at the time of customer's request for reinstallation of service.

The undersigned applicant hereby makes application for gas service at the service address and agrees to pay for said service as measured by CCNGA's meter at the applicable rate.

The applicant hereby grants to CCNGA the right to construct, reconstruct, maintain, and repair a service line and have free access to the premises of the applicant for the purpose of installing, inspecting, reading meters, repairing and/or removing property of CCNGA when gas service is discontinued.

The applicant agrees that all meters, pipes, regulators, and any kind of property placed on the premises by CCNGA shall not constitute a part of the real estate but shall remain personal property; title to which is retained by CCNGA. The applicant further agrees to keep in repair all appliances and piping on said premises (other than meters and regulators maintained by CCNGA) and report immediately to CCNGA any leaks discovered.

CCNGA shall have the right and privilege of connecting the service line of another applicant to the service line serving the undersigned applicant which is located on the undersigned applicant's premises and extending as service to the adjoining or nearby property so long as it does not adversely affect service to be rendered to the applicant. Any disturbance in the yard shall be resorted as near as possible to its original condition.

The applicant agrees in the even that any bill for gas or services performed under this contract shall remain unpaid for 30 days after such bill has been rendered or that the applicant or the undersigned owner shall tamper with, or otherwise interfere with any meters, lines, regulators, or other equipment of CCNGA, then CCNGA, at its option, shall have the right to terminate this contract. Obtaining natural gas by altering or bypassing a meter is a violation of State Law and conviction can lead to a sentence of prison time and/or a fine.

**SERVICE LINE EXTENSION POLICY**

I understand that CCNGA will extend a natural gas service line from the property line up to 500 feet, including the meter and regulator, at no cost to me. There is a non-refundable tap fee of:

\$100.00	Per residential customer (Rates 1,10,20)
\$200.00	Per business or public building (Rates 21, 24 and 30)
\$300.00	Per industrial customer (Rates 25 and other)

To be collected at the time of application. Should the service line exceed 500 feet, I understand that CCNGA will so inform me prior to installing the service line. I understand I will be charged for any additional footage at the current rate for labor and materials. I also understand it is my responsibility to install and maintain the piping from the meter to my appliances and that failure to do so could result in the termination of my natural gas service.

CCNGA shall have the right, but not be obligated, to inspect any gas installation before gas service is introduced, or at any later time and reserves the right to reject any piping or appliances not in accordance with CCNGA standards. Such inspection, or failure to inspect or reject, shall not be regarded as an insurance against defects in installation, piping or appliances and shall not render CCNGA liable or responsible for any loss or damage resulting from defects in the installation of piping or appliances, or from violation of the official code(s) as might be applicable, or from accidents that might occur on applicant's premises.

CCNGA withholds the right to determine meter location on the undersigned owner's premises.

It is hereby understood and agreed to between CCNGA and the applicant that CCNGA is under no obligation to extend a service line to the applicant's premises unless the applicant has gas-burning appliances on the premises, or the applicant furnishes satisfactory evidence that appliances have been purchased and will be available for immediate connection when the service line is extended.

CCNGA reserves the right to refuse gas service to the applicant and refund all money, if any, if in the sole discretion of CCNGA that service to the applicant is uneconomical or the application is made by an applicant for property not located on or adjacent to the CCNGA gas system.

CCNGA will install a new service and will be digging on the highway right-of-way as well as on your property. Naturally, when we leave, there still will be evidence of the same. We are not equipped to

landscape, but we do understand and respect your concern and agree to put forth all reasonable efforts to leave your yard in as near possible to the original condition.

However, if your property has any of the following, it will be your duty to ensure their location is visibly and sufficiently marked prior to the gas line installation: sprinkler lines and heads, drain lines, water and sewer lines, septic tanks and lines, electrical wiring, fuel lines or underground pet fencing. CCNGA will arrange for all public utility owned equipment to be located. This will assist us in avoiding unnecessary damage. We cannot be responsible for insufficient or unmarked items.

We cannot be responsible for trees or plants in the area but will extend them as much care as is reasonably possible.

Federal regulation and the Gas Code also prevent us from placing meters within three feet of openings in buildings to include: crawl space, vents, windows, and doors. They must also be at least three feet from ignition sources including electrical, TV or telephone connection, electric meters, and furnaces.

The Authority has service personnel available during regular working hours with emergency personnel available after hours. Please help us to serve you safely by calling us if you smell natural gas in your home or business. Open a door or window, do not operate any electric switches, and leave the building if the odor is strong.

#### **RULES, REGULATIONS AND POLICIES GOVERNING SUPPLY AND CONSUMPTION OF GAS**

Customer is responsible for damage to any gas meter or equipment belonging to CCNGA placed on the premises occupied by the customer and will immediately reimburse CCNGA for all cost of repairing or replacing the same equipment. A customer who has damaged CCNGA equipment or tampered with the lock on a meter set may be refused service or charged an increased deposit amount.

Customer will use gas supplied through CCNGA meter only. Use of other metering devices or bypassing equipment and tampering with adjustments on CCNGA owned metering facilities by customer are prohibited. Tampering with a natural gas service, a meter, or bypassing the meter will not be tolerated. Any such occurrences may be prosecuted to the fullest extent of the law. Tampering is a violation of state law and conviction can lead to a sentence of imprisonment or a fine.

In the event that the meter fails to register gas consumption in whole or in part, the customer will pay such reasonable sum as is ascertained to be due for the period involved.

CCNGA employees or its authorized agents shall have access to customer's premises at all reasonable times for the purpose of constructing, reconstructing, maintaining or repairing a service line and have free access to the premises of the applicant for the purpose of installing, inspecting, reading meters, repairing and/or removing property of CCNGA when gas service is discontinued at the meter.

The customer shall be liable and shall pay for all gas passing through the meter until it is turned off. When termination of service is requested, customer must ensure that CCNGA receives written or verbal notice at least two days prior to the desired date of termination.

The applicant agrees in the event that any bill for gas or services performed under this contract remains unpaid for thirty (30) days after such bill has been rendered and/or the applicant or the owner shall tamper with, or otherwise interfere with any meters, lines, regulator or other equipment of CCNGA, then CCNGA, at its option, retains the right to terminate service.

The policies of Chester County Natural Gas Authority are subject to change from time to time. The customer will observe all the rules, regulations and policies that are now and may be hereafter prescribed by CCNGA.

**Should you have any questions and concerns, please call 803.385.3157 in Chester or 803.482.2442 in Great Falls. The toll-free number to Great Falls is 800.671.2865.**