

<b>Division of Gas – Policies and Procedures Manual</b> <b>Standard Policies and Procedures</b>	
Policy Number – AUB-03-01	Revision Number: 4
Subject Obtaining Gas Service	Effective Date: 10-01-2009
	Superintendent Approval:
	General Manager Approval:

## 1.0 PURPOSE

The purpose of this policy is to outline the requirements associated with obtaining gas service from Athens Utilities Board (AUB).

## 2.0 SCOPE

This policy applies to all residential and industrial customers who are physically connected to or have the potential to be physically connected to the AUB Natural Gas Distribution System.

## 3.0 REFERENCES

- (1) Athens Utilities Board Division of Gas, Rules and Regulations and Extension Policies

## 4.0 GENERAL

A formal application for original or additional service must be made at the offices of AUB or with a duly appointed agent of AUB and must be approved before service connection. A meter will not be set or service connected before payment of the service line installation charge and any additional applicable charges are made.

Any exceptions to this policy will be made at the sole discretion of AUB's local control authority.

## 5.0 DEFINITIONS

**AUB** – means the Athens Utilities Board, and its duly authorized employees, agents, and representatives

**Board** – means the Chairman and all Commissioners but does not include any employees

**BTUH** – The measurement of heat value of natural gas as defined by the British Thermal Unit per Hour

**Customer** – Any person, business, or other entity that receives natural gas service from Athens Utilities Board, Division of Natural Gas

**Division** – The Athens Utilities Board, Division of Gas

**Installer** – A bonded gas fitter as on file with AUB

**Local Control Authority** – Superintendent of Gas or duly authorized representative

**Service Connection** – Shall mean the tap of the main and that portion of the line extending from the tap of the main to and including the meter and meter installation.

## **6.0 PROCEDURES/POLICY**

### **6.1 Application and Contract for Service**

Each original customer desiring gas service will be required to sign AUB's standard application (*Addendum 03-01-01*) and the Division's standard (*Addendum 03-01-02*) application before service is supplied. The use of gas service by a customer shall bind the customer by the terms of the applicable standard contract form, even though the contract form may not be actually signed by the original customer.

The AUB standard application shall be provided to each prospective customer.

As a condition of providing service, the Board shall have the right to require an applicant to sign a minimum bill contract in an amount and for a period of time as is reasonably necessary to support the Division's investment.

If the customer, after signing application for gas service, does not take the service, the customer shall reimburse AUB for its expenses incurred to furnish gas service.

AUB's receipt of a customer's application for service shall not obligate AUB to render the service. If the Division determines the service applied for cannot be supplied, its liability shall be limited to the return of any monies paid by the applicant.

Whenever an application is made for service to a premises about which AUB knows there is a dispute regarding ownership or the right of occupancy, and one or more of the claimants attempts to prevent such service being furnished, AUB reserves the right to adopt one of the following courses:

1. To treat the applicant in actual possession of the premises to be served as being entitled to such service, irrespective of the rights or claims of other persons.
2. To withhold service, pending a judicial or other settlement of the rights of the various claimants.

Each applicant will receive a copy of the Division's "Natural Gas Service Information" (*Addendum 03-01-03*) and "Excess Flow Valve Information" (*Addendum 03-01-04*).

### **6.2 Fees**

AUB will collect fees and deposits as delineated by the Board. The Board may, at its discretion, invest AUB with the authority to enter into contract with the customer for payment of fees the Board determines necessary. Promotional fee reduction or fee elimination may be offered from time to time.

### **6.3 Character of Service**

**Standard service** is normally provided at approximately 1,000 BTU per cubic foot heat content and approximately 0.6 specific gravity as referred to air. The Division reserves the right to furnish a substitute or supplemental gas of different heat content and/or specific gravity in the event of emergency or for other reasons.

Normal service is provided at a nominal pressure of seven inches water column (four ounces psig) above atmosphere. Pressure specified is nominal pressure and the Division does not guarantee actual pressure.

Customers requiring service at other than standard pressure shall confer with the Division regarding the type of service required. Before the customer proceeds with the purchase of equipment or piping in such cases, he/she should contact the Division, which will furnish information on the ability of the Division to meet special requirements. The customer shall pay the cost of any special installation made to meet peculiar requirements. Nothing contained herein shall obligate AUB to provide such special service.

AUB shall not be liable for personal injuries or for any damages to a customer's equipment or property caused by high or low pressure or by fluctuations in pressure in the Division's natural gas system.

The Division will endeavor to furnish continuous gas service and to maintain reasonable constant pressure, but AUB cannot and does not guarantee to the customer any fixed pressure of continuous service. The Division shall not be liable for any damages, interruption or disturbance of service.

Operational maintenance and/or repair constraints may result in the gas supply being shut off without notice. However, every reasonable effort will be made by AUB to notify customers of such outages. AUB shall not be held liable for any damages from such interruption of service or for damages from the resumption of service without notice. Every reasonable effort will be made to provide continuous gas service to the customers of the Board's Division of Gas.

In times of emergencies or in times of gas shortage, AUB reserves the right to restrict all customers both in the amount of gas used and the purpose for which it is used.

#### **6.4 Billing**

Service availability charges will commence upon the Division's completion of the customer's service line regardless of when the customer commences utilizing the service. The service availability charge will be levied monthly regardless of the customer's monthly use.

The volume of gas delivered to a customer using non-standard service, as metered or estimated, shall be corrected in accordance with Boyle's law to its equivalent volume at a gauge pressure of four (4) ounces per square inch.