

Customer Bill of Rights



Customer Service

800-700-2443

Monday - Friday

7 a.m. - 7 p.m. CT

Emergencies

800-959-5325 (LEAK)

Monitored 24 hours

a day, 7 days a week



**Texas
Gas Service®**

A Division of ONE Gas

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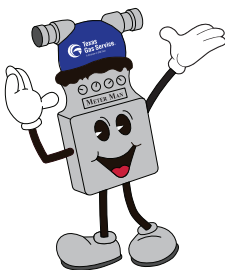
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WELCOME TO TEXAS GAS SERVICE

Texas Gas Service is pleased to welcome you into our family of customers. As your natural gas provider, we pledge to be a good neighbor and a safe and reliable source for clean-burning, efficient natural gas. Our employees live and work in the communities we serve, and we're committed to giving back by providing the highest level of customer service possible.

We offer many convenient payment options including automated and interactive telephone, web and mobile services and hundreds of physical pay locations throughout the state.

*We thank you
for choosing natural gas –
the clean energy.*



For more information, visit us at
www.TexasGasService.com.



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Gas Service®**

A Division of ONE Gas

RULES OF SERVICE AND RATES

Texas Gas Service is regulated by the local city and the Railroad Commission of Texas and operates under Rules of Service approved by these authorities. Copies of the Rules of Service and our rate structure are available upon request. To make arrangements for a payment plan, call one of our customer service representatives, visit our website at www.TexasGasService.com, or use our automated information system at 800-700-2443 for information about your account balance, payment options, and payment locations.

When you schedule your natural gas service to be turned off, it could remain on and active at the location for up to 30 calendar days following the requested date for discontinuance.



PAPERLESS BILLING

With our Paperless Billing Program, you may view and print your monthly statement online. After enrolling in the program, you will no longer receive a paper statement. Instead, you will receive an email notification each month when your billing statement is ready to view online.

PAYMENTS

You may pay your bill by mail, online, Automatic Bank Draft, mobile app, or through an authorized payment location. A complete list of authorized pay agents can be found on our website. Our automated system may also be used to inquire about your account balance and pay arrangements. Call one of our customer service representatives for information on these pay options. Hours of inquiry are 7 a.m. to 7 p.m. CT. Phone 800-700-2443. Information on all pay options may also be found online at www.TexasGasService.com. Bills are considered delinquent the day after the due date.

PAYMENT PLANS

Occasionally circumstances make it difficult for customers to pay their bills on time. If you think you will not be able to make your payment by the due date, you may be eligible for an extended payment plan. To make arrangements for a payment plan, visit our website at www.TexasGasService.com, use our automated telephone system or call one of our customer service representatives at 800-700-2443. Financial assistance for energy bills may

be available from community or government agencies. Our representatives can provide additional information.

ADDITIONAL TIME TO PAY MONTHLY BILL

If you have a serious health problem that will be aggravated by lack of natural gas service, we may be able to continue your service for an additional 20 days. We must receive a written request from you or a written statement from a licensed physician no later than five working days after the due date of the bill. Texas Gas Service customer service representatives can work with you to provide a deferred payment agreement. Customers 60 years or older may request a payment extension of up to 10 days past the due date without penalty.

NATURAL GAS

Natural gas is not poisonous. It has no color and is invisible until it appears as a flame. Natural gas has no natural smell of its own. A harmless, unpleasant odorant, similar to rotten eggs or sulfur, is added so you can tell if there is a leak. **If you think you smell the odor of natural gas, leave the area immediately and call 911 and us at 800-959-5325. Do not operate anything electrical in the home including lights, phones, or garage door openers.** We will come out anytime, day or night, free of charge and check for you.



THE NATURAL GAS METER

Texas Gas Service employees should be allowed access to the natural gas meter at all times for reading, maintenance, testing or replacement. For our employees' safety, please secure your pets away from meters. Refrain from planting shrubs and flowers around or stacking/attaching items to your meter as this could damage the meter or piping.

If you are concerned about the accuracy of your meter, we will come out and check it. The first test is free of charge. We will remove the meter, replace it with another, take the original meter and test it. If the test indicates that the meter is not functioning accurately, we will adjust your bill. The acceptable range of accuracy for a natural gas meter is established at two-percent, fast or slow. If, after the first test, you still believe that the meter is not functioning properly, you may request additional testing.

However, if we test the meter and the meter is found to be in the acceptable range of accuracy, you will be charged a fee for this second test. For instructions on how to read your natural gas meter, visit us online at www.TexasGasService.com.

CUSTOMER-OWNED BURIED NATURAL GAS LINES

Texas Gas Service maintains the underground natural gas pipes that deliver natural gas to the meter. You should be aware, however, that there may be underground natural gas piping between the meter and your house, or running to outbuildings or other outdoor appliances such as natural gas grills, lights, pool heaters, etc., that are not maintained by Texas Gas Service. **You, the customer, must maintain these lines.** These pipes may leak as the result of corrosion or damage. **Texas Gas Service recommends that you arrange for periodic inspection of any underground natural gas piping you own to identify problems.** Such inspections, line locations and any needed repairs should be completed by a licensed plumber or professional contractor to ensure safety.

NATURAL GAS EQUIPMENT AND APPLIANCES

The customer's house piping, natural gas appliances and appliance connectors are not maintained by Texas Gas Service. It is the responsibility of the customer to maintain house piping, appliances and appliance connectors.



We recommend that you have your natural gas equipment and appliances inspected periodically with maintenance performed as needed. If natural gas equipment and appliances such as water heaters and heating units are found in unsafe operating conditions or are not up to local code, during a service call, our employees will not light the appliance. Instead we will place a red warning tag on it and leave it in the off position. For your safety, please do not operate this equipment or appliance again until it has been serviced and/or repaired by a licensed plumber or professional contractor.

EXCESS FLOW VALVES

Federal regulations require Texas Gas Service to notify residential and small commercial natural gas customers of the option to request installation of an excess flow valve (EFV) on existing service lines. An EFV is a safety device

installed below ground inside the natural gas service line between the main and the meter. It is designed to restrict an uncontrolled release of natural gas by automatically closing if the service line is completely severed or severely damaged.

EFVs are not designed to protect against an appliance or other natural gas leak in your home or business, meter leaks or partial damage to your service line. You are not required to have an EFV installed, and Texas Gas Service will install one in the future at no cost to you when, during the normal course of business, any eligible service line is replaced or the service tap connection is exposed.

You may read more about EFVs on our website at www.TexasGasService.com.



CALL 811 BEFORE YOU DIG

Remember to call 811 at least two days prior to any digging or excavating to have underground utilities marked, at no cost to you. Damage to natural gas lines is dangerous and can be costly. Digging around such piping should be done by hand and not with mechanical equipment. If you do not own the property where you live, please notify the owner or landlord of any leaks or damage to the customer-owned piping.

BILLING QUESTIONS AND INFORMAL APPEAL

If you believe your bill is incorrect, please call one of our customer service representatives at 800-700-2443 before the final service date printed on the bill. We will initiate an informal appeal and investigate. Natural gas service will not be disconnected for the bill you are disputing but subsequent months must be paid while the bill is being investigated. We will report the results of the investigation to you.

FORMAL APPEAL PROCEDURE

If you are not satisfied with the results of the first investigation, you may make a formal appeal. A formal appeal hearing may be scheduled only when there is a dispute regarding the accuracy of the bill, or if there is a disagreement about who is responsible for the bill. To request a formal hearing or to obtain a list of rules for the formal appeal hearing, please contact one of our customer service representatives at 800-700-2443.

SERVICE TERMINATION

Natural gas service may be terminated for any of the following reasons:

- Failure to make timely payment of a final notice
- Failure to meet deposit or guaranty arrangements
- Failure to comply with terms of an agreement regarding installment payments on a past due balance
- Tampering with or damaging a meter or other equipment
- Use of natural gas in violation of Texas Gas Service rules
- Use of natural gas in violation of any law, ordinance, or regulation
- Not allowing Texas Gas Service representatives access to the premises for lawful, professional purposes
- Premises served by Texas Gas Service are vacated
- Interfering with the natural gas service of others or operation of non-standard equipment in violation of company rules
- Fraudulent misrepresentation regarding natural gas consumption or any other fraud as indicated in the Rules of Service or in contract with the company without notice where a known dangerous situation exists

SERVICE TERMINATION PROCEDURES

Five days written notice is normally given before natural gas service is terminated because of the non-payment of a bill. The earliest date the termination will be made will be printed on the notice. We do not terminate service for non-payment on Saturday, Sunday, company-observed holidays, or the day before these days unless the company can provide customers with the ability to reconnect their service the following day. Natural gas service may be terminated without notice for these reasons:

- A dangerous condition exists
- There is evidence of tampering with a meter or damage to Company property
- The premises served by Texas Gas Service are vacated
- Natural gas is being used for fraudulent purposes

When you schedule your natural gas service to be turned off, it could remain on and active at the location for up to 30 calendar days following the requested date for discontinuance.

SERVICE RECONNECTION

Natural gas service will be restored after the cause for termination has been corrected, unless termination was due to theft or fraud.

HOW TO FIND A NATURAL GAS LEAK

- Sound** – Listen for a roaring or hissing sound. This can be an indication of a natural gas leak.
- Sight** – Do you see dirt or water blowing in the air or continuous bubbling from standing water in the vicinity of a natural gas pipeline? This could be a natural gas leak.
- Smell** – Additives are used to give natural gas a very distinct aroma. Be alert for a pungent, skunk-like odor that might smell like sulfur or rotten eggs. This unique smell may be the warning sign of a natural gas leak.
- Call** – If you suspect you've discovered a natural gas leak, leave the area and avoid doing anything that could create a spark. Warn others to stay away and immediately call 911 and Texas Gas Service at 800-959-LEAK (5325).

REGISTERING A COMPLAINT WITH THE REGULATORY AUTHORITY

Complaints not handled to your satisfaction may be registered with the Company's regulatory authority. Complaints should be submitted in writing. Customers inside the city limits should contact their local officials at city hall. Customers in unincorporated areas may contact:

Director
Gas Utilities Division
Railroad Commission of Texas
P.O. Box 12967
Austin, TX 78711

CUSTOMER SERVICE REPRESENTATIVE HOURS

Monday through Friday
7 a.m. – 7 p.m. CT
Phone: 800-700-2443
www.TexasGasService.com

MAIL PAYMENTS TO:

Texas Gas Service
P.O. Box 219913
Kansas City, MO 64121-9913

EMERGENCY TELEPHONE NUMBER:

800-959-5325 (LEAK)
This number is monitored 24 hours
a day, 7 days a week.

WE HAVE AN APP TOO!

You can download our mobile app in both Apple® and Android® app stores by searching “Texas Gas Service.” You must have a Texas Gas Service online account in order to gain account access using the mobile app.

