

ADDENDUM TO SERVICE RULES

ADOPTED OCTOBER 21, 2003, THE FOLLOWING RULE (PER DOCKET 9449) APPLIES TO ENVIRONS CUSTOMERS IN THE SERVICE AREA:

TAC, TITLE 16, PART 1, CHAPTER 7, SUBCHAPTER B, RULE 7.45 (5)(C)(i) Quality of Service - (Rule on Waiver of Deposit for Victims of Family Violence)

(5) (C) Amount of deposit and interest for residential service, and exemption from deposit.

(i) Each gas utility shall waive any deposit requirement for residential service for an applicant who has been determined to be a victim of family violence as defined in Texas Family Code, §71.004, by a family violence center, by treating medical personnel, or by law enforcement agency personnel. This determination shall be evidenced by the applicant's submission of a certification letter developed by the Texas Council on Family Violence and made available on its web site.

Adopted October 21, 2003