



**WEST VIRGINIA  
SECRETARY OF STATE**

**MAC WARNER**

**ADMINISTRATIVE LAW DIVISION**

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OFFICE OF  
WEST VIRGINIA SECRETARY OF STATE

**FORM 1 – NOTICE OF A PUBLIC HEARING OR COMMENT PERIOD ON A PROPOSED RULE  
(Page 1)**

AGENCY **Public Service Commission**  
RULE TYPE **Legislative Exempt** AMENDMENT TO EXISTING RULE **Yes** TITLE-SERIES **150-04**  
RULE NAME **Government of Gas Utilities and Gas Pipeline Safety**

CITE AUTHORITY **24-1-1, 24-1-7, 24-2-1 and 24-2-2**

COMMENTS LIMITED TO  
**Written**

DATE OF PUBLIC HEARING

LOCATION OF PUBLIC HEARING

DATE WRITTEN COMMENT PERIOD ENDS  
**Monday, December 11, 2017 4:00 PM**

WRITTEN COMMENTS MAY BE MAILED TO  
**Ingrid Ferrell, Director  
Executive Secretary Division  
PO Box 812  
Charleston, WV 25323**

BY CHOOSING 'YES', I ATTEST THAT THE PREVIOUS STATEMENTS ARE TRUE AND CORRECT.

**Yes**  
**Ingrid M Ferrell -- By my signature, I certify that I am the person authorized to file legislative rules, in accordance with West Virginia Code §29A-3-11 and §39A-3-2.**



Title-Series: 150-04



Rule Id: 16605



Document: 49995



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**FORM 1 – NOTICE OF A PUBLIC HEARING OR COMMENT PERIOD ON A PROPOSED RULE  
(Page 2)**

AGENCY	Public Service Commission			
RULE TYPE	Legislative Exempt	AMENDMENT TO EXISTING RULE	Yes	TITLE-SERIES 150-04
RULE NAME	Government of Gas Utilities and Gas Pipeline Safety			

CITE AUTHORITY 24-1-1, 24-1-7, 24-2-1 and 24-2-2

**PROVIDE A BRIEF SUMMARY OF YOUR PROPOSAL**

The new Rules establish an orderly and fair process for both utilities and ratepayers to address account delinquencies and service terminations that arise from delinquencies, and properly balance the interests of utilities and ratepayers. The significant amendments include updates to the manner in which a utility may personally contact a delinquent customer, specific identification of circumstances when a termination is prohibited by the rules, reduction of the required instances when a utility must visit a customer premises to provide notice, improvements to the content of written notice to inform customers of their options when faced with a delinquency, and clarification of rules governing deferred payment agreements.

BY CHOOSING 'YES', I ATTEST THAT THE PREVIOUS STATEMENTS ARE TRUE AND CORRECT.

Yes  
Ingrid M Ferrell -- By my signature, I certify that I am the person authorized to file legislative rules, in accordance with West Virginia Code §29A-3-11 and §39A-3-2.



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**FORM 11 – FISCAL NOTE FOR PROPOSED RULES (Page 1)**

AGENCY	<b>Public Service Commission</b>		
RULE TYPE	<b>Legislative Exempt</b>	<b>AMENDMENT TO EXISTING RULE</b>	<b>Yes</b> TITLE-SERIES <b>150-</b>
RULE NAME	<b>Government of Gas Utilities and Gas Pipeline Safety</b>		<b>04</b>

CITE AUTHORITY 24-1-1, 24-1-7, 24-2-1 and 24-2-2

**PRIMARY CONTACT**

Jane Neal  
201 Brooks Street  
PO Box 812  
Charleston, WV 25323

**SECONDARY CONTACT**

Jessica Lane  
201 Brooks Street  
PO Box 812  
Charleston, WV 25323

**Ingrid M Ferrell -- By my signature, I certify that I am the person authorized to file legislative rules, in accordance with West Virginia Code §29A-3-11 and §39A-3-2.**



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**FORM 11 – FISCAL NOTE FOR PROPOSED RULES (Page 1)**

AGENCY	<b>Public Service Commission</b>		
RULE TYPE	<b>Legislative Exempt</b>	<b>AMENDMENT TO EXISTING RULE</b>	<b>Yes</b> TITLE-SERIES <b>150-</b>
RULE NAME	<b>Government of Gas Utilities and Gas Pipeline Safety</b>		<b>04</b>

CITE AUTHORITY **24-1-1, 24-1-7, 24-2-1 and 24-2-2**

SUMMARIZE IN A CLEAR AND CONCISE MANNER WHAT IMPACT THIS MEASURE WILL HAVE ON COSTS AND REVENUES OF STATE GOVERNMENT.

**There will be no significant implementation cost relating to this rulemaking for the State of West Virginia. The Commission does not anticipate additional costs to be incurred as a result of this rulemaking.**

**Ingrid M Ferrell -- By my signature, I certify that I am the person authorized to file legislative rules, in accordance with West Virginia Code §29A-3-11 and §39A-3-2.**



Title-Series: 150-04



Rule Id: 16605



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**FORM 11 – FISCAL NOTE FOR PROPOSED RULES (Page 2)**

AGENCY **Public Service Commission**  
RULE TYPE **Legislative Exempt** AMENDMENT TO EXISTING RULE **Yes** TITLE-SERIES **150-04**  
RULE NAME **Government of Gas Utilities and Gas Pipeline Safety**

CITE AUTHORITY **24-1-1, 24-1-7, 24-2-1 and 24-2-2**

FISCAL NOTE DETAIL -- SHOW OVER-ALL EFFECT IN ITEM 1 AND 2 AND, IN ITEM 3, GIVE AN EXPLANATION OF BREAKDOWN BY FISCAL YEAR, INCLUDING LONG-RANGE EFFECT.

<b>Effect Of Proposal</b>	<b>Current Increase/Decrease (use ' - ')</b>	<b>Next Increase/Decrease (use ' - ')</b>	<b>Fiscal Year (Upon Full Implementation)</b>
<b>ESTIMATED TOTAL COST</b>	n/a	n/a	n/a
<b>PERSONAL SERVICES</b>	n/a	n/a	n/a
<b>CURRENT EXPENSES</b>	n/a	n/a	n/a
<b>REPAIRS AND ALTERATIONS</b>	n/a	n/a	n/a
<b>ASSETS</b>	n/a	n/a	n/a
<b>OTHER</b>	n/a	n/a	n/a
<b>ESTIMATED TOTAL REVENUES</b>	n/a	n/a	n/a

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**FORM 11 – FISCAL NOTE FOR PROPOSED RULES (Page 3)**

AGENCY	<b>Public Service Commission</b>		
RULE TYPE	<b>Legislative Exempt</b>	<b>AMENDMENT TO EXISTING RULE</b>	<b>Yes</b> TITLE-SERIES <b>150-</b>
RULE NAME	<b>Government of Gas Utilities and Gas Pipeline Safety</b>		<b>04</b>

CITE AUTHORITY **24-1-1, 24-1-7, 24-2-1 and 24-2-2**

3. EXPLANATION OF ABOVE ESTIMATES (INCLUDING LONG-RANGE EFFECT). PLEASE INCLUDE ANY INCREASE OR DECREASE IN FEES IN YOUR ESTIMATED TOTAL REVENUES.

**n/a**

**Ingrid M Ferrell -- By my signature, I certify that I am the person authorized to file legislative rules, in accordance with West Virginia Code §29A-3-11 and §39A-3-2.**



Title-Series: 150-04



Rule Id: 16605



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**FORM 11 – FISCAL NOTE FOR PROPOSED RULES (Page 4)**

AGENCY	Public Service Commission			
RULE TYPE	Legislative Exempt	AMENDMENT TO EXISTING RULE	Yes	TITLE-SERIES 150-04
RULE NAME	Government of Gas Utilities and Gas Pipeline Safety			

CITE AUTHORITY 24-1-1, 24-1-7, 24-2-1 and 24-2-2

PLEASE IDENTIFY ANY AREAS OF VAGUENESS, TECHNICAL DEFECTS, REASONS THE PROPOSED RULE WOULD NOT HAVE A FISCAL IMPACT, AND/OR ANY SPECIAL ISSUES NOT CAPTURED ELSEWHERE ON THIS FORM.

**There is no fiscal impact on state revenues because the rule changes govern utility/customer relations.**

BY CHOOSING 'YES', I ATTEST THAT THE PREVIOUS STATEMENTS ARE TRUE AND CORRECT.

**Ingrid M Ferrell -- By my signature, I certify that I am the person authorized to file legislative rules, in accordance with West Virginia Code §29A-3-11 and §39A-3-2.**



Title-Series: 150-04



Rule Id: 16605



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**FORM 12 – BRIEF SUMMARY AND STATEMENT OF CIRCUMSTANCES (Page 1)**

AGENCY	<b>Public Service Commission</b>			
RULE TYPE	<b>Legislative Exempt</b>	<b>AMENDMENT TO EXISTING RULE</b>	<b>Yes</b>	<b>TITLE-SERIES 150-04</b>
RULE NAME	<b>Government of Gas Utilities and Gas Pipeline Safety</b>			

CITE AUTHORITY 24-1-1, 24-1-7, 24-2-1 and 24-2-2

SUMMARIZE IN A CLEAR AND CONCISE MANNER CONTENTS OF CHANGES IN RULE AND STATEMENT OF CIRCUMSTANCES REQUIRING THE RULE.

Through conducting a general investigation, and receiving comments from interested parties in the investigation, and again in formal rulemaking proceedings, the Commission believes that the rules governing service termination for residential gas and electric customer non-payment are in need of improvement, clarification and updates. Specifically, the comments received indicated a need to update rules on how utilities contact customers prior to termination, more specifically indicate when a utility is prohibited from terminating service, promote the safety of utility personnel and recognize upgrades in meter technology by reducing instances when a utility must visit a customer premises to provide notice, improve the content of written notice to better inform customers of their options when faced with a delinquency, and clarify provisions governing deferred payment agreements between utilities and customers.

BY CHOOSING 'YES', I ATTEST THAT THE PREVIOUS STATEMENTS ARE TRUE AND CORRECT.

**Yes**  
**Ingrid M Ferrell -- By my signature, I certify that I am the person authorized to file legislative rules, in accordance with West Virginia Code §29A-3-11 and §39A-3-2.**



Title-Series: 150-04



Rule Id: 16605



Document: 49995

TITLE 150  
LEGISLATIVE RULE  
PUBLIC SERVICE COMMISSION

SERIES 4  
RULES FOR THE GOVERNMENT OF GAS UTILITIES  
AND GAS PIPELINE SAFETY

**§150-4-1. General.**

1.1. Scope. -- These rules govern the operation and service of gas utilities subject to the jurisdiction of the Public Service Commission pursuant to W. Va. Code § 24-2-1.

1.2. Authority. -- W. Va. Code §§ 24-1-1, 24-1-7, 24-2-1, 24-2-2.

1.3. Filing Date. -- ~~January 7, 2007.~~

1.4. Effective Date. -- ~~March 1, 2007.~~

~~1.5. Authorization of rules.~~

~~1.5.1. These rules are intended to define good operating practices, which can normally be expected.~~

~~1.5.2. They are intended to ensure adequate service and to prevent unfair charges to the public, and to protect the utilities from unreasonable demands.~~

~~1.5.3. The adoption of these rules shall in no way preclude the Public Service Commission from altering or amending them in whole or in part, or from requiring any other additional service, equipment, facility, or standard either upon complaint or upon its own motion, or upon the application of any utility.~~

~~1.5.4. These rules shall not relieve in any way a utility from any of its duties under the laws of this State.~~

~~1.6. Application of rules.~~

~~1.6.1. These rules apply to public utilities as defined in Rule 1.7.11.~~

~~1.6.2. If hardship results from the application of any rule herein prescribed, or if unusual difficulty is involved in immediately complying with any rule, application may be made to the Commission for the modification of the rule or for temporary or permanent exemption from its provisions. Provided, that no utility shall submit application for such modification or exemption without submitting therewith a full and complete justification for such action.~~

**§150-4-2. Authorization, Application, Definitions, and Records, Reports and Other Information to be Supplied to the Commission.**

2.1. Authorization of rules.

2.1.a. These rules are intended to define good operating practices, which can normally be expected.

2.1.b. They are intended to ensure adequate service and to prevent unfair charges to the public, and to protect the utilities from unreasonable demands.

2.1.c. The adoption of these rules shall in no way preclude the Public Service Commission from altering or amending them in whole or in part, or from requiring any other additional service, equipment, facility, or standard either upon complaint or upon its own motion, or upon the application of any utility.

2.1.d. These rules shall not relieve in any way a utility from any of its duties under the laws of this State.

2.2. Application of rules.

2.2.a. These rules apply to public utilities as defined in Rule 2.3.k.

2.2.b. If hardship results from the application of any rule herein prescribed, or if unusual difficulty is involved in immediately complying with any rule, application may be made to the Commission for the modification of the rule or for temporary or permanent exemption from its provisions: Provided, that no utility shall submit application for such modification or exemption without submitting therewith a full and complete justification for such action.

4-7-2.3. Definitions.

4-7-2.3.a. Commission -- Whenever in these rules the words "Commission" or "Public Service Commission" occur, such word or words shall, unless a different intent clearly appears from the context, mean the Public Service Commission of West Virginia.

4-7-2.3.b. Company service -- The term "company service" shall mean the utility's pipe and appurtenances which connect any gas main in a public highway, street, alley or private right-of-way with the inlet connection of a customer's service piping at or near the property line, right-of-way, or easement line. The company service piping shall be installed at the utility's expense, regardless of the side of the road on which the customer is located in reference to the main.

4-7-2.3.c. Cubic foot of gas -- The term "cubic foot of gas" or "cubic foot" shall have the following meanings:

a-2.3.c.1. Testing -- For the purpose of testing gas under these rules, a cubic foot of gas shall be that amount of gas which occupies a volume of one (1) cubic foot when saturated with water vapor at a temperature of sixty (60) degrees Fahrenheit and an absolute pressure equal to thirty (30) inches of mercury at thirty-two (32) degrees Fahrenheit.

b-2.3.c.2. Distribution pressure measurement -- For the purpose of measurement of gas at standard distribution pressure, a cubic foot of gas shall be the amount of gas which occupies a volume of one (1) cubic foot under the conditions existing in the customer's meter where installed.

c-2.3.c.3. High or intermediate pressure measurement -- In cases where gas is supplied through orifice or other type meters at other than standard distribution pressure, a cubic foot of gas shall

be that volume of gas which, at an absolute pressure of 14.73 pounds per square inch, occupies a volume of one (1) cubic foot. The temperature of the gas shall be determined and corrected to sixty (60) degrees Fahrenheit where necessary and practical. This definition of cubic foot of gas does not affect contract or other provisions.

~~1.7.4.2.3.d.~~ Customer -- The word "customer" used in these rules shall mean any person, group of persons, firm, corporation, institution, municipality or other service body who purchases gas, service or facilities by a gas utility.

~~1.7.5.2.3.e.~~ Customer service piping -- The term "customer service piping" shall mean the segment of the piping extending from a point at the property line, right of way or easement line to the inlet of the meter serving the customer, where the meter is not located at the property line, right of way or easement line.

~~1.7.6.2.3.f.~~ Customer buried piping -- The term "customer buried piping" shall mean the underground piping, if any, between the outlet of the meter and the outside of the customer's foundation.

~~1.7.7.2.3.g.~~ High or intermediate pressure distribution system -- A "high or intermediate pressure distribution system" shall mean one in which the gas in the mains is maintained at a pressure higher than standard distribution pressure.

~~1.7.8.2.3.h.~~ House piping -- The term "house piping" shall mean the piping and fittings extending from the outside of the customer's foundation to the customer's gas appliances. The customer shall furnish, install and maintain the house piping in accordance with the utility's safety requirements for such installation as set forth in the utility's tariff as required pursuant to Rule 8.3, infra.

~~1.7.9.2.3.i.~~ Low pressure distribution system -- "A low pressure distribution system" shall be that portion of the utility's system in which standard distribution pressure is maintained, and from which the gas is introduced from the mains into the customer service or house piping without passing through a pressure regulating device.

~~1.7.10.2.3.j.~~ Main -- The term "main" shall mean the pipe of any utility's gas system, located in a public highway, street, alley, or private right-of-way, and used to transport gas.

~~1.7.11.2.3.k.~~ Public utility -- Except where a different meaning clearly appears from the context, the word or words "utility" or "public utility" when used in these rules and regulations shall mean any person or persons, or association of persons, however associated, whether incorporated or not, including municipalities engaged in the business of producing, furnishing, transporting, distributing or selling gas for light, heat or other purposes which are now or may hereafter be held to be a public service.

~~1.7.12.2.3.l.~~ Standard distribution pressure -- "Standard distribution pressure" shall be the distribution pressure established by the utility under the requirements of Rule 7.3.

~~§150-4.2. Records, reports and other information to be supplied to the Commission.~~

~~2.1.2.4.~~ Records and reports.

~~2.1.2.4.a.~~ Preservation of records -- All records required by these rules shall be preserved by the utility in accordance with the "Regulations to Govern the Preservation of Records of Electric, Gas and Water Utilities" as prescribed by the National Association of Regulatory Utility Commissioners adopted by the Commission in its General Order No. 117-C of September 25, 1972, and effective December 1,

1972, except, as they may be hereinafter modified. No such record shall be destroyed without Commission approval. (NOTE: These regulations are published in separate pamphlet form and will be furnished upon request).

~~2-1-2.4.b.~~ 2.4.b. Location of records -- Such records shall be kept at the office or offices of the utility, and shall be open at all reasonable hours for examination by the Commission or its representative, or by others authorized by the Commission.

~~2-1-2.4.c.~~ 2.4.c. Reports to Commission

~~a-2.4.c.1.~~ 2.4.c.1. Each utility shall, at such times and in such form as the Commission may prescribe, report to the Commission the results of any test or tests required to be made or the information contained in any records required to be kept by the utility.

~~b2.4.c.2.~~ 2.4.c.2. Each utility shall furnish to the Commission any information in its possession, respecting its rates, charges, or practices which may from time to time be required by the Commission, and without formal order of the Commission.

~~e-2.4.c.3.~~ 2.4.c.3. Special reports -- Each utility shall submit to the Commission duplicate copies of routine reports made by it to the Federal Energy Regulatory Commission pertaining to any phase of its business as a gas utility in West Virginia.

~~2-2-2.5.~~ 2.2.5. Filing of rate schedules.

~~2-2-2.5.a.~~ 2.2.5.a. Filing required -- No rules and regulations, or schedules of rates or charges, or modification of the same, shall be effective until filed with the Commission as provided by law.

~~2-2-2.5.b.~~ 2.2.5.b. Where filed -- Copies of all schedules of rates and other charges, and copies of all rules and regulations, covering the relation of customer and utility, shall be filed by every utility in the office of the Commission.

~~2-2-2.5.c.~~ 2.2.5.c. Manner of filing -- Tariffs containing all the rates, rules and regulations of each utility shall be filed in the manner prescribed by the Commission in "Rules for the Construction and Filing of Tariffs," and such other amendments or modifications that may hereinafter be adopted.

~~2-2-2.5.d.~~ 2.2.5.d. Forms for filing -- The Commission will, upon application, furnish proper blanks to be used for the filing of tariffs and any changes thereof and additions thereto.

~~2-2-2.5.e.~~ 2.2.5.e. Utility's special rules -- A utility desiring to establish any rule or requirement supplementing the rules of the Commission shall first make application to the Commission for authority for such rule or rules, clearly stating in its application the reason for such establishment.

~~2-2-2.6.~~ 2.2.6. Financial and statistical report.

~~2-2-2.6.a.~~ 2.2.6.a. Every utility shall file annually a financial and statistical report upon forms to be furnished by the Commission. Said report shall be based upon the accounts set up in conformity with the Commission's order and rule as set out in Rule ~~2-1-2.7.~~ 2.2.7. of these rules. This report shall be filed on or before March 31st of each year, or at such date as the Commission may direct.

~~2-2-2.6.b.~~ 2.2.6.b. Each utility shall file, monthly, gas statistical reports upon forms to be furnished by the Commission. This report shall be filed not later than forty-five (45) days following the period

covered by the report.

~~a-2.6.b.1.~~ In reporting all gas volumes on statistical reports (Form furnished by the Commission), measurement made at pressure above normal distribution pressure shall be adjusted to a pressure base of 14.73 pounds per square inch absolute. This applies to produced, purchased, storage, and sales measurements.

~~2-4.2.7.~~ Uniform system of accounts -- All gas utilities are required to maintain their books and records in accordance with the "Uniform System of Accounts" promulgated by the Federal Power Commission (now the Federal Energy Regulatory Commission) as published in Title 18 CFR Parts 201 and 204, and in effect as of January 1, 1977.

~~2-5.2.8.~~ Maps and records.

~~2-5-2.8.a.~~ Each utility shall keep on file suitable maps, plans, and records showing the entire layout of producing field or fields, and of each compressing or boosting station, with the location, size and character of each piece of plant equipment, pipelines, connections and other facilities used in the production and transmission of gas. Each utility shall keep similarly complete maps, plans, or records of the entire distribution system showing the size, character and location of each main, district regulator, street valve and drip, and each service connection, together with such other information as may be necessary.

~~2-5-2.8.b.~~ The maps, plans and records required by the provisions of this rule shall be kept up-to-date so that the utility can furnish promptly and accurately any information regarding its facilities, or copies of its maps requested by the Commission.

~~2-5-2.8.c.~~ Each gas utility shall file with the Commission a map or maps showing the lines in its system which it designates and operates as transmission lines. The utility shall, on or before April 1st of each year, file a new map; recall, revise and resubmit its old map, or advise the Commission, in writing, that no changes to the transmission lines have been made during the year.

~~2-6.2.9.~~ Management audits.

~~2-6-2.9.a.~~ Scope -- To establish a procedure for examination of management practices and policies to determine whether the entity being audited is operating with efficiency and utilizing sound management practices. The purpose of a management audit is to disclose operating areas that are efficient or inefficient, to identify areas for improvement, and to form recommendations for changes. The results of a management audit and the response of the utility to the recommendations and implementation plans developed pursuant to a management audit may be a factor in determining just and reasonable rates, as set out herein.

~~2-6-2.9.b.~~ Types of management audits -- The following types of management audits, which vary in scope, may be directed and utilized by the Commission.

~~a-2.9.b.1.~~ Comprehensive -- An investigation characterized by an extensive, detailed analysis of a utility's management and operations.

~~b-2.9.b.2.~~ Reconnaissance -- A broad review, similar in scope to a comprehensive audit, but in less detail. The objective of this type of audit is to identify specific areas for more intensive investigation based upon the magnitude of the problem identified or the potential benefits to be derived.

~~e-2.9.b.3.~~ 2.9.b.3. Focused -- An in-depth investigation of one or several specific areas of a utility's management and operations.

~~2.6.2.9.c.~~ 2.9.c. Frequency -- The Commission shall order a management audit of any utility under its jurisdiction whenever the Commission deems it necessary to investigate the operational efficiency of the utility. Such factors as the cost of the management audit and the potential benefits of such audit may be taken into consideration. The Commission may accept or request a management audit performed under the rules of another jurisdiction in satisfaction of this rule when that audit is of the scope contemplated by the Commission, conforms to the standards herein set forth and covers the utility's service functions in its West Virginia jurisdiction.

~~2.6.4.2.9.d.~~ 2.9.d. Conduct and control

~~a-2.9.d.1.~~ 2.9.d.1. The Commission may choose to have the audit performed by its Staff or contracted to a qualified outside auditing firm. In the latter case, the Commission may supervise the selection process. If the management audit is to be conducted by an auditing firm, the Commission's order initiating the audit shall include provision for the development of the request for proposal (RFP), the consultant selection process and Staff's assistance and supervision during the audit.

~~b-2.9.d.2.~~ 2.9.d.2. The Commission may impose eligibility restrictions upon contractors relating to past, current and post-audit relationships with the utility.

~~e-2.9.d.3.~~ 2.9.d.3. The utility is expected to cooperate to the fullest extent with the performer of a Commission ordered management audit. A responsible employee shall be appointed by the utility as its management audit coordinator, who shall be responsible to assist in the efficient performance of the management audit.

~~2.6.5.2.9.e.~~ 2.9.e. Costs -- It shall be the responsibility of the audited utility to pay for a contracted audit. The Commission shall include the reasonable cost of conducting the contracted management audit in the cost of service of the utility. The Commission may allow such costs to be recovered in the utility's next general rate case following completion of the audit, or the Commission may order such costs to be amortized over a reasonable period of years, considering the impact of these costs on both the utility and its customers.

~~2.6.6.2.9.f.~~ 2.9.f. Implementation of recommendations

~~a-2.9.f.1.~~ 2.9.f.1. Draft report.

2.9.f.1.A. Upon completion of the audit a draft report shall be submitted to the utility for comments.

2.9.f.1.B. The auditor and Company representatives shall conduct a draft review meeting subsequent to the distribution of the draft review report.

~~b-2.9.f.2.~~ 2.9.f.2. Final report.

2.9.f.2.A. A final report shall be submitted to the Commission no later than thirty (30) days after the submission of the draft report to the utility.

2.9.f.2.B. Within thirty days of the final submission of the management audit report, the utility shall file a document detailing its position on each audit recommendation. This document must

state which recommendations are acceptable to the utility and the nature of the utility's disagreement with any recommendations.

~~2.9.f.3.~~ The Commission may, after hearing, issue an order prescribing the recommendations which should be adopted by the utility.

~~2.9.f.4.~~ The utility shall file detailed implementation plans for the Commission's review and approval within the time specified in the Commission's order prescribing which recommendations the utility should adopt. The utility shall not deviate from an approved implementation plan without prior notice to the Commission which specifically states the utility's reasons for departing from the approved plan.

~~2.9.f.5.~~ At the direction of the Commission, a follow-up audit may be performed to review the progress of the utility in implementing the approved plans and the results of previously performed management audits.

~~2.9.f.6.~~ A management audit report and implementation plan adopted pursuant thereto and any follow-up audit may be used by parties in a general rate case subsequent to the management audit. Such audits and implementation plans may be a factor in the determination of just and reasonable rates if introduced as an exhibit and subjected to normal due process procedures.

~~2.9.f.7.~~ The Commission may grant an extension of the time limits established in this section upon a showing of good cause for such extension.

### §150-4.3. Meter Requirements.

#### 3.1. Gas measurement requirements.

~~3.1.3.1.a.~~ Gas purchased -- Every utility shall measure and record the quantity of gas purchased by it.

~~3.1.3.1.b.~~ Gas sales -- Every utility shall measure and record the quantity of gas sold by it.

~~3.1.3.1.c.~~ Exchange gas -- Every utility shall measure and record the gross cubic feet of gas exchanged with others.

~~3.1.3.1.d.~~ Storage gas -- Every utility shall measure and record separately the quantity of gas put into storage and gas removed from storage.

~~3.1.3.1.e.~~ Company gas -- Every utility shall measure where practicable and record all gas used, for any purpose, by the utility. The records shall be kept so as to indicate the division of its system, production, transmission or distribution, where the gas was used.

#### 3.2. Use of meter.

~~3.2.3.2.a.~~ Gas sold -- All gas sold by a utility shall be charged for by meter measurements.

~~3.2.3.2.b.~~ Other gas -- All gas delivered as compensation for leases, rights-of-way, or other reasons, not charged for at the utility's regular schedule of charges, shall be metered and a record kept thereof.

3.3. Utility to provide meters and regulators -- Unless otherwise authorized by the Commission, each utility shall provide and install at its own expense (except as provided in Rule 5.6.) and shall continue to own, maintain, and operate all equipment necessary for the regulation and measurement of gas, in accordance with tariff or contract provisions, to its customers. Where meters or regulators not required by these rules are furnished by the utility for the convenience of the customer, a charge for such meters or regulators may be made.

3.4. Location of meters.

~~3.4.1.~~ 3.4.a. Urban meters

~~a.3.4.a.1.~~ a.3.4.a.1. When meters are installed inside buildings, they should be located in a dry place not subject to excessive heat, and as near as possible to the entrance of service.

~~b.3.4.a.2.~~ b.3.4.a.2. When meters are located outside of buildings, they may be enclosed by a small box or other protective device specially built for that purpose.

~~c.3.4.a.3.~~ c.3.4.a.3. The meter location in all cases shall be subject to the approval of the utility.

~~3.4.2.~~ 3.4.b. Tagging house piping -- When a number of meters are placed in the same location, each house pipe should be tagged close to the meter, so as to indicate the particular part of a building or premises served by such meter.

~~3.4.3.~~ 3.4.c. Rural meters -- When the distance between the utility's main and the nearest point of consumption is more than 150 feet, the meter shall be located as near to the utility's main as may be practicable.

~~3.4.4.~~ 3.4.d. Protection required -- No customer's meter shall be installed in any location where it may reasonably be expected to be exposed to damage, such as from vehicular traffic or road maintenance activities, unless it is protected from such damage at the utility's expense and in compliance with 49 C.F.R. Part 192.353.

3.5. Meter readings.

~~3.5.1.~~ 3.5.a. Meter requirements -- Each service meter of the displacement type shall indicate clearly the cubic feet of gas registered. Where gas is metered under high pressure, or where the quantity is determined by calculation from recording devices, the utility shall show on the bill the information needed to make clear the method by which the quantity is determined.

~~3.5.2.~~ 3.5.b. Meter-reading period -- As a matter of general practice, all service meters shall be read at monthly intervals, on the corresponding day of each meter-reading period or as near thereto as practical. Approval may be granted for the reading of meters at other than monthly intervals, if the circumstances warrant.

**§150-4-4. Customer Relations.**

4.1. Customer information.

~~4.1.1.~~ 4.1.a. Each utility shall, upon request, give its customers such information and assistance as is reasonable, in order that customers may secure safe and efficient service. The information contained in the utility's safety requirements concerning customer connections required to be filed pursuant to Rule

8.3. *infra.* shall be furnished to all customers installing new or revising existing customer service piping.

~~4.1.2.4.1.b.~~ Explanation of meter readings -- Each utility shall adopt some means of informing its customers as to the method of reading meters, either by a printed description on its bills, or by a notice to the effect that the method will be explained at the office of the utility upon request. It is recommended that an exhibition meter be kept on display in each sales office maintained by a utility.

~~4.1.2.4.1.c.~~ Explanation of rates -- It shall be the duty of the utility to explain to the customer, at the beginning of service, or whenever the customer shall request the utility to do so, the utility's rates applicable to the type of service furnished to the customer and all other classes of customers, and to assist him/her in obtaining the rate which is most advantageous to his/her requirement for service. The responsibility for the selection however, must rest with the applicant. In the event that the customer's use of service is later such that an applicable rate schedule, other than the one initially selected, proves to be more favorable, the responsibility for requesting a change in rate schedule consistent with the provisions of the service agreement, shall rest with the customer. The utility shall, on its periodic statements, annually inform its customers that, if they so request, it shall supply the customers with a copy of the utility's rate or rates applicable to the type of service to be furnished to them and to all other classes of customers with a concise written explanation of the rates, and an identification of any classes of customer whose rates are not summarized.

~~4.1.4.1.d.~~ Posting of law, rates, rules and regulations,

~~a-4.1.d.1.~~ Every utility shall maintain in its office for inspection by the public the following:

~~4.1.d.1.A.~~ A copy of the rates, rules and regulations of the utility, and forms for contracts and applications applicable to the territory served from that office.

~~4.1.d.1.B.~~ A copy of Chapter 24, Code of West Virginia.

~~4.1.d.1.C.~~ A copy of the Commission's Rules for the Government of Gas Utilities and Gas Pipeline Safety.

~~b-4.1.d.2.~~ A suitable placard, in large type, shall be exhibited in a conspicuous location, giving information to customers that a copy of the law, the rules of the Public Service Commission and the schedule of rates are kept for their inspection.

4.2. Customer deposits.

~~4.2.1.4.2.a.~~ Security deposits

~~a-4.2.a.1.~~ Security deposit -- A utility may require an applicant or customer to make a deposit as a guarantee for the payment of gas used. Such deposit shall not be more than one-twelfth (1/12) of the annual estimated charge for residential service and one-sixth (1/6) for all other service to secure the utility from loss. The utility shall not be bound to supply gas until these conditions are fulfilled and it may cut off the supply if the guarantee is not given when required. After the customer has paid bills for service for twelve consecutive months without a delinquency, the utility shall promptly and automatically refund the deposit plus accrued interest. Utilities may, at their discretion, refund deposits after shorter periods of time. Calculation of the above twelve consecutive month period shall commence from the first regular payment or following the payment of a delinquent bill or bills. The interest rate to be paid shall be determined as follows. The rate which utilities shall be required to pay shall be the average of the one-year United States Treasury Bill rates for October, November and December of the preceding calendar

year. By January 15 of each year, Staff of the Commission shall make the necessary calculations and file with the Commission its calculations. The Commission will issue an order setting the rate to be paid by the utilities until the next annual Commission order. The simple interest shall be paid at the date of discontinuance of service or at the end of the deposit period. The utility shall have a reasonable time to read and remove meters and to ascertain that the obligations of the customer have been fully performed before being required to return any deposit in the case where there has not been an automatic refund.

~~b-4.2.a.2.~~ 4.2.a.2. Provided, however, that this rule shall not affect residential customer security deposits required by a utility prior to the passage of ~~West Virginia~~ W. Va. Code § 24-3-8 on March 12, 1983.

~~e-4.2.a.3.~~ 4.2.a.3. Record of deposit -- Each utility holding a cash deposit shall keep a record showing: (i) the name and current address of each depositor; (ii) the amount and date of the deposit; and (iii) each transaction concerning the deposit.

~~d-4.2.a.4.~~ 4.2.a.4. The receipt -- Concurrently with receiving a cash deposit, the utility shall deliver to the applicant for service or customer, a receipt showing: (i) the date thereof; (ii) the name of the applicant or customer and the address of the premises served or to be served; (iii) the service furnished or to be furnished; and (iv) the amount of the deposit and the fact that interest will be paid on the deposit. Each utility shall provide reasonable records to refund the deposit of a customer, when he/she is so entitled, even if the original receipt cannot be produced. A receipt or proof of payment will not be necessary under the provisions for an automatic refund.

~~e-4.2.a.5.~~ 4.2.a.5. Unclaimed deposits -- Should a utility have retained, through no fault of its own, deposits made by customers to whom service has been discontinued during any calendar year, it shall, on or before the first day of March, in each year, mail to the customer's last known address a check as refund of the deposit plus accrued interest, or at the utility's option, publish a list of such depositors, in a newspaper published and of general circulation in each of the counties in which it operates and in which the deposits were made, showing as of the thirty-first day of December immediately preceding, the amount of each deposit, together with the interest due thereon, and notifying depositors listed therein that their deposits, together with accrued interest, are being held to their credit and will be returned upon request. The utility shall not be liable for any interest on such deposit after publication of such lists. (See ~~W. est-Va.~~ Virginia Code § 24-2-1).

~~4.2.2.4.2.b.~~ 4.2.2.4.2.b. Guaranty agreement.

~~a-4.2.b.1.~~ 4.2.b.1. A utility may accept, in lieu of the cash deposit, a guaranty agreement signed by a financially responsible guarantor, whereby payment of a specified sum, not exceeding the cash deposit aforesaid, is guaranteed. The guarantor shall receive copies of disconnection notices sent to the customer whose account has been guaranteed: Provided, however, that the limitations herein fixed upon the terms of a guaranty agreement shall not apply to industrial customers.

~~b-4.2.b.2.~~ 4.2.b.2. Guaranty agreements shall terminate after the customer has satisfactorily paid bills for service of twelve consecutive months, or when the customer gives notice to the utility of the discontinuance of service at the location covered by the guaranty agreement, or three months after discontinuance of service where no notice was given, or at the guarantor's request upon thirty (30) days written notice to the utility. In any case, after the automatic termination of a security agreement, where experience indicates that a cash deposit or a new guaranty agreement is reasonably necessary to secure the utility from loss, a cash deposit or a new guaranty agreement may be required upon written notice to the customer.

~~4.2.4.2.e.~~ Application in case of receiver or trustee -- The aforesaid provisions shall apply in the case of a receiver or trustee, operating under court order a business requiring utility service.

#### 4.3. Billing information.

~~4.2.4.3.a.~~ Bills shall be rendered periodically, and they shall show the readings of the meter at the beginning and the end of the period for which the bill is rendered, the date of the meter readings, and the number of cubic feet of gas supplied. The applicable rates shall be provided on the monthly bill.

~~4.2.4.3.b.~~ Billing period -- Meters shall be read as nearly as possible at regular monthly intervals. Due to the incidence of week-ends, holidays, and unusual conditions, it is recognized that there may be variations of several days in the period between meter readings. No adjustment will be required in billing when the deviation is not more than five days or less than five days of the standard period. When the deviation exceeds these limits, the tariff consumption blocks and the minimum charges shall be prorated on the basis of the ratio of the number of days in the period in question to the number of days included in the standard period, which will be taken at thirty days for monthly billing.

~~4.2.4.3.c.~~ Utilities desiring to adopt mechanical billing of such nature as to render compliance with all the terms of Rule ~~4.2.4.3.a.~~ impractical may make application to the Commission for relief. After consideration of the reasons given when asking for relief, the Commission may allow the omission of any part of these requirements.

~~4.2.4.3.e.~~ On all bills which include any other items than a definite authorized gas rate, the other factors used in computing the bill shall be clearly stated so that the amount may be readily verified from the information appearing upon the bill.

~~4.2.5.4.3.e.~~ Each bill shall be due when rendered. Each bill shall become delinquent thirty (30) days after it is rendered. A bill is considered rendered when it is placed in the United States Mail or postmarked. ~~Each bill shall bear upon its face the latest date it may be paid before becoming delinquent.~~

4.3.f. Delayed Payment Penalty -- Each bill shall bear upon its face the latest pay date and the date it shall be a delinquent bill if not paid. On all current usage billings not paid by the latest pay date, ten percent (10%) will be added to the net current amount unpaid. This delayed payment penalty is not interest and is to be collected only once for each bill where it is appropriate. This provision must be included in the utility's tariff filed with the Commission.

#### 4.4. Adjustment of bills.

~~4.4.1.4.a.~~ Fast meters -- If, upon test of any meter, the meter is found to have an average error of more than two percent (2%) fast, the utility shall refund to the customer the overcharge, based upon the corrected meter reading for a period equal to one half the time elapsed since the last previous test, but not to exceed six (6) months. If it can be shown that the error was due to some cause, the date of which can be fixed, the overcharge shall be computed back to, but not beyond, such date. If the meter has not been tested in accordance with Rule 6.5., the period for which it has been in service beyond the regular test period shall be added to the six (6) months in computing the refund.

~~4.4.2.4.b.~~ Slow meters -- If, upon test of any gas meter, the meter is found to have an average error of more than two percent (2%) slow, the utility may render a bill for the gas consumed, but not covered by bills previously rendered, for a period equal to one half of the time elapsed since the last previous test, but not to exceed three (3) months. If it can be shown that the error was due to some cause, the date of which can be fixed, the charge may be computed back to, but not beyond, that date.

~~4.4.3.4.4.c.~~ Dead meters -- If a meter is found not to register for any period, the utility shall compute the gas used by taking the average of the gas used for the meter-reading period preceding and the meter-reading period following the date when the meter was found to be dead, which amount shall be assumed to be the amount of gas used by the customer during the billing period in which the meter was found dead. Exceptions will be made to this rule in case the facts clearly show that the above method does not give the correct consumption for the period.

~~4.4.4.4.d.~~ Leaks on the Customer side of the meter -- Each utility shall develop and implement a written policy concerning the adjustment of customer bills where the bill reflects unusual usage which can be attributed to leakage on the customer's side of the meter. The policy shall be maintained at the utility's office for inspection and shall be applied in a uniform, non-discriminatory manner to all customers. The policy shall provide for an adjustment which subtracts out all non-gas costs for all amounts above the customer's expected usage for the relevant period.

#### 4.5. Complaints.

~~4.5.1.4.5.a.~~ Investigation of complaints -- Each utility shall make a full and prompt investigation of all complaints made to it by its customers, either directly or through the Commission.

~~4.5.2.4.5.b.~~ Records of complaints -- The utility shall keep a record of all complaints received, which record shall show the name and address of the complainant, the date and character of the complaint, and the adjustment or disposal made thereof.

~~4.5.3.4.5.c.~~ Disposition of records -- A summary of each complaint showing the nature of the complaint, the result of the investigation, and the disposition of each complaint will be prepared and maintained for a minimum of twenty-four (24) months after the resolution of each complaint.

4.6. Disputed bills -- In the event of a dispute between the customer and the utility respecting any bill, the utility shall make forthwith such investigation as shall be required by the particular case, and report the results thereof to the customer. In the event that the complaint is not adjusted, the utility shall, before service is discontinued, comply with the provisions of Rule 4.8.

#### 4.7. Customer discontinuance of service.

~~4.7.1.4.7.a.~~ Any customer desiring to have his her service discontinued shall give at least three (3) days' notice thereof to the utility unless a longer or shorter period shall be incorporated in any standard or special contract mutually agreed upon. Until the utility shall have such notice, the customer may be held responsible for all service rendered.

~~4.7.2.4.7.b.~~ If service is disconnected at the request of the customer, the utility may refuse service to such customer, at the same premises, within eight (8) months of such disconnection, unless it shall first receive payment of a reconnection charge as provided for in an effective tariff on file with the Commission.

#### 4.8. Utility discontinuance of service.

~~4.8.1.4.8.a.~~ Definitions -- for the purposes of this rule, the following definitions shall apply:

4.8.a.1. Delinquent bill -- A bill becomes delinquent if not paid in full, within thirty (30) days after becoming due.

4.8.a.2. Due bill -- A bill is due when rendered.

4.8.a.3. Payment -- Payment is made by cash, check, electronic transfer, money order, voucher from Department of Health and Human Resources or from assistance agencies or faith organizations, or credit and debit cards (if accepted by the utility and with any applicable charge to be paid by the customer).

4.8.a.3.A. A utility has discretion to disregard and return to a customer a personal check intended as a payment of a delinquent bill if the customer has, within the past three (3) months, presented the utility with a check returned for insufficient funds or invalid account information. If a utility elects to disregard and return a personal check to a customer, it must, within five days of receiving the personal check, mail the customer a written notice that the check was refused, state the reason for the refusal, and provide the customer with a reasonable period of time to pay by other means prior to termination.

4.8.a.4. Certified Health Condition or Seasonal Time Period - For the purposes of this rule, the following circumstances shall be deemed to constitute a condition under which termination of service could be dangerous to the health or safety of a residential customer or a member of the residential customer's household. The existence of a Certified Health Condition or Seasonal Time Period described below in 4.4.a.4.A. or 4.4.a.4.B, increases the utility notice requirements as set forth in Rule 4.8.b.2.B.2, but does not prohibit disconnection except as provided in Rule 4.8.b.2.1:

4.8.a.4.A. Written certification from a licensed physician, nurse practitioner or physician assistant that termination of service would be dangerous to the customer or a member of the customer's household for medical reasons (Certified Health Condition). Such certification must be received by the utility within ten (10) days after the customer informs the utility of those reasons, and must be renewed every thirty (30) days, starting from the date the certification is sent to the utility. If a licensed physician, nurse practitioner or physician assistant states to a reasonable degree of medical certainty that the condition is permanent, then certification need not be renewed.

4.8.a.4.B. The time period from the first day of November through the last day of March (Seasonal Time Period).

4.8.a.5. Personal contact -- Unless specifically provided otherwise in these Rules, personal contact as referenced in Rule 4.8.b. may be made by:

4.8.a.5.A. a face-to-face meeting initiated by the utility or the customer (Actual Personal Contact);

4.8.a.5.B. a telephone call initiated by either the utility or the customer in which a live conversation occurs between the utility and an adult and that alerts the customer to possible service disconnection and provides a toll free call back number or call back number local for the customer's service address (Actual Telephone Contact);

4.8.a.5.C. a telephone call that reaches a voice-mail or answering device and that alerts the customer to possible service disconnection and provides a toll free call back number or call back number local to the customer's service address. If an automated call is answered by a live person, the call must provide a means for the customer to speak with a customer service representative during the automated call, such as by pressing a button or speaking a demand. (Automated Telephone Contact), or

4.8.a.5.D. an electronic message if the customer provided an email address, cell phone number or text messaging capability, or other means of electronic communication and indicated a preference for this category of contact. The electronic message must alert the customer to possible service disconnection and provides a toll free call back number or call back number local for the customer's service address (Electronic Communication Contact). An Electronic Communication Contact will be deemed successful unless the utility receives notice, or the utility's systems show, that the Electronic Communication Contact was not received by the customer.

4.8.a.6 Any of the four methods above shall be deemed a successful personal contact attempt. An Actual Telephone Contact, an Automated Telephone Contact, or an Electronic Communication Contact may be used as an after-hours personal contact attempt.

4.8.b. Grounds for discontinuance and procedure to be followed.

4.8.b.1. A utility may terminate service without notice when, absent such termination, a potentially dangerous condition with respect to the facilities of the utility or of the customer (Dangerous Facilities Condition) exists that could be hazardous to life or property. If a utility terminates service without notice: (1) it must keep a record of the potentially Dangerous Facilities Condition causing the termination and (2) it should make a reasonable effort to notify the customer prior to termination and shall inform the customer of the steps which must be taken to have service restored.

4.8.b.2. A utility may, after giving written notice and ~~complying with personal contact as provided below~~ requirements, discontinue service to any customer for non-payment of bills where any bill is ~~ten (10) or more days~~ delinquent, or for fraud, or violation of its rules on file with the Commission or failure to provide access to utility property located on the customer's premises, subject to the following conditions:

4.8.b.2.A. The written notice must comply with P.S.C. W.-Va. Form No. 14-G and shall be sent first class mail, address correction requested, postmarked at least ten (10) days prior to the scheduled termination. ~~The~~ A notice of discontinuance may not be mailed prior to the date the bill becomes delinquent.

4.8.b.2.B. Personal Contact Notice.

4.8.b.2.B.1. No Certified Health Condition or outside Seasonal Time Period. In addition to written notice, if a Certified Health Condition does not exist or if the actual termination date falls outside of the Seasonal Time Period defined in Rule 4.8.a.4, the utility is required to make two attempts at personal contact ~~shall be~~ as defined in Rule 4.8.a.5, unless it can be reasonably established that the premises are not permanently inhabited. The attempts must be made on two separate business days, with the last attempt occurring at least ~~twenty-four (24)~~ ~~seventy-two (72)~~ hours prior to the scheduled service termination and in the case of any category of telephone contact, a call must be placed no earlier than 8 a.m. and no later than 9 p.m. and one of the telephone attempts must be made after 6 p.m. If the first attempt is successful, the second attempt is not required.

4.8.b.2.B.2. Certified Health Condition or within Seasonal Time Period. In addition to written notice, if a Certified Health Condition exists or if the date falls within the Seasonal Time Period as defined in Rule 4.8.a.4, the utility is required to make three attempts at personal contact as defined in Rule 4.8.a.5, unless it is reasonably established that the premises are not permanently inhabited. The attempts must be made on three separate business days, with the last attempt occurring at least seventy-two (72) hours prior to the scheduled service termination and in the case of any category of telephone contact, a call must be placed no earlier than 8 a.m. and no later than 9 p.m. and one of the telephone

attempts must be made after 6 p.m. In addition, at least one of the attempts must be an on-site visit at the service location, unless the customer has threatened the safety of utility personnel as described in Rule 4.8.b.2.N.1(a) through (e). If one of the attempts is an on-site visit and the on-site visit fails to accomplish Actual Personal Contact, then the utility representative shall leave an appropriate written notice with relevant information on termination. If one of the first two attempts is successful, no subsequent attempt(s) is required. If all three attempts at personal contact are unsuccessful, the utility shall file an affidavit in compliance with Rule 4.8.b.2.N.

4.8.b.2.C. The written notice shall become void if the utility has not discontinued service within thirty (30) days of the termination date indicated on the notice for termination. ~~The~~ A personal contact notice shall also become void if the utility has not discontinued service within thirty (30) days of the personal contact notice. ~~The individual giving notice in person shall present a copy of the original written notice or a document which contains the same information as presented on the original notice. If the personal notice is by telephone, the person~~ thirty (30) day termination notice period shall be tolled, however, during the time that a customer meeting and utility decision are pending under Rule 4.8.b.2.E, or the time that a customer's dispute or request for assistance or is pending with the Commission. If the dispute is not successfully resolved informally, the thirty-day period will resume on the seventh day following issuance of the utility's decision referenced in Rule 4.8.b.2.E, or the date the Commission closes the request for assistance or issues a final order in a formal complaint.

4.8.b.2.D. If a customer fails to respond to a termination notice and the utility terminates service, the utility is not required to reconnect that customer unless the customer (i) pays up-front a minimum of one-half of the total delinquency or other amount ordered by the Commission, (ii) pays the deposit as provided in the utility tariff, and ~~3~~(iii) enters into a deferred payment agreement under which the remaining balance of the unpaid bills is paid over six months. In addition, the customer must either pay the reconnection fee provided in the utility tariff or in Rule 4.8.e. or, at the customer's election, the utility will incorporate the applicable reconnection fee into the amount to be paid pursuant to the deferred payment agreement.

4.8.b.2.E. If, prior to termination of service, the customer contacts the utility or the utility makes Actual Personal Contact or Actual Telephone Contact with the customer, the utility must inform the customer ~~how to obtain a copy of the original written notice.~~

B. If, prior to termination of service, the utility receives notice from ~~that~~ if the customer (i) ~~that~~ disputes any portion of a bill ~~is in dispute~~, (ii) ~~that~~ he is being charged for service not rendered, (iii) ~~believes that~~ any information resulting in the utility's decision to terminate is erroneous, (d) ~~that he is unable to pay for such service in accordance with the requirements of the utility's billing and that termination of service would be especially dangerous to the health or safety of a member of the customer's household, or (e) that he is able to pay for such service but only in installments, the utility shall~~ (iv) in the case of a residential customer, the customer wishes to negotiate a deferred payment plan, then the utility will provide an opportunity to the customer for presentation of his complaint to a meeting to present the customer's dispute to a designated managerial employee, who is empowered to resolve the dispute. ~~The hearing and or negotiate a deferred payment agreement. The customer shall have the option of an in-person meeting with the designated employee, which shall take place at the business office nearest to the customer's residence. Provided, however, that at the option of the customer, the hearing may take or place of work, or a meeting by a telephone conference. The customer shall have utility shall provide the customer with written notice of its decision and the written notice shall advise the customer that the customer may object to the utility decision by requesting assistance from, or filing a formal complaint with, the Commission. Formal complaints are processed pursuant to the Commission Rules of Practice and Procedure, 150 C.S.R. 1.~~

4.8.b.2.F.1. The utility may not terminate service while any of the following is pending: (ia) a customer utility meeting described in Rule 4.8.b.2.E. (iib) a written utility decision following a customer utility meeting, and during the seven (7) days from the date after issuance of the utility utility decision. (iic) a request for assistance to file an appeal with the Commission. the Public Service may not be terminated from the date the utility receives notice of the customer complaint until the expiration of the Commission, and during the seven (7) day appeal period, or during the days after the Commission closes a request for assistance, or (ivd) a formal complaint before the Commission and for seven (7) days after issuance of a final order unless the Commission orders otherwise. During the pendency of an appeal to the Commission. Any amount not in dispute must be paid by the customer in order to protect his rights under this rule except as provided in Rule 4.8.1.a.C negotiations with the utility or any process before the Commission, the customer must pay the current bill for service rendered after the utility mailed the P.S.C. W.Va. Form No. 14-G, to avoid termination. If the customer is negotiating a disputed bill, the customer must pay the amount not in dispute plus bills for current service.

~~C. A customer who has been notified that gas service is to be terminated for non-payment of bills shall be given the opportunity to enter into a deferred payment agreement. Provided, that the customer has demonstrated an ability to pay but only in installments. The customer shall be informed at the time a disconnect notice is issued of the option of a reasonable payment plan. The conditions surrounding the deferred payment agreement shall be as follows:~~

~~(a) The details of the  
4.8.b.2.F. Deferred Payment Agreement.~~

~~4.8.b.2.F.1. If a residential customer wishes to negotiate a deferred payment agreement are to be negotiated between the utility and the customer and may consider several, the designated employee shall offer the customer a standard deferred payment agreement.~~

~~4.8.b.2.F.2. A standard deferred payment agreement will include a service fee equal to two percent (2%) of the delinquency and a pay-off amount consisting of the delinquency balance and the service fee, in twelve monthly payments. For example, a delinquency balance of \$1,176.47, would be assessed a service fee of two percent or \$23.53, for a total pay-off amount of \$1,200, resulting in twelve monthly payments of \$100. If a residential customer desires a payment period that is shorter than twelve (12) months, the utility shall accept the shorter term and charge a prorated service fee based on the shorter term. A utility may elect to use a standard deferred payment agreement that does not include a two percent (2%) service fee provided it offers the same no-service-fee plan to all residential customers in a tariff provision.~~

~~4.8.b.2.F.3. If a residential customer believes that the customer cannot afford the monthly payments required under a standard deferred payment arrangement, then the utility and the customer may negotiate a non-standard deferred payment agreement. In negotiating the non-standard deferred payment agreement, the parties will take into consideration factors, including, but not limited to the following: amount of the bill; ability of the customer to pay; payment history; length of time that the debt has been outstanding; reasons why the debt has been outstanding; and any other relevant factors. Provided, that the agreement requires payment of the current bill plus a specified amount per month on the arrearage.~~

~~4.8.b.2.F.4. Utilities shall be allowed to collect a carrying charge of 6% on any outstanding balance subject to a. Every deferred payment agreement; provided however that any utility which charges interest on unpaid balances pursuant to tariff shall be precluded from charging additional interest pursuant to this rule.~~

~~(c) The deferred payment agreement with a residential customer shall include language informing stating that the utility has informed the customer of the right to appeal request assistance or file a formal complaint with the Commission regarding the reasonableness of the proposed payments to the Public Service Commission.~~

~~(d) During the appeal, service may not be terminated. Provided, however, that the current bill must be timely paid by the customer in order to protect his rights under this rule.~~

~~(e) If the deferred payment is not received in accordance with the terms of the 4.8.b.2.F.5. A residential customer who requests to negotiate a non-standard deferred payment agreement because of the customer's financial circumstances may request assistance or file a formal complaint if the utility does not agree to terms that the customer believes are manageable.~~

4.8.b.2.F.6. If negotiations for a non-standard deferred payment agreement with the utility or pursuant to a request for assistance fail, then the customer shall have seven (7) days from the date that negotiations end to elect to enter into a standard deferred payment agreement. If the customer does not elect the standard deferred payment agreement before the expiration of the seven (7) days, then the utility may terminate service without further notice.

4.8.b.2.F.7. After a deferred payment agreement has been established, if the customer's financial condition significantly changes and the existing payment agreement works a hardship, the utility shall renegotiate the payment agreement. During the renegotiation period, the customer must timely pay the current bill and make some payment on the arrearage. The utility shall not be required to renegotiate an agreement due to a significant change in financial circumstances more than once.

4.8.b.2.F.8. If a customer fails to make a payment required by a deferred payment agreement, the utility may terminate service only after it has mailed written notice— to the customer by first class mail, to the customer postmarked at least five (5) calendar days, excluding postal holidays, prior to termination. Provided, provided, that at the option of the utility, either personal contact or telephone contact—Actual Personal Contact, Actual Telephone Contact, Automated Telephone Contact or Electronic Communications Contact may be substituted for contact by first class mail. If the customer makes the delinquent payment within that notice period before the end of the fifth calendar day following the postmarked notice, the Actual Personal Contact, the Actual Telephone Contact, the Automated Telephone Contact or the Electronic Communications Contact, service shall not be terminated.

4.8.b.2.F.9. A utility that terminates a customer for failure to comply with a deferred payment agreement is not required to reconnect that customer unless the customer 1) pays up-front a minimum of one-half of the total delinquency or other amount ordered by the Commission, 2) pays the deposit as provided in the utility tariff, and 3) enters into a new deferred payment agreement under which the remaining balance of the prior deferred payment agreement will be paid over six months. In addition, the customer must either pay the reconnection fee provided in the utility tariff or in Rule 4.8.c. or, at the customer's election, the utility will incorporate the applicable reconnection fee into the amount to be paid pursuant to the deferred payment agreement.

4.8.b.2.G. If a customer fails to make a payment as ordered by the Commission in an interim relief order, the utility may terminate service only after it has mailed written notice to the customer by first class mail, postmarked at least five (5) calendar days, excluding postal holidays, prior to termination; provided, that at the option of the utility, either Actual Personal Contact, Actual Telephone Contact, Automated Telephone Contact or Electronic Communications Contact may be substituted for contact by first class mail. If the customer makes the delinquent payment before the end of the fifth

calendar day following the postmarked notice, the Actual Personal Contact, Actual Telephone Contact, Automated Telephone Contact or Electronic Communications Contact, service shall not be terminated.

~~(f) Once a deferred payment agreement has been established, if the customer's financial conditions significantly change and the existing payment works a hardship, the utility shall renegotiate the payment agreement, consistent with the provisions of Rule 4.8.1.a.C.(a). However, during the renegotiation period the customer must timely pay the current bill and make some payment on the arrearage.~~

D. ~~For the purposes of this rule, the following circumstances shall be deemed to constitute a period when termination of service would be especially dangerous to the health or safety of a member of the customer's household (by way of explanation and not limitation):~~

~~(a) Written certification from a licensed physician that termination of service would be especially dangerous. Such certification must be received by the utility within 10 days after the utility informs the customer of the circumstances set forth in this subsection and must be renewed every thirty days, starting from the date the certification is sent to the utility; however, the certification need not be renewed if a licensed physician can state to a reasonable degree of medical certainty that the condition is permanent.~~

~~(b) The time period running from the first day of December through the last day of February;~~

~~(c) The presence of electric or gas energy using life supporting equipment such as kidney dialysis machines, iron lungs, etc.~~

~~The utility will inform the customer of these circumstances at the meeting between the customer and the designated managerial employee, authorized in Rule 4.8.1.a.B.~~

~~E. Service shall not be discontinued at any time to a residential customer who is sixty-five years old or older, without first making contact with a near relative or responsible third party and unless the customer refuses to agree to a reasonable deferred payment schedule. This subsection shall also apply to any customer regardless of age who is physically, mentally or emotionally incapacitated.~~

~~F.~~

4.8.b.2.11. If a residential customer has requested that the utility contact a relative or responsible third party prior to any termination or other material action on the account, the utility shall provide all written notices regarding termination to both the customer and the designated relative or responsible third party. The utility shall provide the required personal contact notice to the designated relative or responsible third party. The utility may, but is not required to, provide personal contact notice to the customer.

4.8.b.2.1. Service shall not be discontinued on a day;

4.8.b.2.1.1.(a) on which the utility's business office is not open or the utility or its designated agent is unable to accept payment or to negotiate a day proceeding deferred payment agreement;

4.8.b.2.1.2.(b) preceding a day on which the utility's business office, utility or its designated agent is not open or unable to accept payment or to negotiate a deferred payment agreement;

~~4.8.b.2.I.3.(e)~~ for which the National Weather Service projects the temperature to be thirty-two (32) degrees Fahrenheit or lower, and for the two days thereafter; or

~~4.8.b.2.I.4.(d)~~ that is a Friday, Saturday or Sunday; Service shall be reinstated within eight hours or less after receipt of payment, or legal holiday.

~~G-4.8.b.2.J.~~ Service shall not be discontinued earlier than 8:00 a.m. ~~nor~~ later than 4:00 p.m.

~~H-4.8.b.2.K.~~ Service shall be reinstated as soon as possible and no more than eight hours after receipt of payment, unless the customer has elected a later reconnection time to avoid a higher reconnection fee.

4.8.b.2.L. ~~The utility shall~~ may, but is not required to accept payment at the customer's premises in lieu of discontinuing service. The utility must suspend the disconnection process if the customer shows proof of payment. If the utility suspends disconnection because the customer shows proof of payment and that payment is later dishonored by the customer's bank, the utility may resume the disconnection process only after it has mailed written notice to the customer by first class mail, postmarked at least five (5) calendar days, excluding postal holidays, prior to termination; provided, that at the option of the utility, either Actual Personal Contact, Actual Telephone Contact, Automated Telephone Contact or Electronic Communications Contact may be substituted for contact by first class mail. If the customer makes a valid payment before the end of the fifth calendar day following the postmarked notice, the Actual Personal Contact, the Actual Telephone Contact, the Automated Telephone Contact or the Electronic Communications Contact, service shall not be terminated.

~~I. A utility may terminate service without notice when, absent such termination, a condition hazardous to life or property would exist. If a utility terminates service without notice: (i) it must keep a record of the conditions causing the termination and (ii) it should make a reasonable effort to notify the customer prior to termination and shall inform the customer of the steps which must be taken to have service restored.~~

~~J.~~

4.8.b.2.M. ~~If the customer of record responsible for payment of a utility bill is: (ja) a landlord of a master metered apartment building, motel, hotel, or other multiple unit dwelling, or (jb) a third party who is a non-resident of the single service location, then written notice of termination, using Form 14-AGNI, shall be posted at least five (5) days prior to the scheduled termination. The notice for a master metered multiple unit dwelling shall be placed in a conspicuous common area at a location readily available for public inspection. Whenever possible, copies shall also be posted on the main doors of each dwelling in the facility. -The notice for single unit dwellings occupied by third parties shall be placed on the main door of the dwelling.~~

~~K-4.8.b.2.N.~~ If after making three (3) attempts at personal contact with a residential customer in conformance with Rule 4.8.b.2.B.2, the utility is unable to make Actual Personal Contact, Actual Telephone Contact, Automated Telephone Contact or Electronic Communications Contact, the utility is required to file an affidavit with the Commission within five (5) business days of termination of utility service:

4.8.b.2.N.1 certifying the utility attempted to make personal contact as required by these Rules, including making a premises visit, or if no premises visit is made, certifying that the customer or member of the household;

4.8.b.2.N.1(a) has been verbally or physically aggressive or abusive to employees;

4.8.b.2.N.1(b) has threatened employees with vicious animals, or

4.8.b.2.N.1(c) has brandished or made reference to weapons;

4.8.b.2.N.2. describing the Certified Health Condition or Seasonal Time Period that gave rise to the requirement to make three attempts at personal contact;

4.8.b.2.N.3. certifying the date utility service was terminated.

4.8.b.2.N.4. certifying that the termination was in compliance with these Rules, including Rule 4.8.b.2.1.

4.8.b.2.O. A bill which has been found to be contractually uncollectible by a court of competent jurisdiction or could reasonably be found to be uncollectible by reason of the statute of limitations shall not be used by a utility to deny or discontinue service.

4.8.c. Charge for reconnection -- Whenever utility service is terminated pursuant to Rule 4.8.b. above, the utility may make a charge of five dollars (\$5.00) for reconnection of service, unless otherwise provided in an effective tariff on file with the Commission. If the customer and the utility enter into a deferred payment agreement, the customer must either pay the reconnection fee provided in the utility tariff or in Rule 4.8.c, or, at the customer's election, the utility will incorporate the applicable reconnection fee into the amount to be paid pursuant to the deferred payment agreement.

4.8.d. The utility shall not refuse, deny, or discontinue service to an applicant or present customer due to a delinquency in payment for service by a previous occupant of the premises to be served unless such applicant or present customer and such previous occupant are members of the same household and were members of the same household at the time the delinquent bill was incurred.

4.8.e. The Commission may waive the application of any provision of this rule if it is demonstrated that the operation of any such provision will result in an undue hardship to the utility or the customer. This provision is to be invoked only in exceptional cases and shall not be used to attempt to gain a general waiver of the application of the entire rule by either the utility company or the customer

~~1. Only subsections 4.8.1.a.A., 4.8.1.a.B., 4.8.1.a.F., 4.8.1.a.G., 4.8.1.a.H., 4.8.1.a.I., 4.8.1.a.J., and 4.8.1.a.K. of this rule shall apply to commercial and industrial customers of any of the utilities covered by this rule, except that conditions (d) and (e) of 4.8.1.a.D. shall not apply to commercial or industrial customers.~~

~~XI. A bill which has been found to be contractually uncollectible by a Court or could reasonably be found to be uncollectible by reason of the Statute of Limitations shall not be used by a utility to deny or discontinue service.~~

~~4.8.2. Charge for reconnection -- Whenever utility service is terminated pursuant to Rule 4.8.1. above, the utility may make a charge of five dollars (\$5.00) for reconnection of service, unless otherwise provided for in an effective tariff on file with the Commission.~~

~~4.8.7. Definitions -- For the purposes of this rule, the following definitions shall apply:~~

~~a. Delinquent bill -- A bill becomes delinquent if not paid in full, within thirty (30) days after~~

~~becoming due.~~

~~b. Due bill—A bill is due when rendered.~~

~~c. Payment—Payment may be made by cash, check, money order or Department of Welfare voucher. Payment by personal check may be refused if, within the past 12 months, a check from the customer has been returned for insufficient funds.~~

~~d. Personal contact—Personal contact includes both face to face meetings and telephone calls with a responsible adult member of the household. This requirement is not satisfied by attempts to contact.~~

~~e. Utility service—Utility service means service provided by any gas utility subject to the jurisdiction of this Commission to any customer of said utility, unless a subsection of this rule clearly indicates a different meaning.~~

~~4.8.1. A utility may petition the Commission to waive the personal contact requirement of this rule only after it has made at least three (3) attempts at personal contact. At least one of the attempts at personal contact must be an on-site visit at the service location. The utility shall leave an appropriate door hanger with relevant information in the event the on-site visit fails to accomplish personal contact. At least one attempt must be after normal working hours of 8:00 a.m. to 6:00 p.m. A telephone call may be used as an after hours personal contact attempt.~~

~~4.8.5. Insufficient reasons for disconnecting service—The following shall not constitute sufficient cause for refusing, denying or discontinuing service to an applicant or present customer:~~

~~Delinquency in payment for service by a previous occupant of the premises to be served other than a member of the same household.~~

#### 4.9. Refusal to serve applicant.

4.9.4a. Noncompliance with rules and regulations -- Any utility may decline to serve an applicant until he/she has complied with the State and municipal regulations governing gas service and the Commission approved rules and regulations of the utility.

4.9.4b. Utility's facilities inadequate -- Until adequate facilities can be provided, a utility may decline to serve an applicant if it does not have adequate facilities to render the service applied for, or if the desired service is of a character that is likely to affect unfavorably service to other customers. When service is denied on the basis of this rule, a time schedule for correcting the deficiency must be provided to the applicant.

4.9.4c. Applicant's facilities inadequate -- The utility may refuse to serve an applicant, if the applicant's installation of the customer service, customer buried or house piping or gas-burning equipment is regarded as hazardous or of such character that satisfactory service cannot be given.

4.9.4d. Applicant's recourse -- In the event that the utility shall refuse to serve an applicant under the provisions of this rule, the utility must inform the applicant that the question may be submitted to the Commission for decision.

4.10. Change in character of service -- In case any substantial change is made by a utility in the composition of the gas, the pressure, or other conditions which would affect the efficiency of operation or

adjustment of appliances, the appliances of all customers in the district affected shall be inspected and shall be readjusted, if necessary, by the utility for the new conditions without charge.

4.11. Access to property.

4.11.4a. The utility shall at all reasonable times have access to meters, service connections and other property owned by it on customer's premises, for the purpose of maintenance and operation. Neglect or refusal on the part of the customers to provide the utility reasonable access to its meters, service connections, and other property for the above purposes shall be deemed to be sufficient cause for discontinuance of service on the part of the utility.

4.11.2b. Identification for employees -- Every employee, whose duties regularly require him to enter the homes of customers shall wear a distinguishing uniform or insignia identifying him as an employee of the utility and shall carry on his person an identification card which will identify him as an employee of the utility. The identification card shall contain a photograph of employee and the telephone number of the utility as well as other pertinent information necessary to identify the employee. All other employees, whose duties require occasional entry into the homes or premises of customers, shall carry an identification card containing information as herein required.

4.12. Service Interruptions.

4.12.4a. Records of Interruptions -- Each utility shall keep a record of any interruption of service affecting its entire system or a major division thereof, including a statement of the time, duration, and cause of the interruption.

4.12.2b. Notification to Customer -- Insofar as practical, every customer affected shall be notified in advance of any planned work which will result in interruption of service, but the notice shall not be required in case of interruption due to emergency, accidents, acts of God, public enemies, or strikes which are beyond the control of the utility.

4.12.2c. Curtailment.

\* 4.12.e.1. Each utility shall report to the Commission any planned curtailment, to any class of customers (except contractually permitted curtailment to interruptible customers), prior to such curtailment, the following information:

4.12.e.1.A. Reason for curtailment.

4.12.e.1.B. Date and hour curtailment is to begin.

4.12.e.1.C. Class or classes of customers to be curtailed. (This should include sales for resale).

4.12.e.1.D. Number of customers affected in each classification.

4.12.e.1.E. Percent of curtailment being requested in each classification.

~~4.12.e.2.~~ As soon as the curtailment request has been cancelled, the utility shall inform the Commission.

4.12.e.3. The utility shall file a detailed report, not later than June 1, of each year, of all

curtailments made during the year ending March 31, showing the following:

4.12.c.3.A. Date or dates curtailment was in effect.

4.12.c.3.B. Percent of curtailment by classification of customers, and number of customers affected in each classification.

4.12.c.3.C. Total Mef's curtailed, by months and by classes of customers.

4.12.c.3.D. Names of all wholesale (sales for resale) customers affected by the curtailment and the amount, in percent and Mef, for each customer.

4.13. Temporary service -- In the case of temporary service for short-term use, the utility may require the customer to pay all costs of making the service connection and removing the material after the service has been discontinued, or to pay a fixed amount in advance to cover such expense: Provided, however, that if the material is removed the customer shall be credited with the reasonable salvage which the utility shall receive on discontinuance.

4.14. Residential conservation service program -- A public utility subject to the jurisdiction of this Commission and to which Part I, Title II of the National Energy Conservation Policy Act (Pub. L. 95-619, 92 Stat. 3206 et seq.) as amended by the Energy Security Act (Pub. L. 96-294, 94 Stat. 611 et seq.) (hereinafter NECPA), is applicable may recover reasonable costs associated with the implementation of the utility program under NECPA in the following manner:

4.14.4a. All amounts expended by a public utility for providing information under subsection (a), Section 215 of NECPA are to be treated as a current expense of providing utility service and charged to all ratepayers of such utility in the same manner as current operating expenses of providing utility service.

4.14.4b. All amounts expended by a public utility to carry out subsection (b), Section 215 of NECPA by conducting or causing to be conducted a Class A energy audit, for a particular residential customer may be recovered directly from the residential customer for whom the activities are performed: Provided, that the amount recovered from said residential customer for whom the Class A energy audit described in subsection (b) is performed shall not exceed a total of fifteen dollars (\$15.00) per dwelling unit or the actual cost of such activities, whichever is less.

4.14.4c. All amounts expended by a public utility to carry out subsection (b), Section 215 of NECPA, including a Class B Energy audit, which are not recovered directly from the residential customer for whom a Class B energy audit or the activities described in said subsection (b) are performed, and all administrative and general costs incurred by a public utility in carrying out a utility program under NECPA, including Class B energy audits, may be recovered by the utility as a current expense of providing utility service and charged to all ratepayers of such utility in the same manner as current operating expenses of providing utility service.

4.14.4d. All amounts expended by a public utility for labor and materials for the purchase or installation of any residential energy conservation measure under Section 216 of NECPA shall be recovered from the residential customer for whom such purchase or installation is performed.

4.15. Reduced rates for low income residential customers.

4.15.4a. Tariff filings -- Within fifteen (15) days of the adoption of this rule, every public utility, other than a municipality or cooperative gas utility, which provides gas service to residential

customers within the State of West Virginia subject to regulation by the Commission shall submit new tariff sheets, or an amendment or rider to its existing tariff sheets, to the Commission for its approval. Each utility's new tariff sheets, or amendments or rider to existing tariff sheets, shall contain a new Special Reduced Rate Residential Service rate schedule ("SRRRS rate schedule"), or Special Reduced Rate Residential Service amendment or rider ("SRRRS amendment or rider"), applicable to gas service provided during the billing months of December, January, February, March, and April to residential customers who qualify for special reduced rates under the provisions of ~~West Virginia~~ W. Va. Code § 24-2A-1; Provided, however, that a public utility shall not be required to file new tariff sheets under this rule if the utility has submitted new tariff sheets, or an amendment or rider to its existing tariff sheets since April 4, 1984, which contain new Special Reduced Rate Residential Service rate applicable to the billing months of December, January, February, March and April, and said tariffs have been approved by the Commission and are consistent with provisions of this rule.

4.15.a.1. The rate(s) charged for service under each SRRRS rate schedule, or amendment or rider, of a utility shall be twenty percent (20%) less than the rate(s) charged for the same service under that utility's standard residential rates. This twenty percent (20%) discount shall apply to customer charges, minimum charges, usage charges, and any charges based on usage during the specified billing month(s) for which customers are eligible to receive the special reduced rates. If a customer is eligible to receive service under an SRRRS rate schedule and the customer is paying bills in accordance with the utility's budget payment plan, the customer shall be credited during any billing month for which the customer is eligible for the special reduced rates with the twenty percent (20%) discount based on the customer's actual usage during that billing month, regardless of the amount of the customer's budget payment plan bill.

4.15.a.2. The terms and conditions of service under each SRRRS rate schedule, or amendment or rider, offered by a utility shall comply with all relevant requirements and conditions set forth in ~~West Virginia~~ W. Va. Code § 24-2A-1, insofar as such requirements and conditions are applicable, and shall conform in all other respects to the terms and conditions under the utility's standard residential rate schedule.

4.15.a.3. Each utility required to offer special reduced rates under ~~West Virginia~~ W. Va. Code § 24-2A-1 shall maintain tariff sheets, or amendments or riders to existing tariffs which contain Commission approved SRRRS rate schedules, amendments or riders. No modification may be made to such tariffs, amendments or riders without prior Commission consent.

4.15.b. Utility's responsibility upon application for special reduced rate -- Each utility offering special reduced rates shall accept applications for service under such rates from:

4.15.b.1. Any current customer, and

4.15.b.2. Any person who subsequently becomes a customer in his/her own right who makes such application in accordance with rules adopted by the West Virginia Department of Human Services pursuant to ~~West Virginia Code~~ W. Va. Code § 24-2A-1(b). However, if an SSL AFDC, AFDC-U or food stamp recipient is living in a household which is served under the name of a person living in that household who is not an SSL AFDC, AFDC-U or food stamp recipient, that service may not be changed subsequent to March 12, 1983, to the name of the SSL AFDC, AFDC-U or food stamp recipient in order to qualify for service under the special reduced rates; Provided, that nothing in this section shall cause a utility to deny extension of special reduced rates to any customer on the basis that the customer is not a recipient of aid under any eligible program when said customer is:

4.15.b.2.A. A member of the support group or payment group receiving aid under AFDC'

or AFDC-U, as determined by the Department of Human Services; or

4.15.b.2.B. A member of the support group or payment group receiving food stamps, as determined by the Department of Human Services, and is over sixty (60) years of age; or

4.15.b.2.C. The spouse of a person who is over sixty (60) years of age and a recipient of food stamps; or

4.15.b.2.D. The spouse of a person who receives Social Security Supplemental Security Income (SSI); or

4.15.b.2.E. Otherwise determined to be eligible to receive such special reduced rates.

4.15.3g. For the purpose of applying special reduced rates under ~~West Virginia~~ W. Va. Code § 24-2A-1, et seq., a person shall be determined to be a customer of a utility if the person is a member of a household receiving gas service and such service is provided in that person's name. However, if the person in whose name gas service is provided is verified to no longer be a member of the household for reasons which include death or divorce, the customer shall be determined to be any person residing in the household receiving gas service who could be held to be legally accountable or is considered by the utility to be responsible for all or a portion of the utility bill. Verification that the person in whose name service is provided is no longer a member of the household shall be provided by presentation of a death certificate, divorce papers or other reliable documentation or by verification from the Department of Human Services.

4.15.4d. Each utility offering special reduced rates shall maintain documentation regarding the resolution of individual applications for special reduced rates. The information contained in said records shall include names, addresses or other information which adequately identifies the applicant, the date on which the individual application was tendered to the utility, and the utility's determination with respect to the application.

4.15.5g. After any period (including a period during which special reduced rates are not in effect) during which a customer does not receive service under an SRRRS rate schedule, or amendment or rider, that customer must reapply in order to receive service under such a rate schedule, or amendment or rider.

4.15.6f. Provision of service under special reduced rate -- In determining whether an applicant is eligible to receive special reduced rates, a utility is entitled to rely on the information ~~which is~~ provided to it directly or indirectly by the West Virginia Department of Human Services.

4.15.f.1. Each utility offering special reduced rates shall use due diligence to reflect charges thereunder on the bills it renders to customers entitled to service under such rates. However, no utility shall be required to alter the timing of its meter reading or billing schedules, but may make adjustment to subsequent bills to correct billing errors or to reflect the effects of a customer beginning, continuing, or ceasing to be entitled to receive service under the special reduced rates.

4.15.7g. Certification of deficiency -- Once a year, beginning in the year 1984, each utility offering special reduced rates may make application to the Commission for a determination and certification of the revenue deficiency which it has experienced as a result of offering service under the special reduced rates instead of under the utility's standard residential rates. Each such application should contain sufficient information to enable the Commission to determine the revenue deficiency experienced by the utility making the application. This information shall include a comprehensive monthly report of the utility's disposition of the applications received and the resulting revenue deficiency for each month

by completion of attached PSC WV Form 214.6A and a summary report for the entire certification period by completion of attached PSC WV Form 214.6. All information submitted for determination and certification of a utility's revenue deficiency shall be verified by the utility to be true and accurate to the best of its knowledge and information. Each determination and certification of a revenue deficiency shall be issued in the form of a final order.

~~4.15.4h.~~ Notice to customers -- It shall be the responsibility of the utilities to adopt policies for providing notice to their customers of the availability of and advantages of the discount program.

~~4.15.b.1.~~ The utilities shall be required to provide notice to their customers at least once each fall prior to the winter ~~heating~~heating season, concerning the availability of the discount program. The notice shall state in bold face type that the customer must reapply each year to obtain the discount program benefit.

4.16. Budget payment plans. In addition to the regular budget plan, a utility must elect to provide either a partial year budget plan or both a low income budget plan and a hardship budget plan. A utility may also choose to provide all three.

4.16.4a. Regular Budget Plan for Residential Customers.

~~4.16.a.1.~~ Each gas utility must offer to all residential customers who use gas as the primary source of space heating and or cooling, on an optional basis, an opportunity to pay for gas service on a monthly basis under the provisions of a budget payment plan.

~~4.16.a.2.~~ A customer who enters a regular residential budget plan shall be billed a true up amount on or about the utility's regular budget plan anniversary date, unless the utility has an alternative Commission approved true up plan. An annual true up may result in either a customer payment, or a utility refund.

~~4.16.a.3.~~ The residential budget payment plan shall offer equal, or relatively equal monthly payments based on an estimate of the total of a customer's twelve monthly bills over the next application period. The regular residential budget plan shall be reasonably balanced between the customer and the company thereby giving no financial advantage to either party.

4.16.2b. Partial year budget plan for Residential Customers.

~~4.16.b.1.~~ At the utility's option, the utility may allow its residential customers to enter into a partial year budget plan starting at any time of year, in lieu of the low income budget plan requirements set forth below.

~~4.16.b.1.A.~~ A customer who enters a partial year budget plan will be billed a true up amount on or about the utility's regular budget plan anniversary date, unless the utility has an alternative Commission approved true up plan. An annual true up may result in either a customer payment, or a utility refund.

~~4.16.b.1.B.~~ As of the utility's next regular budget plan anniversary date, a customer who has been in a partial year budget plan, shall convert to a regular budget plan, unless the customer specifically requests to be returned to a regular monthly billing schedule. The utility shall provide notice to the customer that returning to a regular monthly billing schedule shall make the customer ineligible for a partial year budget plan for twelve (12) months from the date the customer refuses to convert to the regular budget plan.

~~4.16.b.1.C.~~ A utility may deny a customer's request to enter a partial year budget plan, if the customer has been on a partial year budget plan during either the previous or the current year, and refused to convert to a regular budget plan on the utility's budget plan anniversary date.

4.16.~~3~~g. Commercial Customers -- A utility may offer, but is not required to offer, a budget payment plan to commercial customers.

4.16.~~4~~d. Low income Budget Plan.

~~a~~4.16.d.1. If a utility does not allow its residential customers to enter into a partial year budget plan starting at any time during the year (see Residential Budget Plan requirements above), the utility must provide a low income budget plan. The low income budget plan may begin in any month and will extend for the next consecutive ~~eleven (11)~~ months. The end of this ~~twelve (12)~~ month total period will be the customer's budget plan anniversary date. This anniversary date applies for each year a customer remains on a low income budget plan.

~~4.16.d.1.A.~~ A customer in a low income budget plan will be billed a true up amount on or about the customer's anniversary date for his or her low income budget plan, unless the utility has an alternative Commission approved true up plan. An annual true up may result in either a customer payment, or a utility refund.

~~2~~4.16.d.1.B. A customer on a low income budget plan will continue on that plan until the customer requests otherwise.

~~b~~4.16.d.2. To be eligible to enter a low income budget plan at any time during the year, a customer must meet all of the following criteria:

(~~1~~)

~~4.16.d.2.A.~~ The customer must certify that he/she has an annual household income of no more ~~that than~~ 1.5 times the federal poverty level as published annually in the Federal Register by the Federal Department of Health and Human Services as the "Annual Update of the HHS Poverty Guidelines; Notice"; and

~~(4.16.d.2)B.~~ if a low income budget plan has been previously entered into, such plan must be successfully completed in order to be eligible for a new low income budget plan, or the customer must have removed all prior arrearage in his/her account, unless the utility agrees to carry any arrearage forward.

~~e~~4.16.d.3. If a utility receives assistance payments on behalf of a customer after entering into a low income budget plan, such assistance payments shall count toward the monthly payment(s) due from the customer based on actual usage, or may be used to reduce the monthly payment due under the low income budget plan, at the option of the customer.

4.16.~~5~~g. Hardship budget plan.

~~a~~4.16.g.1. If the utility has elected to provide a low income budget plan, customers who do not meet the qualifications for a low income budget plan may request that the utility place them on a hardship budget plan to begin in any month and to extend for the next consecutive ~~eleven (11)~~ months. The end of this ~~twelve (12)~~ month total period will be the customer's budget plan anniversary date. This anniversary date applies for each year a customer remains on a hardship budget plan.

4.16.e.1.A. A customer in a hardship budget plan will be billed a true up amount on or about the anniversary month of his or her hardship budget plan, unless the utility has an alternative Commission approved true up plan. An annual true up may result in either a customer payment, or a utility refund.

4.16.e.1.B. A customer on a hardship budget plan will continue on that plan until the customer requests otherwise.

4.16.e.2. To be eligible to enter into a hardship budget plan, a customer must satisfactorily demonstrate to the utility that his/her existing financial obligations preclude payment of the customer's current bill in full.

4.16.f. General Provisions -- These provisions apply to each type of budget payment plan offered by the utility.

4.16.f.1. For customers eligible to enter a regular, partial, low income, or hardship budget plan, utilities must calculate a monthly payment that is a combination of the budget payment amount and all delinquencies, including, but not limited to, those that have been previously placed into a deferred payment plan pursuant to Rule 4.8.4.a.~~2~~3. Bills are due when rendered and become delinquent if not paid within thirty (30) days.

4.16.g. Notice to customers.

4.16.g.1. Existing customers -- Each gas utility shall annually notify its customers of the availability and advantages of each type of budget payment plan offered by the utility.

4.16.g.2. New customers -- The utility must also notify new customers of the availability of each such budget payment plan when new customers apply for service.

4.16.g.3. Information on bills -- In order to keep customers informed of their performance under any budget plan, the utilities shall ensure that each bill show the amount of gas used (Mcf) during the billing period, the actual cost of present usage, the budget payment amount due and the current net credit/debit applicable to the customer's account.

## §150-4-5. Engineering Requirements.

5.1. Adequacy of facilities.

5.1.a. Construction and maintenance of plant.

5.1.a.1. Each utility shall at all times construct and maintain its entire plant and system in such condition that it will furnish safe, adequate and continuous service.

5.1.a.2. The standards as set out by the United States Department of Transportation entitled "Transportation of Natural and Other Gas by Pipeline: Minimum Safety Standards" and amendments thereto, as published in Title 49 CFR Parts 191 and 192, shall be accepted as standards for construction and the maintenance of safe and adequate service.

5.1.2-5.1.b. Inspection of plant -- Each utility shall inspect its plant and facilities in such manner and with such frequency as may be necessary to ensure a reasonably complete knowledge as to their conditions and adequacy at all times. Such inspections must comply with the requirements of the Federal

Minimum Safety Standards, as published in Title 49 CFR Part 192.

~~5.1.3.5.1.c.~~ Records of conditions -- Records of the conditions found necessary for the proper maintenance of the system and in accordance with the Federal Minimum Safety Standards shall be kept of the conditions found. In special cases, a more complete record may be specified by the Commission.

~~5.1.4.5.1.d.~~ Records of operation -- Each utility shall keep a record of the operation of its plant, which, so far as practical, shall show such details of plant operation as may be necessary to substantially reproduce its operations. The records shall also be maintained in accordance with the requirements of the Minimum Safety Standards.

~~5.1.5.5.1.e.~~ Reports to Commission -- Each utility shall, upon request of the Commission, file with the Commission a statement regarding the condition and adequacy of its plant, equipment, and facilities, and of its operations and service in such form as the Commission may require.

5.2. Interstate operation -- Every utility shall measure and record separately the quantity of gas which it exports out of the State of West Virginia, and the quantity imported into West Virginia.

5.3. Lost and unaccounted for gas.

~~5.2.1.5.3.a.~~ Waste -- all practices in the production, distribution, consumption, or use of natural gas which are wasteful are hereby expressly prohibited.

~~5.2.2.5.3.b.~~ Determination of Required -- Each utility shall determine either by measurement or by estimate, the amount of gas "lost and unaccounted for" in each division of its system, that is, production, transmission and distribution; and report, separately, to the Commission in its annual report, the amount of such "lost and unaccounted for" gas and the length in feet of each size of pipe, in each division. In reporting "lost and unaccounted for" gas, the utility shall show, when data is available, amounts attributable to billing lag and pressure differences.

~~5.2.2.5.3.c.~~ Production and transmission system.

~~a.5.3.c.1.~~ In case the amount of "lost and unaccounted for" gas is not determined from measurement, the utility shall make pressure drop tests each year on selected lines in the production and or transmission system. The 3-inch equivalent length of lines or lines tested shall be not less than five percent (5%) of the total miles of 3-inch equivalent main in such systems.

~~b.5.3.c.2.~~ In selecting lines for pressure drop tests, the utility shall consult with the Public Service Commission regarding locations for making such tests, and shall advise the Commission of the time and place such tests are to be made in order that the Commission may send a representative to witness the test, if it so desires.

~~5.2.4.5.3.d.~~ Distribution systems -- Utilities shall measure gas into their distribution plants for the purpose of obtaining data necessary to conduct a safe operation of the system.

~~5.2.5.5.3.e.~~ Basis of estimates -- When reporting the amount of "lost and unaccounted for" gas which has been determined by estimate, the utility shall set out in detail the manner in which the estimate was made, including in such explanation all known facts and methods used in making the estimate.

5.4. Installation of services and meters.

~~5.4.1.5.4.a.~~ 5.4.1.5.4.a. Displacement meters -- All gas utilities shall adopt standard methods for installing meters. Such methods shall be set out with a written description and with drawings to the extent necessary for a clear understanding of the requirements, and submitted to the Commission for approval. Copies of approved standard methods shall be made available to prospective customers and contractors, or others engaged in the business of placing pipe for gas utilization (residential only).

~~5.4.2.5.4.b.~~ 5.4.2.5.4.b. Orifice meters -- All orifice meter settings shall be constructed and maintained in accordance with accepted good practice. (Accepted good practice at present is best indicated by the American Gas Association Gas Measurement Committee Report No. 3, or amendments thereto). All orifice meters installed in accordance to American Gas Association Gas Measurement Committee Report No. 2 need not be remodeled in accordance with Committee Report No. 3 unless the utility elects to do so.

~~5.4.3.5.4.c.~~ 5.4.3.5.4.c. Company service -- In connecting its distribution mains to the customer's premises, the utility shall furnish, install and maintain the following, which shall remain its property: the company service piping, including a service connection to the main, defined in Rule ~~4.7.22.3.b.~~ 4.7.22.3.b., including a service tee or saddle, curb box, and curb valve. All of the foregoing shall be designated as the "company service piping."

5.4.4.5.4.d. Customer service piping

~~a-5.4.d.1.~~ 5.4.d.1. Installation -- The customer, or the customer's designee, shall furnish and install the necessary pipe to make connection from the company service provided by the utility at the property line abutting the utility's main, to the inlet of the meter. The customer service piping shall be installed by the customer in accordance with the utility's safety requirements for such installation. The utility's safety requirements are set forth in its tariff as required pursuant to Rule 8.3., infra. In the installation of customer service piping, the customer must not install any tees or branch connections. Further, if plastic piping is installed, tracer wire and warning tape for direct burial must be used so that the plastic line may be readily located.

~~b-5.4.d.2.~~ 5.4.d.2. Inspection and connection by utility -- The customer, or the customer's designee, must leave the trench open and pipe uncovered until the customer service piping is inspected by an individual on behalf of the utility who has been determined to be qualified by the utility for such inspection tasks in compliance with 49 C.F.R. part 192, and is shown to be free of any irregularity or defect. The customer service piping must be connected at each end and tested by the utility, or the utility's designee, prior to initiation of service.

~~c-5.4.d.3.~~ 5.4.d.3. Maintenance -- The customer service piping is sometimes owned by the customer, and other times owned by the utility. The customer shall not make any change in or interfere with the customer service piping without the utility's approval. The customer shall keep the customer service piping in good repair, if the customer owns the customer service piping. Regardless of who owns the customer service piping, the utility shall operate and maintain the customer service piping. For purposes of this rule, operation and maintenance shall include

5.4.d.3.A. locating (as close as practicable) and marking the customer service piping as part of a damage prevention program, using the utility's best efforts,

5.4.d.3.B. cathodically protecting, in case of metal pipe installed after July 31, 1971, and monitoring the customer service piping for external corrosion;

5.4.d.3.C. conducting periodic leakage surveys, and if an unsafe condition is found, shutting off the flow of gas.

~~(4)5.4.d.3.c.1.~~ If the customer owns the customer service piping, advising the customer of the need to repair the unsafe condition in accordance with the utility's safety requirements as set forth in its tariff.

~~(2)5.4.d.3.e.2.~~ If the utility owns the customer service piping, repairing the unsafe condition; and

5.4.d.3.D. Testing to reinstate service on a disconnected line.

5.5. Extension of mains -- Extensions shall be made to the utility's mains in accordance with the following provisions:

~~5.5.1.5.5.a.~~ Free extensions.

~~a.5.5.a.1.~~ Whenever an extension of a utility's distribution system is necessary in order that an applicant or group of applicants may receive service in the territory within which the utility operates, the utility shall extend its mains, without cost to the applicant or applicants, for a distance of 100 feet for each applicant who actually takes the service when gas is available.

~~b.5.5.a.2.~~ Nothing contained herein shall be construed to prohibit a utility from making, at its expense, longer free extensions than herein prescribed, should its judgment so dictate, provided like free extensions are made to other applicants under similar conditions.

~~5.5.2.5.5.b.~~ Extensions subject to surcharge -- When an extension of a utility's mains, longer than that provided for in Rule ~~5.5.4.a. of this regulation, a.1~~ is necessary in order that an applicant or a group of applicants may receive service, the utility shall install the additional main according to the following provisions:

~~a.5.5.b.1.~~ The utility shall build the entire extension at its own cost.

~~b.5.5.b.2.~~ The total construction cost of the extension shall be determined in accordance with the Commission's classification of accounts for gas utilities, and from such total construction cost there shall be deducted,

5.5.b.2.A. Costs incident to any increase in the size of the main in excess of 4-inch pipe size, (unless larger pipe size is necessary to provide adequate and satisfactory service) increase in length necessary for future expansion or to continue a construction plan of the utility; and costs necessary to correct inadequate capacity.

5.5.b.2.B. The total construction cost of that portion of the extension constituting a free extension, which includes meters, service regulators, and service connections.

~~c.5.5.b.3.~~ The remaining cost shall be used as a base for determining the surcharge.

~~d.5.5.b.4.~~ The cost per foot of the extension shall be based upon the average installed cost per foot for the entire extension after deducting the items enumerated in Rule ~~5.5.b.2.b. above, paragraphs A. and 5.5.b.2.B.~~

e.5.5.b.5. The total surcharge shall be twelve percent (12%) per annum of the surcharge base.

§5.5.b.6. The twelve percent (12%) per annum shall be equally divided between all customers: Provided, however, that in case an industrial or commercial customer desires to be served from the proposed extension, such customer shall assume that proportion of the twelve percent (12%) per annum which is represented by the ratio of such customer's estimated annual consumption to the total estimated annual consumption of all customers on the proposed extension. The remainder the monthly surcharge shall be divided between the remaining customers.

§5.5.b.7. In order to limit the number of different surcharges, all monthly surcharges shall be adjusted to the nearest five (5) cents.

§5.5.b.8. Surcharges will be adjusted downward only, at the end of each calendar year, to adjust for additional customers who have been added to the extension during the year. Such adjustment of surcharges shall be continued until the computed surcharge is to two and one-half (2½) cents or less, at which time the extension attains the status of a free extension, and the surcharge shall be discontinued entirely.

~~5.5.3.5.5.c.~~ 5.5.c. Extensions not more than 200 feet per customer -- When an extension of the utility's mains to serve an applicant or group of applicants amounts to more than one hundred (100) feet, but not more than two hundred (200) feet, per applicant, the utility shall make the extension and each applicant will be subject to a surcharge on the number of feet of main installed greater than the free extension of one hundred (100) feet per applicant.

~~5.5.4.5.5.d.~~ 5.5.d. Extensions more than 200 feet per customer,

§5.5.d.1. When an extension of the utility's mains, to serve an applicant or group of applicants, amounts to more than two hundred (200) feet per customer, the total cost of the excess footage over two hundred (200) feet per customer shall be deposited with the utility by the applicant or applicants, or through their authorized agent, based on the average estimated cost per foot of the total extension. This deposit shall be subject to refund as hereinafter provided. Each customer receiving gas service from such extension will be billed under rates plus the surcharge applicable as set forth herein above.

§5.5.d.2. At the end of each calendar year, for a period of ten years, the utility will refund to the customer or customers, or their duly authorized agent, who paid for the excess footage over 200 feet per customer, the cost of additional footage over 200 feet of pipe, in place, but not to exceed 200 feet for each additional customer, as of December 31, each year, but in no case shall the total amount refunded exceed the amount paid the utility. After ten (10) years no refund will be made. No reduction in surcharge will be made until all parties who paid for the extension over two hundred (200) feet per customer have been reimbursed, or until ten (10) years have elapsed since completion of construction, and when either of such occurrences shall take place then Rule 5.5.2**b.8.** hereof shall apply.

§5.5.d.3. Each additional customer added to the extension (~~as stated in Rule 5.5.2.d.~~) after original surcharge has been established, shall pay the applicable surcharge.

~~5.5.5.5.5.e.~~ 5.5.e. Term of agreement -- The term of the contract shall be for one (1) year except that the utility may require a longer term, not to exceed four (4) years, for commercial and industrial customers. At the expiration of the initial term, the agreement will continue in effect from year thereafter, unless the customer shall notify the utility, in writing, of a desire to cancel the contract, not less than thirty (30) days prior to the termination of the initial contract period, or thirty (30) days prior to the termination of any contract year thereafter.

~~5.5.6.5.5.f.~~ 5.5.f. Construction conditions -- Construction of line extensions, as provided in this rule,

shall be undertaken promptly after all negotiations have been completed and necessary right-of-way agreements have been delivered to the utility, all prospective customers have signed contracts, and after not less than fifty percent (50%) of the contract signers have completed the customer service, buried and house piping necessary to serve their premises and are ready to receive service. The mains shall be constructed over the most practicable route. The surcharge shall be based on the number of customers who actually take the service when gas is available to them.

~~5.5.7.5.5.g.~~ 5.5.7.5.5.g. Right-of-way -- With respect to the item "right-of-way", it is the purpose of this rule that utilities shall not in general be required to build line extensions over private rights-of-way. If the construction of an extension involves the utility's incurring expense for right-of-way easements, either by purchase or condemnation, the cost of said right-of-way, together with all costs of securing, and other related costs, shall be included in the cost of the extension.

~~5.5.8.5.5.h.~~ 5.5.8.5.5.h. Customer service piping -- The customer shall supply the customer service piping, the customer buried piping, the house piping, all rights-of-way, railway and other crossing permits, and all construction necessary to bring the terminus of the customer service piping to a location where it can be connected to the company service as fixed and provided for in these rules.

~~5.5.9.5.5.i.~~ 5.5.9.5.5.i. Exception to extension rule.

~~a5.5.i.1.~~ a5.5.i.1. The utility may be relieved by the Commission from making extensions under the foregoing rule after presenting to the Commission data showing the purposes for the proposed extension to be of a temporary, unreliable or intermittent nature or if unusual conditions make the cost of the extension economically prohibitive.

~~b5.5.i.2.~~ b5.5.i.2. Nothing contained herein shall be construed to prohibit a utility from making extension of mains under difference arrangements, should its ~~judgement~~judgment so dictate, provided the above rule is fully explained to the applicant or applicants, and like arrangements are made to other applicant or applicants under similar conditions.

~~5.5.10.5.5.j.~~ 5.5.10.5.5.j. Extension of an extension.

~~a5.5.j.1.~~ a5.5.j.1. If an extension is made to an existing extension, subject to surcharge, and the surcharge computed for the new extension is equal to or less than the surcharge on the existing extension, the existing extension and the addition thereto shall be considered as one extension and a new surcharge shall be determined which will be applicable to all customers on the combined extensions.

~~b5.5.j.2.~~ b5.5.j.2. An extension to an extension which requires surcharges greater than those prevailing on the extension from which it originates, will be considered as a separate extension. When the surcharges become equal, the two shall be considered as a single extension.

~~5.5.11.5.5.k.~~ 5.5.11.5.5.k. Extensions applicable in real estate subdivision.

~~a5.5.k.1.~~ a5.5.k.1. The applicant desiring an extension to a prospective real estate subdivision shall pay the entire cost of the extension. The utility may require the applicant to deposit an amount equal to the estimated cost of the project before construction is started, which deposit shall not draw interest. At the end of each calendar year, for a period of ten (10) years, the utility will refund to the applicant who paid for the extension, or his authorized agent, a sum equivalent to the cost of 100 feet of pipe installed in the extension for each additional customer as of December 31st, but in no case will the total amount refunded exceed the amount paid to the utility. After ten (10) years from the completion of the extension no refund will be made.

~~b-5.5.k.2.~~ Customers locating on an extension made under Rule 5.5.44-~~k.~~ will not be charged an extension surcharge.

5.6. Main line high-pressure taps to serve rural customers.

~~5.6.1-5.6.a.~~ Equipment furnished by utility -- When an applicant, or number of applicants, not large enough to merit the installation of an intermediate or low pressure distribution system, desire gas service which must be supplied from a transmission or field line, the utility shall, without cost to the customer, make the tap, install a stop cock, metering and appurtenant equipment, exclusive of the regulator or regulators, oil seal or other type pressure relief device, and the line. All meters and regulators installed according to this rule shall be housed at the expense of the customer.

~~5.6.2-5.6.b.~~ General provisions

~~a-5.6.b.1.~~ All such installations shall have at least one (1) regulator and shall also be provided with excess pressure protection. This safety device shall be installed near the customer's meter and shall be set to relieve any pressure in excess of ten (10) ounces, unless higher pressure is necessary in order to furnish service.

~~b-5.6.b.2.~~ The number of regulators required shall be determined by the maximum operating pressure existing in the line at any time during the preceding twelve (12) month period, unless changes in operating conditions are contemplated that would require more regulators, in which case additional regulators may be required.

~~c-5.6.b.3.~~ On lines in which the maximum pressure does not exceed sixty (60) pound gauge, a service type regulator shall be used. When the maximum gauge pressure existing in the line does not exceed one hundred fifty (150) pounds, two or more regulators shall be used to reduce the pressure. On lines in which the maximum gauge pressure exceeds one hundred fifty (150) pounds, sufficient regulators for safe operation shall be installed.

**§150-46. Inspections and Test.**

6.1. Meter testing facilities and equipment.

~~6.1.1-6.1.a.~~ Testing facilities -- Each utility shall provide or have access to such laboratory meter-testing equipment and other equipment and facilities as may be necessary to make the tests required of it by these rules or other orders of the Commission. The apparatus and equipment so provided shall be subject to the approval of the Commission, and it shall be available at all times for the inspection or use of any member or authorized representative of the Commission.

~~6.1.2-6.1.b.~~ Test required -- Each utility shall, as a minimum requirement, make such tests as are prescribed under these rules with such frequency, and in such manner, and at such places as are herein provided or as may be approved or ordered by the Commission.

~~6.1.3-6.1.c.~~ General testing equipment -- Each utility furnishing metered gas service shall own and maintain the equipment and facilities necessary for accurately testing all types and sizes of meters employed for the measurement of gas, unless arrangements shall have been made to have such testing done in a shop or laboratory containing equipment that is acceptable to the Commission. All alterations, accidents or repairs to meter-proving equipment, subject to proof by the Commission, which might affect the accuracy of such equipment or the method of operating it, shall be promptly reported in writing to the

Commission. Testing instruments and equipment must be periodically checked against a standard in accordance with accepted engineering practice. The accuracy of all provers and methods of operating them will be checked from time to time by a representative of the Commission.

6.1.4.6.1.d. Equipment for testing small capacity meters -- Each utility shall be required, except as provided in Rule 6.1.3.6.1.c. above, to own and maintain a meter prover of approved type and of a capacity of not less than 5 cubic feet for the testing of small capacity meters. Each meter prover shall be supplied with all accessories needed for accurate meter testing and shall be located in a room suitable for the work to be done, protected from drafts and excessive changes of temperature. The utility shall maintain this equipment in good condition and correct adjustment, so that it shall be capable of determining the accuracy of any service meter to within one half ( $\frac{1}{2}$ ) of one percent (1%).

6.1.5.6.1.c. Equipment for testing large capacity meters -- Each utility furnishing metered gas service through orifice or large displacement meters, shall have available, except as provided in Rule 6.1.3.c. above, and maintain in proper adjustment proving equipment suitable for determining the accuracy of any orifice or large displacement meter to within one half ( $\frac{1}{2}$ ) of one percent (1%). The accuracy of all provers and methods of operating them shall be established from time to time by a representative of the Commission.

## 6.2. Meter test records.

6.2.1.6.2.a. Data required. All records of tests shall contain complete information concerning the test, including the date and place where the test was made, the name of the person making the test, and the result. Whenever any gas service meter is tested, the original test record shall be preserved, including the information necessary for identifying the meter, the reason for making the test, the reading of the meter upon removal from service, and the result of the test, together with all data taken at the time of test in sufficiently complete form to permit the convenient checking of the methods employed and the calculations made. This record shall be kept until a subsequent test of the meter has been made, but in no case less than six (6) months, and must not be destroyed until all pertinent data has been entered on the meter record.

6.2.2.6.2.b. Meter record -- A complete record shall be kept of all tests and inspections made under these rules. The record to be known as the "meter record" shall be kept and shall indicate for each meter owned or used by any utility the date of purchase, its identification, a record of the use, repairs, and tests to which it has been subjected, and the general results of such tests.

## 6.3. Tagging, sealing and capping meters.

6.3.1.6.3.a. Tagging meters -- Each meter shall either be marked or accompanied by a record card when installed. The marking or card must show the date of the last test if the meter is tested on a time basis or the registration (index reading) and date if the meter may be tested on either a time or registration basis. In no case shall the elapsed time between the date of test and the date of installation exceed for four (4) months.

6.3.2.6.3.b. Sealing meters -- All meters tested for installation shall be sealed at the time of test by the meterman performing the test. The seal shall be of a type acceptable to the Commission. Those utilities using a compression type lead seal shall have as a sealing tool a device furnished with a die, which shall bear the initials of the utility. Utilities using a snap tin type seal shall have the seal stamped in a similar manner.

6.3.3.6.3.c. Capping meters -- All incoming meters must be capped when removed from service

and awaiting test. All meters that have been tested and sealed or are ready for installation must be capped when sealed and kept capped until installed.

#### 6.4. Accuracy requirements for gas meters.

6.4.1.6.4.a. Installation test -- Every gas meter, whether new or repaired, or that has been removed from service for any cause, shall be in good order and shall be correct at all test rates of flow to within one percent (1%) before being installed: Provided, however, that, in case of an emergency, a meter not meeting the requirements of this rule may be installed temporarily.

6.4.2.6.4.b. Method of determining the accuracy of small meters -- For the purpose of determining compliance with this rule, the registration of a displacement meter shall be determined by one test at a rate of flow of approximately one fifth (1/5) of its rated capacity and a second test at approximately the rated capacity of the meter. The capacity of the meters for test purposes shall be the capacity at 1/2 inch differential pressure. The test at the two (2) rates of flow shall agree within, plus or minus one percent (1%). The accuracy of the meter shall be determined by taking one half (1/2) the algebraic sum of the errors at check and capacity flow, which shall be considered as its accuracy in determining compliance with Rule 6.4.1.6.4.a. and for the purpose of computing refunds: unless unusual load conditions indicate that a higher or lower rate of flow should be used, in which case the test record must show the rate of flow used.

6.4.3.6.4.c. Meter prover required -- All tests to determine the accuracy of any gas service meter used to measure gas at standard distribution pressure shall be made with a bell type prover: unless, because of unusual capacity or construction of the meter, such method of test shall be considered impracticable and another approved method of test shall be used.

#### 6.4.4.6.4.d. Method for testing large displacement meters

a-6.4.d.1. All tests on large displacement meters shall be made with approved testing apparatus. It is recommended that such meters be tested in the place of permanent location on the customer's premises whenever practicable. When critical flow provers or low pressure flow provers are used for making such tests, it is recommended that the accuracy be determined at three or more rates of flow, ranging from ten percent (10%) of the rated capacity up to flow at maximum operating rate.

b-6.4.d.2. In such tests, when testing with the critical flow prover, the meter shall be operated at a static pressure which approximates average operating static pressure. When similar tests are made with a low pressure flow prover, average operating pressure should be maintained on the meter under test and the prover operated at a range of low pressure required for such a prover. However, in installation where meters operating on pressures higher than standard distribution pressure are limited in their maximum operating dial rate so as to keep the differential pressure equal to or less than two (2) inches, low pressure flow prover tests may be run with low pressure on the meter. In the flow tests by either method, the maximum dial rate should be such that it will ensure tests being run at meter differential pressure equivalent to normal operating meter differential pressure in all cases.

#### 6.4.5.6.4.e. Method for testing orifice meters

#6.4.e.1. All tests on orifice meters shall be made in the place or permanent location on the customer's premises, with approved testing apparatus. The accuracy of the differential pressure registration shall be determined on a rising and falling pressure throughout the entire operating range of the gauge.

~~6.4.e.2.~~ The static pressure registration shall be determined at two (2) or more points including operating pressure.

~~6.4.6.4.f.~~ Methods for determining accuracy of large displacement meters -- For determining the accuracy of large displacement meters, take the algebraic average of the errors determined at the various rates of flow at which the meter was tested, which shall be considered as its accuracy in determining compliance with Rule ~~6.4.4a~~ 6.4.a, and for the purpose of computing refunds: except where the rates of flow at which the meter has been registering in service can be definitely established, in which case the weighted average error shall be determined and used.

~~6.4.7.6.4.g.~~ Method of determining accuracy of orifice gauges -- The accuracy of the differential element in all orifice meter gauges must be verified by use of a manometer or other approved methods. The accuracy of the static element must be verified by the use of either a dead weight type gauge, an accurate indicating spring gauge or other approved methods. When an orifice meter gauge is tested and the differential and or static element is found to be within two percent (2%), plus or minus, of the chart reading, such elements may be considered as accurate in compliance with Rule 4.4. of these rules. When the differential or static element is found to be in error, the respective element shall be adjusted to as near correct reading as practical.

#### 6.5. Periodic tests.

~~6.5.1.6.5.a.~~ Periodic test schedule -- All types of meters in service shall be periodically tested according to the schedule below:

##### ~~6.5.a.1.~~ Displacement meters.

~~6.5.a.1.A.~~ Group One -- Displacement meters operating on a gauge pressure of less than two (2) pounds, and having a rated capacity of not more than 1,000 cubic feet per hour at  $\frac{1}{2}$  inch differential pressure, shall be tested at least every fifteen (15) years.

~~6.5.a.1.B.~~ Group Two -- Displacement meters operating on any pressure and having a rated capacity of more than 1,000 cubic feet per hour at  $\frac{1}{2}$  inch differential pressure, or smaller displacement meters if measuring gas at two (2) pounds gauge pressure or more, shall be tested on the basis of the index reading (cubic feet of gas passed at the normally prevailing pressure) according to the following schedule table attached to these rules as Table 150CSR4-A:

~~6.5.a.1.C.~~ No meter in "group two" shall be allowed to remain in service longer than two (2) years without a test; however, such meters shall be tested free upon request, if such requests are not made more often than once each year.

##### ~~6.5.a.2.~~ Orifice meters.

~~6.5.a.2.A.~~ Meters measuring not more than 2,000 Mcf per month on the average shall have their differential and static recording gauges tested at least once every six (6) months.

~~6.5.a.2.B.~~ Meters measuring 2,000 Mcf of more per month shall have their differential and static recording gauges tested at least once every two (2) months.

~~6.5.a.2.C.~~ The diameter and condition of orifice plates, meter runs, straightening vanes, shall be checked at least once every year. The gravity of the gas determined at least once every six (6) months: Provided, however, that where previous or subsequent test records show that the specific gravity

has not varied by an amount which would make an error in the measurement greater than is consistent with accepted engineering practice, the specific gravity of the gas may be determined at longer intervals, not to exceed one (1) year.

6.5.a.2.D. Nothing contained in this rule shall prevent the utility from removing and testing a meter at any time earlier than prescribed at its election.

~~e-6.5.a.3~~ 6.5.a.3. Rotary meters.

6.5.a.3.A. For the purpose of testing rotary type meters the manufacturer's certificate of original test shall be accepted for original installation.

6.5.a.3.B. Subsequent tests shall be made by differential drop method at a period not to exceed one (1) year.

6.5.a.3.C. This differential drop test is to be compared to differential curve developed at operating pressure for various index rates at flow after meter installation. (This procedure is recommended as the original factory differential curve using air at approximate rates of flow is not applicable under operating condition measuring gas under pressure).

~~6.5.2-6.5.b~~ 6.5.b. Reports to Commission.

~~a-6.5.b.1~~ 6.5.b.1. Every utility shall make reports to the Commission on Form E.D. No. 1, or such other forms as may be prescribed. Such reports shall contain complete information regarding meters tested, meters past due for tests, refunds, and all other information requested on the form.

~~b-6.5.b.2~~ 6.5.b.2. A utility need not report meters in "group one" as being past due for test unless the meter is more than ninety (90) days past the fifteen (15) year test period.

~~e-6.5.b.3~~ 6.5.b.3. The provisions of this section shall not relieve the utility of any of the requirements of Rule 4.4. regarding the manner of computing refunds due to fast meters.

~~d-6.5.b.4~~ 6.5.b.4. Reports must be filed not later than thirty (30) days after the expiration of the period covered by the reports.

6.6. Complaint test.

~~6.6.1-6.6.a~~ 6.6.a. Application for test -- Upon the written application to the Commission by a customer, a test will be made of the customer's meter, as soon as practicable, supervised by a representative of the Commission.

~~6.6.2-6.6.b~~ 6.6.b. Fee for test -- The application for the test shall be accompanied by a remittance of the amount fixed below as the fee for testing. This fee shall be retained by the Commission. However, if the meter is found to be more than two percent (2%) fast or slow, the utility shall reimburse the customer for the amount of the fee paid by him to the Commission for the meter test. The amount of the fee to be paid for a meter test ~~shall be as follows:~~ is set forth on the table attached to these rule as Table 150CSR4-B.

~~6.6.3-6.6.e~~ 6.6.e. Restrictions upon utility -- This rule shall not interfere with the practice of a utility with reference to its tests of meters, except that in the event of application by a customer to the Commission for a complaint test as herein provided, the utility shall not knowingly remove, interfere with, or adjust the meter to be tested without the prior written consent of the customer, and approval of

the Commission.

6.7. Request tests.

~~6.7.1-6.7.a.~~ 6.7.1-6.7.a. Action required -- If any customer shall request in writing a test of the accuracy of the meter used by her him, and the meter is not due for periodic test, the utility shall notify the customer of the conditions under which the test will be made by the utility. If the customer shall then request the utility to proceed with the test and remits an amount equal to one half of the scheduled cost of the complaint test (See Rule 6.6.) but not less than five dollars (\$5.00), the utility shall make the test promptly. If, when tested, the meter is found to be more than two percent (2%) fast or slow, the amount advanced shall be promptly refunded to the customers. If the meter is not found to be more than two percent (2%) in error, the utility shall retain the amount advanced by the customer for the test.

~~6.7.2-6.7.b.~~ 6.7.2-6.7.b. Customer's privilege -- A customer may be present when the utility conducts the tests on his/her meter or, if he/she desires, may send an expert or other representative appointed by her/him.

~~6.7.3-6.7.c.~~ 6.7.3-6.7.c. Report to customer -- A report giving the name of the customer requesting the test, the date of the request, the location of the premises where the meter had been installed, the type, make, size, and serial number of the meter, the date of removal, the date tested, the result of the test, and the amount of refund if the meter was found more than two percent (2%) fast, shall be supplied to such customer within ten (10) days after the completion of the test.

6.8. Meter testing employees.

~~6.8.1-6.8.a.~~ 6.8.1-6.8.a. Meterman required -- Every utility shall have in its employ, or shall have access to, one or more competent metermen whose duty it shall be to perform such tests as may be necessary to determine the accuracy of the utility's meters.

~~6.8.2-6.8.b.~~ 6.8.2-6.8.b. Certification of meterman -- A utility desiring to certify an employee as a meterman must secure a qualification card from the Commission; have same executed by the applicant and returned to the Commission; together with a certification by a responsible representative of the utility as to the facts contained on the card. The Commission will thereupon issue a card to the employee, if the applicant's qualifications are satisfactory, stating that the qualification card has been received and filed, and that the employee is authorized to test meters of the type shown on the card.

~~6.8.3-6.8.c.~~ 6.8.3-6.8.c. Experience required -- No employee of a utility shall be authorized to test meters unless he has had at least six (6) months' experience in a utility gas meter shop, or equivalent experience, part of which time must have been spent working on the type meter for which authority to test has been requested. All tests must be made by an authorized meterman.

~~§150-47.~~ §150-47. Standards of Quality of Service.

7.1. Heating value requirements.

~~7.1.1-7.1.a.~~ 7.1.1-7.1.a. Minimum heating value -- The minimum average monthly heating value of any gas delivered into a distribution system shall not be less than one thousand (1,000) Btu per cubic foot for gas transported into West Virginia. When gas produced within this State has a heating value of less than one thousand (1,000) Btu per cubic foot, the utility shall furnish the Commission an analysis of the gas along with any other information the Commission may desire, prior to the delivery of the gas into a distribution system.

~~7.1.2~~7.1.b. Extraction of hydrocarbons -- No gas treated for the extraction of hydrocarbons shall be delivered for distribution where the heating value has been reduced lower than one thousand (1,000) Btu per cubic foot.

~~7.1.3~~7.1.c. Reports to Commission.

~~a~~7.1.c.1. Each utility shall report to the Commission, annually the average heating value of its gas delivered into its system.

~~b~~7.1.c.2. A utility whose natural gas is treated by itself or others for the extraction of hydrocarbons shall report to the Commission the extractions in accordance with the Uniform System of Accounts as prescribed by the Federal Energy Regulatory Commission, Account Nos. 770 through 791.

~~e~~7.1.c.3. A utility whose natural gas is treated for the extraction of hydrocarbons shall report to the Commission the annual average heating value and specific gravity of the gas entering and leaving each extraction plant.

~~7.1.4~~7.1.d. Method of determining heating value.

~~a~~7.1.d.1. Each utility shall determine the average heating value of its gas by calorimeter, A. J. W. Headlee formula or other approved methods.

~~b~~7.1.d.2. Determination of heating value shall be made of gas drawn from parts of the distribution system or pipelines remote from the laboratory, with such frequency and in such manner as is necessary to establish the average monthly heating value.

~~e~~7.1.d.3. The heating value shall be the total heating value expressed at 14.73 psi absolute pressure and saturated with water vapor when determined by calorimeter or chemical analysis.

~~d~~7.1.d.4. Calorimeter accuracy, as well as the method of determining heating value, shall be subject to the approval of a designated representative of the Commission.

~~7.1.5~~7.1.e. Record of tests.

~~a~~7.1.e.1. Each utility shall adopt a standard form for recording the results of heating value tests. Each determination of heating value shall be recorded originally upon the form adopted for that purpose, and the records shall be retained for a period of three (3) years. Where heating value is determined by an approved type recording calorimeter or recording gravitometer, the charts removed from such calorimeter or gravitometer will be deemed sufficient to comply with this rule.

~~b~~7.1.e.2. It is not the intent of this rule that recording calorimeters or recording gravitometers be installed but the method of determining the average heating value shall be approved by a representative of the Commission.

7.2. Purity requirements.

~~7.2.1~~7.2.a. All natural gas distributed in this State shall be free from dangerous or objectionable quantities of impurities such as hydrogen sulphide, nitrogen or other combustible or noncombustible, noxious, or toxic gases, or other impurities. A gas shall be considered free from undesirable impurities when the quantity of any impurity present is within the limits recognized as allowable in good practice.

## 7.3. Gas pressure requirements.

~~7.3.1~~7.3.a. Pressure districts -- A utility shall divide the territory served by it into pressure districts and shall specify for each district or for the territory as a whole (which will then be regarded as a single district) the maximum pressure to be maintained within that district. The pressure adopted must be filed with the Commission.

~~7.3.2~~7.3.b. Maximum pressure -- The maximum pressure specified for any district shall not be greater than 15 inches (8.5 ozs.) of water column.

~~7.3.3~~7.3.c. Minimum pressure -- The pressure at the outlet of any low-pressure customer's meter shall never be less than one half of the maximum pressure specified for the district in which the meter is located. In no case shall the minimum pressure be less than 3.5 inches (2 ozs.) of water column, unless due to insufficient capacity of the customer service piping.

~~7.3.4~~7.3.d. Changing pressure districts -- After notifying the Commission, the utility may be at liberty to change the maximum pressure for any district with the provision that when any such change is made, all customer's appliances located within the territory for which the specified maximum is changed shall, if necessary, be readjusted by and at the expense of the utility.

~~7.3.5~~7.3.e. Exceptions.

~~a~~7.3.e.1. Higher pressures may be allowed by the Commission in exceptional cases after the presentation of factual data showing that adequate service cannot be supplied with existing facilities, and that it is impractical to make the necessary changes immediately. In all such cases the utility shall formulate a plan for eliminating the high pressure condition as soon as practical and economically possible.

~~b~~7.3.e.2. A utility supplying gas shall not be deemed to have violated the provisions of this rule if it can be shown that variations from said pressures are due to:

7.3.e.2.A. Use of gas by the customer in violation of contract or rules of the utility or Commission.

7.3.e.2.B. Infrequent fluctuations of short duration due to unavoidable conditions of operation.

~~7.3.6~~7.3.f. Pressure gauges -- Every utility shall maintain and operate, on the low pressure side of each district regulatory serving fifty or more customers, at least one recording gas pressure gauge of suitable range. When more than one regulator is used to serve a single pressure district, recording pressure gauges need not be installed for each regulator. However, a sufficient number of recording pressure gauges shall be installed and operated in each distribution system to furnish a continuous record of the pressure prevailing in all parts of the plant.

~~7.3.7~~7.3.g. Pressure surveys -- Every utility shall make at least one pressure survey during the period of peak load (December, January or February) each year on each of its distribution plants. The pressures recorded shall be the pressures prevailing at the outlet of customers' meters in districts where the lowest pressures prevail. These records shall be available to representatives of the Commission at all times, and shall be preserved for a period of three years. The Commission may, in addition, require the utility to file a summary report of the pressure survey each year.

## 7.4. Measurement of gas under high pressure.

~~7.4.1~~7.4.a. Pressure-recording equipment required -- When gas is measured through displacement meters at a pressure greater than standard distribution pressure, such meters shall be equipped with reliable pressure-volume recording gauges or other devices for accurately determining in accordance with contract or other tariff provisions the quantity of gas that has passed through the meter.

~~7.4.2~~7.4.b. Determination of multiplier -- In computing the volume of gas on a given pressure base from a pressure volume chart, the multiplier shall be obtained by the weighted average method, which method consists of determining the average pressure for each unit volume indicated on the chart.

~~7.4.3~~7.4.c. Determination of static and differential pressure.

~~a-7.4.c.1~~ 7.4.c.1. In computing the volume of gas at a given pressure base from an orifice meter chart, or charts, the average static pressure and the average differential pressure shall be determined for periods not exceeding one (1) hour; and where pressure variations are extreme during the hour, such average should be determined for fifteen (15) minute intervals.

~~b-7.4.c.2~~ 7.4.c.2. Mechanical devices may be substituted for the above manual method of computing orifice meter charts.

## 7.5. Special rules for utilities furnishing manufactured or mixed gas.

~~7.5.1~~7.5.a. Calorimeter equipment and laboratory.

~~a-7.5.a.1~~ 7.5.a.1. Calorimeter required -- Each utility selling manufactured or mixed gas shall provide and maintain a calorimeter of an approved type, and all necessary accessories therefor, unless provision is otherwise made, with the approval of the Commission, for the regular determination of the heating value of the gas sold.

~~b-7.5.a.2~~ 7.5.a.2. Location of calorimeter -- The calorimeter shall be installed in a laboratory, or other building, so located as to ensure that thoroughly mixed, stabilized, and representative samples of the gas, delivered to the customers, are used for the tests.

~~c-7.5.a.3~~ 7.5.a.3. Calorimeter accuracy -- The accuracy of all calorimeters, as well as the methods of making heating value tests, shall be subject to the approval of a designated representative of the Commission.

~~d-7.5.a.4~~ 7.5.a.4. Additional test -- Determinations of heating value shall be made of gas drawn from parts of the distribution system or pipelines remote from the laboratory with such frequency and in such manner as is necessary to establish the stability of the gas or for other test purposes.

~~7.5.2~~7.5.b. Heating value tests.

~~a-7.5.b.1~~ 7.5.b.1. Frequency of tests -- Every utility selling manufactured gas, or a mixture of manufactured and natural gas, or a gas obtained by thermal treatment or other process for modifying the composition of natural gas, shall determine the heating value of the gas distributed to its customers daily or more frequently if necessary or required by the Commission.

~~b-7.5.b.2~~ 7.5.b.2. Records of tests -- Each utility shall adopt a standard form for recording the results of heating value tests. Each determination of heating value shall be recorded originally upon the form

adopted for that purpose, and the records shall be retained for such period as the Commission may designate. Where heating value is determined by an approved type recording calorimeter, the charts removed from such a calorimeter, will be deemed sufficient to comply with this rule. The average heating value for each day and the monthly average heating value determined by these tests shall be recorded. These records must not be destroyed without Commission approval.

~~7.5.2~~7.5.c. Heating value requirements.

~~a~~7.5.c.1. Authorized standard of heating value -- The monthly average heating value of the gas furnished by each utility supplying manufactured or mixed gas in each community or territory served shall be not less than the standard heating value authorized by the Commission for the utility in that community. Unless otherwise ordered by the Commission, the authorized standard for each community shall be the standard of heating value currently in effect and approved by the Commission for the community. The authorized standard shall be subject to change at the option of the utility under the following conditions:

7.5.c.1.A. The Commission shall be notified in writing of the intention to change the standard of heating value. The notification shall be accompanied by a complete statement of the reasons for making the change, and by all available data regarding the cost and character of any alterations to plant, process, or materials used, which will be involved in the change.

7.5.c.1.B. No change of standard shall take effect, and no expenditures shall be incurred for the alteration of plant or equipment for the purpose of supplying gas at the new proposed standard until the Commission shall have approved the change of standard, or until thirty (30) days after the notification, data and schedules required by this rule shall have been submitted to the Commission. However, the provisions of this rule shall not be interpreted as forbidding expenditures for engineering services, experimental or development work needed to determine the character and cost of the proposed change.

7.5.c.1.C. The utility shall make, without charge to its customers, such adjustments and replacement of appliance parts as may be necessary to ensure all customers as safe, efficient and satisfactory service after the change of standard before.

~~b~~7.5.c.2. Average heating value -- To obtain the average total heating value of a gas, the results of all tests of heating value made on any day shall be averaged, and the average of all the daily averages shall be taken as the monthly average; Provided, that in cases of unusual difficulty in maintaining uniformity of heating value, the daily and monthly weighted averages shall be determined if the variations exceed five percent (5%) above or below the authorized standard.

~~c~~7.5.c.3. Maximum and minimum limits -- The heating value of the gas shall be maintained with as little deviation as practicable; and to this end the weighted average total heating value on any one day should not fall below the monthly authorized standard by more than five percent (5%). Variations above the approved standard heating value will be allowed; provided the gases are interchangeable as determined by application of the interchangeability rule of the American Gas Association.

~~d~~7.5.c.4. Heating value of gas transported -- The heating value of gas which is compressed for transmission shall be determined after compression and cooling to a temperature approximately equal to the temperature of the transmission mains. Where gas is distributed to different territories at different pressures, which result in more than negligible differences in condensation, the territories will be considered to be served with gases of different heating values.

7.5.c.5. Stability of gas -- No utility shall distribute gas which contains combustible constituents which will condense under the conditions of its distribution to the extent of more than three percent (3%) of the total heating value of the gas. Periodic tests shall be made to determine compliance with this requirement.

7.5.4.7.5.d. Purity requirements -- All manufactured gas distributed in this State shall be free from dangerous or objectionable quantities of impurities such as hydrogen sulphide, nitrogen or other combustible or noncombustible, noxious, or toxic gases, or other impurities. A gas shall be considered free from undesirable impurities when the quantity of any impurity present is within the limits recognized as allowable in good practice.

7.5.5.7.5.e. Tests of purity.

7.5.e.1. Each utility supplying manufactured or mixed gas shall test the gas daily for the presence of hydrogen sulphide by an approved method.

7.5.e.2. Each utility selling more than 100,000,000 cubic feet of manufactured or mixed gas per year shall provide and maintain such apparatus and facilities as are necessary for the determination of total sulphur and ammonia in the gas; and each such utility shall periodically (preferably semimonthly) determine the amount of total sulphur and ammonia in the gas distributed by it, and shall keep a record of the results of all such tests; Provided, however, that any such utility supplying only water, gas or oil, or mixture of these, shall not be required to provide apparatus for or make determinations of the amount of ammonia in the gas.

#### §150-4-8. Safety Requirements.

##### 8.1. Accidents.

8.1.1.8.1.a. Every utility shall keep a record of every accident happening in connection with the operation of its plant, station, property, and equipment, whereby any person shall have been killed, or seriously injured, or any property damaged or destroyed, with a full statement of the cause of such accident, and the precautions taken to prevent similar accidents in the future.

##### 8.2. Odorization of natural gas.

8.2.1.8.2.a. Where and when used -- Each utility furnishing natural gas to domestic or commercial customers, churches, schools or public buildings, shall determine whether or not the presence of gas can be detected by odor when diluted with air at a concentration of not more than twenty percent (20%) of lower explosive limits. If the presence of gas cannot be detected, then that gas shall be odorized as stated in Rules 8.2.2.8.2.b. and 8.2.3.8.2.c.

8.2.2.8.2.b. Safety of odorant -- The odorant used shall be harmless and nontoxic and shall be noncorrosive to materials such as steel, iron, brass, bronze or leather, and shall not be soluble in water to a greater extent than two and one-half (2 1/2) parts, by weight of odorant to one hundred (100) parts, by weight of water.

8.2.3.8.2.c. Specifications -- The odorant to be introduced into natural gas shall be of such character as to indicate by distinctive odor the presence of gas when such gas is present in concentrations not greater than one percent (1%) by volume. By this, it is meant that the gas shall be given an odor by adding an agent that will vaporize, dissolve in or be mixed with the gas so as to produce an odor readily perceptible to normal or average olfactory sense of a person coming from fresh ungasified air when gas is

present in concentrations of not more than one part to ninety-nine (99) parts air.

~~8.2.4.8.2.d.~~ 8.2.4.8.2.d. Report to Commission -- Each utility shall file with the Commission a report of its plan for odorization.

~~8.2.5.8.2.c.~~ 8.2.5.8.2.c. Notice to customer.

~~a-8.2.c.1.~~ a-8.2.c.1. The utility shall give notice to its customers in the area in which gas has been odorized.

~~b-8.2.c.2.~~ b-8.2.c.2. It is not intended from these rules that an odorant be introduced into main transmission, field or gathering lines. However, if a church, school or public building is supplied with gas service from any of the above lines, the service piping and building piping to such church, school or public building shall be tested by pressure drop method.

8.3. Approval of standard safety requirements concerning customer connections.

~~8.3.1.8.3.a.~~ 8.3.1.8.3.a. Every utility shall include a statement in its tariff on file with the Commission which shall list or set forth the title of the publication listing all safety requirements and provisions adopted by the utility governing the installation and maintenance of customers' gas appliances, as well as the customer service, buried and house piping. Each utility shall keep a copy of such safety requirements and provisions available for public inspection at each of its offices.

#### §150-49. Rules and Regulations Governing Gas Pipeline Safety.

9.1. Intentions.

9.1.a. Pursuant to the powers vested and the authority given under Chapter 24B, Code of West Virginia, the Public Service Commission of West Virginia prescribes, adopts and issues the following rules and regulations governing the transportation of natural and other gas by pipeline. These rules are intended to ensure uniformity and are designed to decrease accidents, save human lives, reduce property loss, and otherwise benefit the pipeline companies and the public.

9.1.2.9.1.b. The adoption of these rules and regulations shall in no way preclude the Public Service Commission from altering them or amending them in whole or part, and from requiring any additional information either upon complaint, its own motion, or upon application of any pipeline company. These rules and regulations are intended to supplement the statute and shall not relieve in any way a pipeline company of its duties under the laws of this State.

9.2. Application of rules.

~~9.2.1.9.2.a.~~ 9.2.1.9.2.a. These rules shall apply to (i) all pipeline companies, and (ii) interstate transmission facilities, as hereinafter defined.

9.3. Adoption of federal regulations.

~~9.3.1.9.3.a.~~ 9.3.1.9.3.a. The regulations promulgated by the Office of Pipeline Safety of the United States Department of Transportation, published in Title 49 CFR Parts 191, 192, 195 and 199, shall apply to all pipeline companies and interstate transmission facilities.

9.4. Rules of practice and procedure.

~~9.4.1.9.4.a.~~ The Rules of Practice and Procedure adopted by the Commission where appropriate and applicable shall apply to all pipeline companies.

9.5. Definitions.

~~9.5.1.9.5.a.~~ When used in relation to gas pipeline safety in these rules:

~~a.9.5.a.1.~~ "Act of 1968" means the act of Congress known as the Natural Gas Pipeline Safety Act of 1968;

~~b.9.5.a.2.~~ "Commission" means the Public Service Commission of West Virginia;

~~c.9.5.a.3.~~ "Director" means the director of the Gas Pipeline Safety Section of the Commission;

~~d.9.5.a.4.~~ "Gas" means natural gas, flammable gas, or gas which is toxic or corrosive;

~~e.9.5.a.5.~~ "Interstate transmission facilities" means facilities used in the transportation of gas which are subject to the jurisdiction of the Federal Energy Regulatory Commission under the act of Congress known as the Natural Gas Act;

~~f.9.5.a.6.~~ "Operator" means a person who engages in the transportation of gas or hazardous liquids by pipeline;

~~g.9.5.a.7.~~ "Person" means any individual, firm, joint venture, partnership, corporation, association, state, municipality, cooperative association, or joint-stock association, and includes any trustee, receiver, assignee, or personal representative thereof;

~~h.9.5.a.8.~~ "Pipeline company" means a person engaged in the operation of pipeline facilities or the transportation of gas subject to the provisions of Chapter 24B of the West Virginia Code;

~~i.9.5.a.9.~~ "Pipeline facilities" means, without limitation, new and existing pipe, pipe right-of-way and any equipment, facility, or building used in the transportation of gas or the treatment of gas during the course of transportation; or used in the transportation of hazardous liquid or the treatment of hazardous liquid during the course of transportation; but "right-of-way" used in Chapter 24B of the West Virginia Code, as amended, does not authorize the Commission to prescribe the location of routing of any pipeline facility.

~~j.9.5.a.10.~~ "Rural" means those locations which lie outside the limits of any incorporated or unincorporated city, town, village, or any other designated residential or commercial area such as a subdivision, a business or shopping center, a community development, or any similar populated area which the Director may define as a nonrural area;

~~k.9.5.a.11.~~ "System" means all pipeline facilities used by a particular operator in the transportation of gas, including but not limited to, line pipe, valves and other appurtenances connected to line pipe, compressor units, fabricated assemblies associated with compressor units, metering (including customers' meters) and delivery stations, and fabricated assemblies in metering and delivery stations;

~~l.9.5.a.12.~~ "Transportation of gas" means the gathering, transmission or distribution of gas by pipeline or its storage.

9.6. Accidents or incidents.

~~9.6.1~~9.6.a. Every operator shall report to the Commission all accidents or incidents involving its pipeline facilities operated within the State of West Virginia that cause personal injuries requiring hospitalization, fatality, or estimated damage to the property of the operator, or others, or both, totaling fifty thousand dollars (\$50,000) or more.

~~9.6.2~~9.6.b. The Commission shall be notified of all such accidents or incidents as soon as possible, consistent with public welfare and safety. In those instances where a telephonic report to the Department of Transportation is required, a similar report of the accident or incident shall be made by telephone or telegraph to:

Public Service Commission  
Gas Pipeline Safety Division  
P. O. Box 812  
Charleston, West Virginia 25323  
Telephone: Area Code (304) 340-0473

~~9.6.3~~9.6.c. Every operator shall furnish to the Commission, within thirty (30) days after the occurrence of a reportable accident or incident, a written report of such accident or incident, together with a summary of the operator's investigation as to the cause and circumstances surrounding the accident or incident. The report shall be made on the Commission form designated Accident or Incident Report, or on a form acceptable to the Commission showing the same information. Such report shall also contain the precautions taken, or to be taken, to prevent similar accidents or incidents in the future.

~~9.6.4~~9.6.d. If certain information is not available, the incomplete report should be submitted indicating this unavailability. When the information becomes available, a supplemental report will be submitted.

~~9.6.5~~9.6.e. Operators that submit reports of accidents or incidents to federal agencies are permitted to file copies of such reports with this Commission in lieu of the report required by Rule 9.6.3c.

9.7. Inspection and maintenance plans.

~~9.7.1~~9.7.a. Every operator shall file with the Commission a plan for the inspection and maintenance of pipeline facilities owned or operated by it, and shall subsequently file any changes in such plan. The plan shall cover gas transmission facilities, distribution facilities, and those gathering or production facilities located in nonrural areas. The essential requirements stated in title 49 CFR Part 192.605, shall be covered by the plan. If at any time the Director finds that such plan is inadequate to achieve safe operation, the Director shall, after notice and opportunity for a hearing, require such plan to be revised. (NOTE: It is not the intent to require the operators that have complied with the provisions of this rule to refile upon the effective date of these rules and regulations).

~~9.7.2~~9.7.b. Any change in the inspection and maintenance plan required by Rule 9.7.4a, must be filed with the Commission within ten (10) days of the effective date of said change.

9.8. Major construction.

~~9.8.1~~9.8.a. Every operator shall notify the Commission of all important additions to its system at least thirty (30) days prior to the commencement of any construction.

~~a-9.8.a.1.~~ The requirements of Rule 9.8.4a shall not apply to gathering pipelines in rural areas.

~~b-9.8.a.2.~~ An important addition is a single project, other than well drilling, involving an estimated expenditure of two hundred fifty thousand dollars (\$250,000) or more for transmission pipeline construction, fifty thousand dollars (\$50,000), or more, for distribution pipeline construction or an amount equivalent to ten percent (10%) or more of the total value of the system in service, whichever is less.

~~9.8.2-9.8.b.~~ The report shall include the following:

~~a-9.8.b.1.~~ Description and location of project and expected starting and completion dates, along with the name, address and telephone number of the person to be contacted regarding the project.

~~b-9.8.b.2.~~ Maximum allowable operating pressure.

~~c-9.8.b.3.~~ Location class.

~~d-9.8.b.4.~~ Material specifications in sufficient detail to permit appraisal of the safety aspects of the facility.

~~e-9.8.b.5.~~ Pressure testing procedures to be used.

~~9.8.2-9.8.c.~~ Every operator shall place on file with the Commission information concerning the welding and inspection procedures to be followed during the construction of new facilities.

#### 9.9. Completion report.

~~9.9.1-9.9.a.~~ Within sixty (60) days after the completion of an addition, a report shall be filed with the Commission which certifies that the facilities were constructed according to the previously submitted major construction report required by Rule 9.8. The completion report shall also include the pressure test data for the project.

#### 9.10. Maximum Penalties.

~~9.10.1-9.10.a.~~ Any person who violates any provision of these rules and regulations or orders issued thereunder, shall be subject to the criminal and civil penalties ascribed and imposed by Chapter 24, Article 4, Sections 1 through 5, inclusive, and Chapter 24B, Article 4, Section 6, all of the Code of West Virginia. Such sanctions and penalties include, but are not limited to, a civil penalty to be imposed by the Commission of not to exceed one thousand dollars (\$1,000) for each violation for each day that the violation persists; Provided, that the maximum civil penalty shall not exceed two hundred thousand dollars (\$200,000) for any related series of violations, with the right of appeal in all cases to the Supreme Court of Appeals.

#### 9.11. Availability of information.

~~9.11.1-9.11.a.~~ Information concerning the implementation of the Natural Gas Pipeline Safety Act may be obtained from the Office of Pipeline Safety, Department of Transportation, 400 7th St., S.W., Washington, D.C. 20590, or the Gas Pipeline Safety Division, Public Service Commission of West Virginia, 201 Brooks Street, P. O. Box 812, Charleston, West Virginia 25323.

**§150-410. Promotional Practices.**

10.1. Declaration of public policy -- In the public interest and pursuant to the powers vested in it, the Commission declares that any utility in designing and implementing any promotional practice or practices shall consider what impact, if any, such promotional practice or practices will have upon the conservation of energy, and the utility shall not implement any practice or practices which shall have an adverse affect upon conservation, or which cannot be justified from a ratepayer benefit/utility cost standpoint.

10.2. Prohibited promotional practices -- A public utility or its affiliate shall not, without first obtaining the approval of the Commission, engage, directly or indirectly, in any of the following promotional practices:

~~40.2.1-10.2.a.~~ The financing of land or the construction of any building when same is not owned or otherwise possessed by the utility or its affiliate;

~~40.2.2-10.2.b.~~ The furnishing of consideration to any person for work done or to be done on property not owned or otherwise possessed by the utility or its affiliate; except for studies to determine comparative capital or operating costs and expenses or to show the desirability or feasibility of selecting one form of energy over another;

~~40.2.3-10.2.c.~~ The acquisition from any person of any tangible or intangible property or service for a consideration in excess of the value thereof, or the furnishing to any person of any tangible or intangible property or service for a consideration of less than the value thereof;

~~40.2.4-10.2.d.~~ The furnishing of consideration to any person for the sale, installation or use of appliances or equipment;

~~40.2.5-10.2.e.~~ Other than the normal service extensions, the provision of free, or at less than cost or value, wiring, appliances or equipment to any person; provided that a utility, engaged in an appliance merchandising sales program, shall not be precluded from conducting legitimate closeouts of appliances, clearance sales, or sales of damaged or returned appliances;

~~40.2.6-10.2.f.~~ The provision of free, or at less than cost or value, installation, operation, repair, modification or maintenance of appliances, equipment, or piping for any person;

~~40.2.7-10.2.g.~~ The granting of a trade-in allowance on the purchase of any appliance or equipment in excess of the value of the trade-in; or the granting of a trade-in allowance for such appliance or equipment when such allowance varies by the type of energy consumed in the trade-in;

~~40.2.8-10.2.h.~~ The financing of the acquisition of any appliance or equipment at a rate of interest or on terms significantly more favorable than those generally applicable to sales by nonutility dealers in such appliances or equipment;

~~40.2.9-10.2.i.~~ The furnishing of consideration to any person for any advertising or publicity purpose of such person; except for payments not exceeding one-half (1/2) of the reasonable cost or value for joint advertising or publicity with a dealer in appliances or equipment for the sale or other provision of same;

~~40.2.10-10.2.j.~~ The guaranteeing of the maximum cost of gas service;

10.3. Notwithstanding any provision in Rule 10.2., a utility may:

~~40.3.1-10.3.a.~~ Engage in a program which offers discounts or financing to employees of the utility for purchase of appliances. However the plan must only be available to employees, retirees and their spouses. The plan must not require the employee to take energy from the utility. The plan must be a reasonable employee benefit. The plan must be approved by the utility's management or be in a valid union contract. The plan must be filed with the Commission in accordance with these rules.

~~40.3.2-10.3.b.~~ Provide repairs and service to appliances or equipment of customers of a public utility in an emergency or to restore service or to prevent hazardous conditions or service interruptions.

10.4. Not include direct or indirect expenditures ~~may be included~~ in a utility's cost of service for ratemaking purposes for political advertising. Any expenditures for political advertising are expressly disallowed for ratemaking purposes. For the purposes of Rule 10.4., "political advertising" means any advertising or related activity for the purpose of influencing public opinion with respect to legislative, administrative, or electoral matters, or with respect to any controversial issue of public importance.

10.5. Filing of Present Promotional Practices

~~40.5.1-10.5.a.~~ Each public utility shall file with the Commission, on or before January 1, 1997, a schedule setting forth each of the promotional practices being engaged in by the utility or subsidiaries which operate in West Virginia as of that date.

~~40.5.2-10.5.b.~~ The practices shall become effective thirty days after filing, subject to a suspension or prohibitory order of the Commission on its own motion or upon motion or complaint of an aggrieved person.

~~40.5.3-10.5.c.~~ The schedule shall set forth:

~~a-10.5.c.1.~~ The name, number, or letter designation of each promotional practice;

~~b-10.5.c.2.~~ the class of persons to which the promotional practice is being offered or granted;

~~e-10.5.c.3.~~ whether the promotional practice is being uniformly offered or granted to the persons within the class;

~~d-10.5.c.4.~~ a description of the promotional practice which includes a statement of the terms and conditions governing it;

~~e-10.5.c.5.~~ a description of the advertising or publicity employed with respect to the promotional practice;

~~f-10.5.c.6.~~ if the promotional practice is offered or granted in whole or in part, by an affiliate or other person, the identity of the affiliate or person and the nature of that party's participation; and

~~g-10.5.c.7.~~ other information relevant to a complete understanding of the promotional practice.

~~40.5.4-10.5.d.~~ A utility or its subsidiaries which operate in West Virginia may not continue to engage in any promotional practice after January 1, 1997 unless a schedule regarding promotional practices has been filed with the Commission.

## 10.6. Filing of Proposed Practices

~~10.6.1-10.6.a.~~ A public utility or its subsidiaries operating in West Virginia may not offer or grant any additional promotional practice or vary any existing promotional practice, directly or indirectly, or in concert with others, or by any means whatsoever, until a schedule showing the addition or variation, in the form prescribed in Rule 10.5.3e, above has been on file with the Commission for a period of at least 30 days.

~~10.6.2-10.6.b.~~ The Commission may issue an order approving a new promotional practice to become effective before the expiration of the 30-day period.

~~10.6.3-10.6.c.~~ If a new promotional practice is not suspended or prohibited by order of the Commission during the 30-day period, the utility may engage in the practice subject to a suspension or prohibitory order of the Commission on its own motion or on the complaint of an aggrieved person.

~~10.6.4-10.6.d.~~ Notwithstanding any of the provisions of this rule, the Commission may authorize an otherwise prohibited promotional practice if the Commission finds that the promotional practice is in the public interest.

~~10.6.5-10.6.e.~~ A public utility or its subsidiary operating in West Virginia requesting authorization under Rule 10.6.d4, shall provide information or data to show that:

~~a-10.6.e.1.~~ The promotional practice will result in the conservation of energy;

~~b-10.6.e.2.~~ The promotional practice is needed in order to foster conservation; and

~~e-10.6.e.3.~~ The direct and indirect costs associated with the promotional practice are reasonable, are not unduly burdensome to the applicant's ratepayers, and are not likely to impact detrimentally on the overall energy costs to consumers in its service territory.

~~10.6.6-10.6.f.~~ A public utility's or its subsidiary operating in West Virginia proposed promotional practice filing under Rule 10.6.d4, shall include:

~~a-10.6.f.1.~~ A complete description of the proposed promotional practice;

~~b-10.6.f.2.~~ An analysis of the costs associated with the practice; and

~~e-10.6.f.3.~~ An analysis of the conservation effect of the practice.

10.7. Annual Report -- Each public utility shall file with the Commission, concurrently with the annual report required by law, a report of the promotional practices offered or granted by the public utility and its subsidiaries operating in West Virginia during the period covered by the annual report. The report shall show in reasonable detail the amounts expended with respect to each promotional practice offered or granted.

## 10.8. Prohibition of discrimination for promotional practices.

~~10.8.1-10.8.a.~~ A public utility or its subsidiaries operating in West Virginia may not, directly or indirectly, in any manner or by any device whatsoever, offer or grant to a person any form of promotional practice except such as is uniformly and contemporaneously extended to all persons in the same

reasonably defined class.

~~10.8.2-~~10.8.b. A public utility or its subsidiary operating in West Virginia may not, in granting a promotional practice, make any undue preference or advantage to a person or subject a person to any undue prejudice or disadvantage.

~~10.8.3-~~10.8.c. A public utility or its subsidiary operating in West Virginia may not establish or maintain any unreasonable difference in offering or granting promotional practices either as between localities or as between classes to whom promotional practices are offered or granted.

~~10.8.4-~~10.8.d. A public utility or its subsidiary operating in West Virginia may not classify the persons to whom its promotional practices are offered or granted except to the extent permitted by the law of this State.

~~10.8.5-~~10.8.e. Notwithstanding the other provisions of Rule 10.8., a public utility or its subsidiary operating in West Virginia may offer an experimental program of limited duration which may not be extended to all customers of the class or to all areas of the service territory. The purpose of the temporary program must be limited to gathering data to determine if the plan should be extended to be offered in a non-discriminatory manner to all relevant customers.

#### **§150-4-11. Inspections, Enforcement and Appeals.**

11.1. Enforcement Procedures -- Intrastate Gas §150-4-11. Inspections, Enforcement and Appeals, and Hazardous Liquid Pipeline Operators.

11.1.a. The purpose and scope of the Intrastate Enforcement Procedures is to describe the enforcement authority and sanctions exercised by the Public Service Commission of West Virginia - Gas Pipeline Safety for achieving and maintaining pipeline safety. It also prescribes the procedures governing the exercise of that authority and the imposition of those sanctions.

#### 11.2. Definitions

~~11.2.1-~~11.2.a. "Operator" means a person who engages in the transportation of gas or hazardous liquids by pipeline.

~~11.2.2-~~11.2.b. "Gas" means natural gas, flammable gas or gas which is toxic or corrosive.

~~11.2.3-~~11.2.c. "Hazardous Liquid" means (i) petroleum or any petroleum product; and (ii) any substance or material which is in liquid state (excluding liquified natural gas) when transported by pipeline facilities and which, as determined by the Commission, may pose an unreasonable risk to life or property when transported by pipeline facilities; Provided, that a hazardous liquid as herein defined shall not be construed so as to include or permit the regulation of any substance transported through pipeline or otherwise when used in the operation of coal mines, coal processing plants or coal slurry pipelines; Provided, however, that the Commission shall not determine that any substance or material is a hazardous liquid under this section if the Secretary of Transportation has not determined that the substance or material is a hazardous liquid under regulations promulgated in accordance with Section 202(2) of the Hazardous Liquid Pipeline Safety Act of 1979.

~~11.2.4-~~11.2.d. "Pipeline" means all parts of those physical facilities through which gas or a hazardous liquid moves in transportation including but not limited to pipe, valves and other appurtenance attached to pipe, compressor units, pumping units, metering stations, delivery stations, regulator stations,

holders, break-out tanks and fabricated assemblies.

~~4-2.5-11.2.e.~~ "Person" means any individual, firm, joint venture, partnership, corporation, association, state, municipality, cooperative association or joint-stock association, and includes any trustee, receiver, assignee or personal representative thereof.

~~4-2.6-11.2.f.~~ "Transportation of gas" means the gathering, transmission or distribution of gas by pipeline or its storage.

~~4-2.7-11.2.g.~~ "Transportation of hazardous liquids" means the movement of hazardous liquids by pipeline, or their storage incidental to such movements; except that it shall not include any such movement through gathering lines in rural locations or on-shore production, refining or manufacturing facilities or storage, or in-plant piping systems associated with any of such facilities.

~~4-2.8-11.2.h.~~ "Pipeline facility" means, without limitation, new and existing pipe, pipe rights-of-way and any equipment, facility or building used in the transportation of gas or the treatment of gas during the course of transportation, or used in the transportation of hazardous liquid or the treatment of hazardous liquid during the course of transportation; but "right-of-way" as used in Chapter 24B of the ~~West Virginia Code~~ W. Va. Code, as amended, does not authorize the Commission to prescribe the location or routing of any pipeline facility.

~~4-12.3.~~ Jurisdiction -- The West Virginia Legislature has empowered the Public Service Commission to prescribe and enforce safety standards and to regulate safety practices of persons engaged in the transportation of gas or hazardous liquids by pipeline to the extent permitted by the "Natural Gas Pipeline Safety Act of 1968" ("Act of 1968") and the "Hazardous Liquid Pipeline Safety Act of 1979" ("Act of 1979") and any amendments thereto as set forth and adopted in Chapter 24B of the ~~West Virginia Code~~ W. Va. Code, as amended.

~~11.3.a.~~ The regulations issued under the "Act of 1968" and the "Act of 1979" promulgated by the Office of Pipeline Safety of the United States Department of Transportation and published in Title 49, CFR (Code of Federal Regulations) Parts 191, 192, 195 and 199 apply to all pipeline companies.

~~11.3.b.~~ The Safety Standards of the Act (the Pipeline Safety Regulations) apply to the design, installation, inspection, testing, construction, extension, operation, replacement and maintenance of pipeline facilities. Standards affecting the design, installation, construction, initial inspection and testing are not applicable to pipeline facilities in existence on the date such standards are adopted.

~~11.3.c.~~ The Commission is authorized to prescribe additional safety standards that apply to intrastate operators. Such safety standards shall be practicable and designed to meet the needs for pipeline safety. When prescribing and enforcing such standards, the Commission will consider:

~~4-2.3-11.3.d.~~ Relevant available pipeline safety data;

~~4-2.2-11.3.e.~~ whether such standards are appropriate for the particular type of pipeline transportation;

~~4-2.3-11.3.f.~~ the reasonableness of any proposed standards; and

~~4-2.4-11.3.g.~~ the extent to which such standards will contribute to public safety.

~~11.3.h.~~ Whenever the Commission finds a particular facility to be hazardous to life or property, it

is empowered to require the person operating such facilities to take steps necessary to remove such hazards.

11.4. Authority to Inspect -- The Commission has the power to investigate all methods and practices of pipeline companies; to require the maintenance and filing of reports, records and other information in such form and detail as the Commission may prescribe; to enter upon and to inspect the property, buildings, plants, and offices of such pipeline companies; and to inspect books, records, papers and documents relevant to the enforcement of the rules and regulations.

11.5. Inspection Intervals -- Upon presentation of appropriate credentials, the Commission or its designated employee is authorized to enter upon, inspect and examine, at reasonable times and in a reasonable manner, the records and properties of persons to the extent such records and properties are relevant to determining the compliance of such persons with the rules and regulations or Commission orders issued thereunder.

11.5.a. A review of the operator's operating, maintenance and emergency procedures will be conducted at intervals not to exceed eighteen (18) months under normal circumstances. Master meter inspections will be performed at 2 1/2 year intervals under normal circumstances. However, this does not preclude inspections and or reviews of the procedures more frequently as deemed necessary.

11.5.b. Inspections shall ordinarily be conducted pursuant to one of the following:

~~11.5.1~~11.5.b.1. routine scheduling;

~~11.5.2~~11.5.b.2. a complaint received from a member of the public;

~~11.5.3~~11.5.b.3. information obtained from a previous inspection;

~~11.5.4~~11.5.b.4. pipeline accident or incident; or

~~11.5.5~~11.5.b.5. whenever deemed appropriate by the Commission or the Director of Gas Pipeline Safety.

11.6. Inspection of the Operators,

11.6.a. An attempt will be made, in accordance with Rule 11.5., to inspect every operator, with priority given to inspecting those systems with greater risk potential. In determining the potential risk of a pipeline system, the following factors may be considered:

~~11.6.1~~11.6.a.1. the ratio of total steel pipe to coated steel pipe;

~~11.6.2~~11.6.a.2. the ratio of total steel pipe to cathodically protected steel pipe;

~~11.6.3~~11.6.a.3. leaks per mile of pipe;

~~11.6.4~~11.6.a.4. leaks per number of services;

~~11.6.5~~11.6.a.5. unaccounted-for-gas volumes and percentages;

~~11.6.6~~11.6.a.6. the number of accidents or facility failures;

~~11.6.7~~11.6.a.7. footage of cast iron pipe in the system; and

~~11.6.8~~11.6.a.8. past history of the operator.

11.6.b. The inspection will include a thorough review of the operator's records concerning inspection, operation, maintenance and emergency procedures. Field inspection will include operational checks of corrosion control provisions, overpressure and regulating equipment, odorization, repaired leaks, emergency valves and any other components of the facility.

#### 11.7. Verbal Notice to Operator of Violation<sub>2</sub>

11.7.a. When an inspection of an operator's records or facilities, or both, indicate that the operator is in apparent violation of a pipeline safety regulation, the investigator will give verbal notice of the alleged violation to the operator before concluding the inspection.

11.7.b. Any documentation of physical evidence necessary to support the alleged violation may be obtained during the inspection or requested by letter immediately after the conclusion of the visit.

11.7.c. The operator may institute on-site corrective measures when a violation exists. However, enforcement of such alleged violations will proceed.

11.8. Written Formal Notice of Violation -- After evidence of an alleged violation is collected and the violation report is written, notice and opportunity to respond will be afforded the operator by a certified letter from the Pipeline Safety Director. The letter will notify the operator of the results of the on-site inspection and will specifically cite the regulation(s) or rule(s) the operator is allegedly violating. Further, the letter may contain a proposed civil penalty or a compliance order. A written response from the operator shall be submitted to the Pipeline Safety Director within 30 days of the time the operator receives the violation notice.

#### 11.9. Options Open to the Operator<sub>2</sub>

11.9.a. Alternatives open to the operator to respond to the violation notice are:

~~11.9.1~~11.9.a.1. submit a written statement to the Pipeline Safety Director indicating corrective measures have achieved compliance;

~~11.9.2~~11.9.a.2. submit a written plan of action to the Pipeline Safety Director outlining the corrective measures that will be taken to achieve compliance and when compliance is anticipated; or

~~11.9.3~~11.9.a.3 request an informal conference with the Pipeline Safety staff to discuss the violations.

11.9.b. The alleged violations may be resolved at this stage if the information submitted in Rule Subsection 11.9.a.1. or Subsection-Rule 11.9.a.2. of this section is accepted by the Pipeline Safety staff. Such acceptance shall be verified by a written statement issued by the Pipeline Safety Director following a reinspection of the operator's facilities. However, if the operator selects the third option, an informal conference will be scheduled as explained below.

11.10. Informal Conference -- After receiving a request for an informal conference, a date and time will be arranged. At this conference the basis of the alleged violation will be reviewed. The operator may explain the company's position and may present alternatives for solution of the problem. The Gas

Pipeline Safety staff will be represented by the investigator involved and by such other members of the Commission staff as designated by the Pipeline Safety Director. The violation may be resolved at this stage. If agreement cannot be reached, enforcement procedures shall continue.

11.11. Commission Action -- If the proposed solution as outlined is not satisfactory to the Gas Pipeline Safety Staff, the violation shall be referred to the Public Service Commission for formal resolution in either of the following manners:

~~11.11.1~~ 11.11.a. The Commission may seek an injunction or mandamus in a state circuit court in cases where immediate action is necessary; or

~~11.11.2~~ 11.11.b. The Commission may issue a show-cause order and or schedule a hearing requiring the operator to demonstrate why the operator should be subject to the penalties set forth in West Virginia Code Chapter 24B, Article 4, Section 6, as amended. This section permits civil penalties of \$1,000 for each violation, with total fines not to exceed \$200,000 for any related series of violations subject to standards as hereinafter noted. Any civil penalty imposed by the Commission shall be based on:

~~a-11.11.b.1.~~ 11.11.b.1. the appropriateness in relation to the size of the business of the person charged,

~~b-11.11.b.2.~~ 11.11.b.2. the gravity of the violation,

~~c-11.11.b.3.~~ 11.11.b.3. the good faith of the person charged in attempting to achieve compliance,

~~d-11.11.b.4.~~ 11.11.b.4. the history of prior violations, and

~~e-11.11.b.5.~~ 11.11.b.5. other matters as justice may require.

~~11.11.3~~ 11.11.c. The Commission may, pursuant to hearing, order an operator to take corrective action. Failure to obey such an order can result in:

~~a-11.11.c.1.~~ 11.11.c.1. fines under West Virginia Code, Chapter 24B, Article 4, Section 6,

~~b-11.11.c.2.~~ 11.11.c.2. action by the Commission against the operator in a state circuit court,

~~c-11.11.c.3.~~ 11.11.c.3. action by the Commission against the operator in the West Virginia Supreme Court of Appeals, or,

~~d-11.11.c.4.~~ 11.11.c.4. action by the Commission against the operator in any federal circuit court having jurisdiction.

#### 11.12. Hazardous Facility Order

~~11.12.1~~ 11.12.a. Whenever the Commission or the Director of Gas Pipeline Safety shall find a particular facility to present an imminent hazard to life or property, it shall be empowered to require the owner or operator of the facility to take immediate steps necessary to correct such hazards. Corrective action may include suspended or restricted use of the facility, physical inspection, testing, repair, replacement, or other action, as appropriate.

~~11.12.2~~ 11.12.b. An opportunity shall be given for a hearing as soon as practicable after the issuance of any order hereunder, in accordance with Chapter 24B, Article 4, Section 1, of the ~~W. Code~~

~~Virginia~~ Code, as amended and, in no event later than ten (10) days after suspension of the use of a major facility. The Director of Pipeline Safety shall rescind or suspend a "hazardous facility order" whenever he determines that the facility is no longer hazardous to life or property. When appropriate, however, such a rescission or suspension may be accompanied by a notice of violation issued under Rule 11.8. of the procedures.

11.13. Appeal -- Any operator subject to an order from the Public Service Commission may petition the Commission for reconsideration of the order under Rule 19 of the ~~Commission's~~ Rules of Practice and Procedure. Moreover, any operator aggrieved by an order of the Public Service Commission may seek relief from the West Virginia Supreme Court of Appeals under ~~West Virginia~~ Code, Chapter 24B, Article 6, Section 1.

ED. NOTE: 67 All forms are available from the P.S.C.:

150CSR4

Table 150CSR4-A

Normal Gauge Pressure	Index Registration Between Tests
Less than 2 pounds	5800x The rated Hourly Capacity at one-half (.5) inch Differential Pressure.
2 to 25 pounds	4500x The rated Hourly Capacity at one-half (.5) inch Differential Pressure.
26 to 75 pounds	3000x The rated Hourly Capacity at one-half (.5) inch Differential Pressure.
76 to 200 pounds	2000x The rated Hourly Capacity at one-half (.5) inch Differential Pressure.
Over 200 pounds	1250x The rated Hourly Capacity at one-half (.5) inch Differential Pressure.

150CSR4

Table 150CSR4-B

Meter Test Fees

For each gas service meter:

Not exceeding a rated capacity of 300 cu ft/hr \$5.00

Exceeding 300 cu ft/hr but not exceeding 1,000 cu ft/hr \$5.00

Exceeding 1,000 cu ft/hr \$10.00

Orifice meters \$10.00

**ORDER OF FORMS**

1. Qualification Card For Meterman
2. Meterman's Card
3. Form E.D. No. 1 - Gas Utility Report (Front)
4. (Back) - Verification (E.D. No. 1)
5. 609-A Page 1 of 2 - Gas Statistic-West Virginia
6. 609-A Page 2 of 2 - Gas Statistic-West Virginia
7. 609-B Page 1 of 2 - Gas Statistics-All States
8. 609-B Page 2 of 2 - Gas Statistics-All States
9. Certification of Revenue Deficiency 214.6
10. Certification of Revenue Deficiency 214.6A
11. Verification (Attached to 214.6 and 214.6A)
12. P.S.C. W.Va. Form No. 14-G - Page 1 of 2
13. P.S.C. W.Va. Form No. 14-G - Page 2 of 2
14. P.S.C. W.Va. Form No. 14-MG

(Front)  
QUALIFICATION CARD FOR METERMAN

Name \_\_\_\_\_ Age \_\_\_\_\_ Date \_\_\_\_\_  
Address \_\_\_\_\_  
Title \_\_\_\_\_  
Employer \_\_\_\_\_ Shop Location \_\_\_\_\_  
Supervisor-Name \_\_\_\_\_ Title \_\_\_\_\_

GENERAL EXPERIENCE

	Type of Work	Company	Years
(1)			
(2)			
(3)			
(4)			
(5)			

\*METER EXPERIENCE

Type Meter	Nature of Work	Company	Years
(1) Domestic Gas Meters.....			
(2) Domestic Gas Meters.....			
(3) Large Disp. or Prop. Meters			
(4) Large Disp. or Prop. Meters			
(5) Orifice Meters.....			
(6) Orifice Meters.....			

Remarks:

\*State, under remarks, in detail the type or kind of work done on meters.

Should this application be approved I will test all gas meters in accordance with the Gas Service Rules of the Public Service Commission of West Virginia, and will not seal or approve for installation any meter that does not meet all of the requirements of the Gas Service Rules

Signature

(Back)

CERTIFICATE BY RESPONSIBLE REPRESENTATIVE OF THE UTILITY

I, \_\_\_\_\_ of \_\_\_\_\_  
Name Title  
The \_\_\_\_\_ Gas Company certify that I have read the questions  
and answers on this card, relative to the experience of \_\_\_\_\_  
Name of employee  
and that they are true and correct to the best of my knowledge and belief. I further certify that the above named  
employee is competent

\_\_\_\_\_ Domestic-Large Displacement or Proportional-Orifice  
to test meters and will, in my opinion, faithfully and honestly discharge the duties of meterman

Signature

TO BE FILLED BY THE PUBLIC SERVICE COMMISSION

The above employee has been authorized to test Gas Meters as shown below.

1. Domestic
2. Large Displacement or Proportional
3. Orifice

150CSR4

Gas Engineer  
(Front)

METERMAN'S CARD

PUBLIC SERVICE COMMISSION OF WEST VIRGINIA  
Charleston, West Virginia

No.

Date

(Name of Employee)

is hereby authorized to test the following type or types of gas meters

1. Domestic Gas Meters (Bell Type Prover) .....
2. Large Displacement or Proportional Gas Meters
3. Orifice Meters.....

Utility

Shop Location

Gas Engineer

(over)

(Back)

RULE 24-AUTHORIZED METERMAN

**Meterman Required** (a) Every utility shall have in its employ one or more competent metermen whose duty it shall be to perform such tests as may be necessary to determine the accuracy of the utility's meters.

**Certification of Meterman** (b) A utility desiring to certify an employee as a meterman must secure a qualification card from the Commission, having same executed by the applicant and returned to the Commission, together with a certification by a responsible representative of the utility as to the facts contained on the card. The Commission will thereupon issue a card to the employee, if the applicant's qualifications are satisfactory, stating that the qualification card has been received and filed, and that the employee is authorized to test meters of the type shown on the card.

**Experience Required.** (c) No employee of a utility shall be authorized to test meters unless he/she has had at least six (6) months' experience in a utility gas meter shop or equivalent experience, part of which time must have been spent working on the type meter for which authority to test has been requested. All tests must be made by an authorized meterman.

**Reports to Commission** (d) Each utility shall file on or before February 1st, each year, a list of personnel in its employ authorized to test meters.

The utility shall notify the Commission and shall take up and return the meterman's card when a certified meterman ceases to be in its employ.

All metermen authorized to test gas meters on the effective date of these rules and regulations shall execute and file within sixty (60) days, a qualification card, whereupon a new authorization card will be issued to such employee.

(Front)  
GAS UTILITY REPORT

REPORT OF METERS, CUSTOMERS AND REFUNDS  
TO THE  
ENGINEERING DIVISION  
THE PUBLIC SERVICE COMMISSION OF WEST VIRGINIA  
Charleston

THIS REPORT TO BE MADE MONTHLY BY UTILITIES HAVING 300 OR MORE METERS

THIS REPORT TO BE MADE QUARTERLY BY UTILITIES HAVING LESS THAN 300 METERS

Name of Utility	Operating District		
Period Covered by this Report	To		
Number of Orifice Gauges Tested During This Period - Static	Differential		
Number of Orifice Plates Checked for Diameter and Condition During This Period			
Number of Specific Gravity Determinations Made During This Period			
*Number of Meters from Service, Displacement or Proportional, Tested During This Period Were:			
More Than 2% Slow	More Than 2% Fast	***D.R.	****D.P.G.
Total	0 to 2% Slow	0 to 2% Fast	Correct Total
**Number of New Meters or Old Meters not from Service Tested During This Period			
Total Meters Tested During This Period			
Number of Tests Made at Customers' Request as per This Report			
Number of Tests Made at Commission's Request as per This Report			
Past Due for Test-Displacement Meters	Proportional Meters		
Orifice Gauges	Orifice Plates	Specific Gravity	Unmetered
		Metered	
Total	Customers	Customers	Customers
Number Domestic Customers Served			
Number Commercial Customers Served			
Number Industrial Customers Served			
Number All Customers Served			
Total Number of Customers - All Classes			
*Number of Refunds to be Made Account Fast Meters Found During This Period			
Total Amount of Refunds Account of Fast Meters Found During This Period			
Number of Customers to be Billed Account of Slow Meters Found During This Period			
Total Amount to be Billed Account of Slow Meters Found During This Period			

NOTES.

\* Make special note if any Meters more than 2% fast or slow recorded above were used to measure service for company's use, free customers, customers who had a minimum bill for three (3) months previous to date of test, or any other special condition.

\*\* All new meters must be tested and a record made of their condition before being installed, but a report of their percent condition on in test is not required

\*\*\* D.R. - Means meter does not register.

\*\*\*\* D.P.G. - Means meter does not pass gas.

(over)

(Back)  
VERIFICATION

STATE OF \_\_\_\_\_  
COUNTY OF \_\_\_\_\_ SS.

(Insert Here Name of Affiant) being duly sworn says that he/she is

(Insert Here the Official Title of the Affiant) of

(Insert Here the Exact Legal Title or Name of the Utility)

that it is his/her duty as \_\_\_\_\_ to have supervision over the testing of all meters of the utility in the operating district, that the meter tests as set out in the foregoing report during the period covered thereby have been made, that the said report has been prepared in accordance with instructions contained in the Gas Service Rules of the Public Service Commission of West Virginia, that he/she has carefully examined the said report and that the entries contained therein are true and correct to the best of his/her knowledge and belief, that the said report is a correct record in the detail prescribed by the Gas Service Rules of the Public Service Commission of West Virginia of all gas meter tests made in the shops of the above named utility during the

\_\_\_\_\_ period of time from and including \_\_\_\_\_, 19\_\_\_\_, to and including \_\_\_\_\_, 19\_\_\_\_, and that the accuracy of all meters installed during the period covered by the report were within the limits specified by the rules and regulations of the Public Service Commission. Except, due to an emergency, meters as shown below were installed without the required test.

Small Displacement Meters      Large Displacement or Prop. Meters      Orifice Meters  
The meters installed under the emergency will be removed and tested as soon as practical I further certify that I am the duly authorized agent of the utility company to make this oath

(Signature of Affiant)

Taken, sworn to and subscribed before me, the undersigned authority, this \_\_\_\_\_ day of \_\_\_\_\_, 19\_\_\_\_, as witness my hand and official seal.

My commission expires \_\_\_\_\_.

(Notary Public)

AFFIX SEAL  
HERE

GAS STATISTICS - WEST VIRGINIA

Name of Company	Month	Year	****
INPUT	M.C.F.	M.C.F.	M.C.F.
<b>WEST VIRGINIA</b>			
Produced .....			
<b>Purchased</b>			
From Non-Utilities			
From Utilities .....			
<b>Total Purchased</b>			
Gas Received from Storage .....			
Gas Received for Transport to Other Companies .....			
Exchange Gas Received (Gross) .....			
<b>Total West Virginia</b>			
<b>*IMPORTED FROM OTHER STATES</b>			
Purchase			
Produced by Company			
Exchange Gas Received (Gross) .....			
<b>Total Import</b> .....			
<b>Total Input</b> .....			
<b>OUTPUT</b>			
<b>WEST VIRGINIA</b>			
Regulated Sales			
Non-Regulated Sales			
To Utilities .....			
To Others .....			
<b>Total Non-Regulated Sales</b>			
Gas Transferred to Storage .....			
Transport Gas Delivered to Other Companies .....			
Exchange Gas Delivered (Gross)			
Shrinkage due to Gasoline Extraction or Processing			
Company Use .....			
Free Gas .....			
Unaccounted for Gas			
<b>Total West Virginia</b> .....			
<b>**EXPORTED TO OTHER STATES</b>			
Sales to Utilities in Other States			
Sales to Utilities at State Line for Export			
Other Out-of-State Sales			
<b>Total Sales</b>			
Exchange Gas Delivered (Gross)			
Company Use .....			
<b>Total Exports</b> .....			
<b>Total Output</b> .....			
<b>SALES-WEST VIRGINIA</b>	<b>***Regulated</b>	<b>Nonregulated</b>	<b>Total</b>
Residential			
Commercial			
Industrial .....			
Public Street and Highway Lighting .....			
Other Sales to Public Authorities .....			
Inter-Departmental Sales .....			
Other Sales .....			
<b>TOTAL SALES</b>			

\* Determined by point of origin and point of receipt or ownership.  
 \*\* Determined by point of delivery and point of use, or sale  
 \*\*\* Include only sales regulated by F.S.C. of West Virginia  
 \*\*\*\* Calendar year summary required

150CSR4

GAS STATISTICS - WEST VIRGINIA  
STORED GAS

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COMPANY

MONTH

YEAR

M.C.F.

In Storage Beginning of Period

Placed in Storage During Period

TOTAL

Withdrawn from Storage During Period

In Storage End of Period

EXCHANGE GAS						
Name of Company	In West Virginia			Imported From Other States		
EXCHANGE-IN	For Delivery	Line Loss Allowance	In Transit	For Delivery	Allowance	In Transit
1.						
2.						
3.						
4.						
5.						
TOTAL						
EXCHANGE-OUT	XX	XX	XX	XX	XX	XX
1.						
2.						
3.						
4.						
5.						
TOTAL						
MISCELLANEOUS						
Items			Production	Transmission	Distribution	Total
Free Gas						
Lost and Unaccounted-For Gas (Estimated if Not Measured)						
Gas Transported for Others						



COMPANY	MONTH	YEAR		
<b>STORAGE GAS MCF</b>				
In Storage Beginning of Period				
Placed in Storage During Period				
Withdrawn from Storage During Period				
In Storage End of Period				
<b>EXCHANGE GAS M.C.F.</b>				
		All States		
Company	Redelivery	Allowance for Line Loss	In Transit	
1.				
2.				
3.				
4.				
5.				
Total				
Exchange Out				
Company				
1.				
2.				
3.				
4.				
5.				
Total				
<b>MISCELLANEOUS</b>				
	Production	Transmission	Distribution	Total
*Lost and Unaccounted for Gas M.C.F.				
FREE GAS M.C.F.				
GAS TRANSPORTED FOR OTHER				

\*Estimated if not measured

## Public Service Commission of West Virginia

CERTIFICATION OF REVENUE DEFICIENCYSUMMARY REPORT

For Billing Month of \_\_\_\_\_, 19\_\_\_\_ to \_\_\_\_\_, 19\_\_\_\_

	SSI	AFDC*	AFDC-U	FOOD STAMPS (6)	TOTAL
(1) Total Applications Received					
(2) Total Applications Rejected					
(3) Number of Customers Given Discount					
(4) Total Number of Discounted Bills Rendered					
(5) Total Amount Which Would Have Been Billed at Non-Discounted Rates					
(6) Total Amount Billed at Discounted Rates*					
(7) Revenue Deficiency \$ (5) - (6)					

Specify ALL rates and charges to which 20% discount was applied

\* Including forfeited discounts or penalties, but excluding local taxes.

Company

PSC WV Form No. 214.6A

Public Service Commission of West Virginia

CERTIFICATION OF REVENUE DEFICIENCYREPORT

For Billing Month of

, 19

	SSI	AFDC*	AFDC-C*	FOOD STAMPS +60	TOTAL
(1) Eligible Customers From Previous Period					
(2) Applications Received This Period					
(3) Applications Rejected This Period					
(4) Customers Who Became Ineligible This Period					
(5) Eligible Customers This Period (1 - (2 + 3) + 4)					
(6) Revenue Deficiency \$					

\* List, by general category, reasons for rejection of application for special reduced rates  
(Example: Applicant not Qualified Customer - #).  
Continue on separate sheet.



(Insert Company Name Here)

NOTICE OF SCHEDULED TERMINATION OF SERVICE  
AND CUSTOMER RIGHTSWe have scheduled your \_\_\_\_\_ service provided at  
(Address)

for termination on or after \_\_\_\_\_ (Date)

This action has been taken for the following reason(s):

~~include~~ (Explain reason and facts resulting in decision to terminate service)

If your service is terminated you may be subject to additional charges involving reconnect fees and deposit requirements in order to restore service.

YOU HAVE THE RIGHT TO CHALLENGE THE TERMINATION IF YOU BELIEVE ANY OF THE FOLLOWING CONDITIONS APPLY TO YOU:

1. Any portion of the bill is in dispute.
2. You are being charged for service not received.
3. The information above is incorrect.
4. You ~~are unable~~ wish to negotiate a deferred payment agreement to pay the bill in accordance with the billing, and terminate a delinquency in installments.
5. Termination of service would be especially dangerous to the health or safety of a member of your household.
6. You are able to pay only in installments.

If the reason for your challenge is 1, 2, or 3 above, you will have to pay any amount not in dispute. If the reason for your challenge is 4 or 5, we will ~~attempt to negotiate a deferred payment plan with you~~ enter into a deferred payment agreement with you. You must pay your current utility bill while we work out a payment agreement for your delinquency. The standard deferred payment agreement requires you to pay a total of the amount of your delinquency and a service fee equal of 2% of your delinquency. You pay the total (delinquency + service fee) over twelve months in equal monthly payments. You may request a shorter payment period. If your financial circumstances justify a longer payment period, we may or may not agree to a longer period depending on the amount of your delinquency, your financial circumstances, your payment history, and the amount of time you've been delinquent.

YOU MUST NOTIFY US BEFORE THE DATE OF TERMINATION IN ORDER TO PROTECT YOUR RIGHTS UNDER THIS RULE:

(Provide instructions for contacting the appropriate utility personnel by  
personnel by telephone and mail, including business hours)

You should also inform us if you are 65 years or older, or regardless of age, if you are physically, mentally, or emotionally incapacitated.

Once you have notified us of your challenge, we will schedule ~~an in-person meeting between you and a designated utility employee.~~ You may choose that the meeting take place at the utility business office nearest to your residence and ~~try to resolve your problem.~~ At your option, the discussion ~~or place~~ of your challenge may be made ~~overwork, or by telephone conference.~~ After the telephone ~~IF YOU ARE NOT SATISFIED WITH OUR DECISION AT THIS MEETING, YOU WILL HAVE SEVEN DAYS IN WHICH TO FILE AN APPEAL WITH THE PUBLIC SERVICE COMMISSION OF WEST VIRGINIA.~~ ~~You~~ meeting, we will be required to pay your current bill while the appeal is pending. There is no charge associated ~~provide you with filing an appeal~~ written notice of our decision, and you may ~~do so without~~ we will not proceed with termination during the seven (7) days after we issue the decision. If you disagree with our decision, you may, within the seven (7) day period, elect a standard deferred payment agreement, request assistance ~~of an attorney~~ from the Public Service Commission, or file ~~an appeal~~ a formal complaint with the Commission.

To request assistance from or file a formal complaint with the PSC, you may visit the website [www.psc.state.wv.us](http://www.psc.state.wv.us) or call this toll free telephone number 1-800-626-4285 or write to this address:

~~Utility Appeal~~ Formal Complaint  
 Public Service Commission of West Virginia  
 P.O. Box 812  
 Charleston, West Virginia -25323

Inform us if a near relative or responsible third party should receive notices regarding termination of your utility service or about any other material action on your account. After you provide us with contact information for a near relative or third-party, we will provide all relevant notices to that person or persons.

If you are in need of assistance to pay your bill you should contact the following agencies: (List agencies in service area.)

If you desire the assistance of a lawyer with regard to the scheduled termination and are unable to pay for legal counsel, contact one of the following low income legal assistance organizations: (List agencies in service area.)

## Electricity and Gas Customer Options Relating to Delinquent Bill Payments

1. Your utility is required to give you notice before terminating your service due to delinquent payment. The notice requirements are found in Public Service Commission Rules.
2. You should contact your utility immediately upon receiving notice that your account is delinquent. Additional fees and payment requirements will apply if your service is turned off.
3. When you receive a termination notice, you may avoid termination and the expenses of reconnection by paying the delinquent amount in full before the termination date. If you are unable to pay your delinquency, you may ask state agencies or local charitable organizations for help. To learn of agencies and organizations, dial 211 or ask your utility.
4. If you cannot pay the delinquency in full or believe there is a mistake, to avoid termination and the expenses of reconnection, you should request a utility meeting (phone or in-person) before the termination date.
6. If you request and participate in a meeting with your utility before your service is turned off, your utility will offer you a standard deferred payment agreement allowing you to pay the total of your delinquency plus a 2% service fee over twelve months in equal monthly payments. Shorter or longer payment terms may be negotiated. You must justify any request for a longer payment term. You must pay your current bill during the time you are negotiating a deferred payment agreement.
7. If you and your utility have a meeting but do not agree on how to address a delinquency, you have seven days after the utility decision to avoid termination by electing a standard deferred payment agreement, or by requesting assistance from the Public Service Commission or filing a formal complaint with the Public Service Commission. To do so, visit the website [www.psc.state.wv.us](http://www.psc.state.wv.us), call 1-800-642-8544 or write to this address: Formal Complaint, Public Service Commission of West Virginia, P. O. Box 812, Charleston, West Virginia 25323. You must pay your current bills during the time you are seeking assistance from the Public Service Commission.
8. If you enter into a deferred payment agreement with your utility and then fail to make any required payment, the utility may terminate your service after giving you notice. To avoid termination, make your payment immediately when you receive notice.
9. Your utility is not required to renegotiate your deferred payment agreement unless you can show that your financial circumstances have significantly changed for the worse. Your utility is not required to renegotiate an agreement due to a significant change in your financial circumstances more than once. You must pay your current bill plus some payment on your delinquency during the time you are renegotiating a deferred payment agreement.

### If Your Service is Terminated

If your service is terminated because you ignore a termination notice, contact your utility by calling [utility to insert local or toll-free phone number and instructions on other ways to contact utility]. The utility is not required to reestablish service unless you pay up-front a minimum of half of your delinquency plus a deposit and you enter into a six-month payment agreement to pay the remainder of your delinquency plus a 2% service fee and a reconnection fee.

**NOTICE**

—The natural gas service at this building,

is scheduled for termination on or after \_\_\_\_\_.  
This action has been taken for the following reason(s):

(Include reasons and facts resulting  
in decision to terminate service.)

**In order to avoid termination, one of the following steps may be taken:**

- a. the current customer must pay its bill or enter into an arrangement to pay with the utility; or
- b. one or more tenants must apply for service in their own names becoming a new customer of the utility. The new customer will not be responsible for the delinquency incurred by the former customer.
- c. Although either of these steps will avoid termination, you are encouraged to seek legal advice and assistance regarding other rights that you may have.