

General

1. The extension of the distribution system to serve new customers is defined as including all of the additional facilities necessary to connect and serve such customers.
2. The investment in such additional facilities shall include all costs incident to the installation of mains, service laterals, service valves, pressure regulators and meters, and the acquisition of land easements or permits if such are required. If it is found to be advisable for the company to install facilities in excess of the minimum facilities required for the new customer applying for service, the added cost of those excess facilities will not be used in estimating the cost of the extension.
3. The company shall not be required to start construction of the new facilities prior to the time the premises to be served have been piped and equipped to use gas service or prior to the time the customers have entered into contracts for the installation of such piping and equipment.
4. The company's obligation to construct the extension including the service lateral is contingent upon its ability to secure any necessary permission from legally authorized governing bodies and its ability to secure any easements or permits from property owners or leases which are required by the company for the proper installation and maintenance of the main extension and service lateral.
5. Service replacements which are required because of deterioration or obsolescence will be made by the company at no charge to the customer.
6. All mains and all service piping from the company's main to and including the meter shall belong to the company and be subject to removal only by the company regardless of whether any charges were made to the customer.
7. Changes in the size or demand of a customer's equipment may seriously affect the quality of the customer's service. Proposed equipment changes must be reviewed with the company prior to the installation of such equipment.
8. Distribution service may be refused to any applicant when, in the opinion of the company, the company's existing distribution system is not of sufficient capacity to carry the additional load. However, if the applicant agrees to pay the company for all costs deemed necessary to serve the additional load, including but not limited to pipe size increases, pressure increases, station modifications, or any other costs, the company shall take the necessary steps to accommodate the load addition.
9. The company shall not be required to extend or reinforce its established distribution system for the purpose of furnishing interruptible service to any applicant unless, in the company's sole judgment, the cost to the company of making such installation is justified by the character and permanence of the applicant's load.

General (Continued)

10. It is understood that the Public Service Commission of Wisconsin (PSCW) may from time to time order a waiver of a closed category as outlined on Schedule X-250, Gas Supply Curtailment Plan Categories, and as a condition of ordering gas service to be rendered, may order the company to extend gas distribution facilities under terms not in conformity with the company's rules governing service extensions.
11. Where the customer requests a change or relocation of the installed gas facilities of the company (main, service lines, meters, regulators, etc...), or where such change in the sole judgment of the company, is required due to construction, reconstruction, alteration, or demolition on the customer's premises, the full cost of the change in gas facilities will be paid by the customer In advance of the work being performed, based on a price quote provided by the company. That price quote will be valid for up to 90 calendar days, and only subject to change based on modifications in scope of the work to be performed.
12. A customer taking temporary gas service shall pay the rates applicable to the class of service rendered, and shall be subject to these Rules and Regulations. The customer shall pay in advance the cost of the installation and removal of all facilities, including the meter, required to furnish the desired service, less the salvage value of such facilities.
13. After distribution facilities have been extended (mains, service lines, meters, regulators, etc.) pursuant to tariff Schedules X-310 to X-315, any addition to or further extension of such facilities shall be deemed a new, stand alone, extension of distribution facilities.
14. The customer shall furnish and install, or arrange for the company to install, all gas piping beyond the meter outlet and all gas utilization equipment at their expense. Such gas piping and equipment shall be installed and maintained at all times in accordance with requirements set forth by properly constituted authority. The Company assumes no responsibility in connection with the installation, maintenance or operation of gas piping and equipment beyond the meter outlet.
15. Any customer, contractor or third-party shall be responsible and liable to reimburse the company for all costs incurred by the company for all damages caused by them or their permittees, including compensation for gas escaped but not recorded upon a meter.
16. The customer, his contractor or his permittee, is responsible for marking all private underground facilities. As such, the Company shall not be liable to any party for any failures of or damages to any private underground facilities that are not timely and properly marked.

Company Equipment on Premises Being Served

1. The company shall have the right to install its own equipment and materials upon the customer's premises, such as service lines, meters, regulators, and other facilities as may be necessary to furnish service. The customer shall provide without expense to the company, convenient and ample space for the installation of necessary equipment and materials of the company. All such facilities shall, unless otherwise expressly provided, be and remain the property of the company, and the customer shall exercise reasonable care to protect such property from loss or damage.
2. The company shall at all reasonable times have access to the customer's premises for the purpose of installing, testing, examining and inspecting, repairing, and removing its facilities.
3. The customer shall be responsible and liable to reimburse the company for all damage to the company's equipment and for all loss resulting from interference or tampering therewith, caused by the customer or his permittees, including compensation for gas consumed and not recorded upon the meter.
4. Upon the discovery of any such damage or interference, the company shall have the right to terminate service without notice. The service shall be restored upon: 1) the customer's demand; 2) payment by the customer of a disconnection and reconnection charge (see Schedule X-235, Other Charges) plus the cost of making the installation tamper-proof; and 3) paying or securing the reasonable cost of the investigation, the cost of the repair of damage to the company's property, and the amount due the company for all services used, as determined by the company at its sole discretion, including for that amount of gas not recorded on the meter as the result of tampering or damage.
5. In the event any tamper-proof installation so installed shall be subject to further damage or interference by the customer or customer's permittees, the company shall have the right to terminate service without notice.
6. The company reserves the right to modify, change, or exchange its facilities on the customer's premises, provided that, where any such modification, change, or exchange is made for the company's convenience, the company will bear the expense thereof, including the expense of change required in the customer's building piping.

Service Lines

1. Service lines will be furnished and laid by the company in accordance with general rules governing service laterals as described on Schedule X-305, General, and shall remain the property of, and be subject to the control of the company. Connections will be made upon customer's application to the company and upon approval by governmental authority to open the street or highway for laying the necessary service lines.
2. Service lines shall be run on the most practical and unobstructed route from the main to a location satisfactory to the company.
3. In the case of enlargement of a service line made necessary by an increased customer load, this change will be made on the same terms as those for new services. Changes in the size and demand of customer's installation may seriously affect the service and should be reported in ample time to permit the company to provide the proper size of service line and meter. If a customer's service line is undersized due to inaccurate, or incomplete estimated usage information provided by the customer, or a failure of the customer to notify the company of the increased load, a replacement service line shall be provided by the company at the customer's expense.
4. When the customer is not the owner of the premises or of the intervening property between such premises and the company's main, the customer shall assist the company as necessary in obtaining consent or easements for the installations and maintenance on the premises or on such intervening property of all gas piping and any other gas equipment required for the supplying of gas to the customer.
5. In new or undeveloped areas, the company may refuse to install the service line until all other utilities (sewer, water, electric cable, telephone, etc.) have been installed.

Meters

1. The company will furnish, install, and maintain metering facilities at on the customer's premises. Meter locations must be freely accessible before and after installation.
2. Ample and suitable space for all meters shall be provided by the customer, and they should be located where they may be easily installed, read and inspected. The metering facilities must be protected from mechanical injury and such protection shall be furnished by the customer. Meter locations must be freely accessible before and after installation.
3. Meter set protection will be installed at the customer's expense when the customer selects a meter location that results in meter set protection that otherwise would not be required by code. The company shall bear the costs of meter set protection when the company chooses on its own to install such protection.
4. Where the customer requests a change or relocation of the installed metering facilities of the company, or where such change in the sole judgment of the company, is required due to construction, reconstruction, alteration, or demolition on the customer's premises, the full cost of the change in metering facilities will be paid by the customer In advance of the work being performed based on a price quote provided by the company. That price quote will be valid for up to 90 calendar days, and only subject to change based on modifications in scope of the work to be performed.
5. The final meter location must be acceptable to the company. The company reserves the right to modify the customer's meter location for safety and/or code compliance reasons.

Customer Piping

1. The customer shall provide and install all building piping and equipment required to receive, transmit, and utilize in a safe and proper manner the service supplied by the company. The company shall have the right to refuse service if the customer's equipment adversely affects the company's service and the accuracy of measuring the quantity of gas supplied. The company has no control over customer's piping and cannot be responsible for imperfections nor for damages arising from such imperfections. Customers should require all contractors to furnish guarantees that piping is adequate in size and safe.
2. Where a number of meters are set in a row, as in apartment houses, pipes must plainly and clearly indicate the apartments being served. The company will use reasonable care in installing meters and turning on the service, but it is not responsible for incorrect pipe markings or for open or leaky pipes in the apartments. Where openings are not in conformity with these rules, the company may refuse to give service until piping has been properly arranged without expense to the company.
3. The party requesting a meter interchange investigation shall pay the cost associated with it, unless a meter interchange is found.
4. The company shall provide survey and inspection services for a fee to a Small Natural Gas System Operator, under the terms and conditions (which will be determined in the company's sole judgment) of a written agreement satisfactory to the company and the customer. Services to be provided may include written records relative to tests performed and inspections requested by the customer to meet applicable laws, codes and regulations to the customer-owned natural gas distribution system.