

RULE NO. 3

APPLICATION FOR SERVICE

A. APPLICATION FOR SERVICE

The Utility shall require each applicant for service to provide such information as stated in the content listing and also establish credit as provided for in Rule No. 12.

An applicant may apply for residential service from the Utility by mail, by telephone, or on-line; however, if the applicant is applying for service for the first time, or has not received service from the Utility during the preceding 2 years, such applicant may be required to apply for service in person.

1. Content. Such application may include the following information:

- a. Name of applicant.
- b. Date and place of application.
- c. Location of premises to be served.
- d. Date applicant will be ready for service.
- e. Whether the premises have been heretofore supplied with gas.
- f. Purposes for which service is to be used.
- g. Address to which bills are to be mailed or delivered.
- h. Whether applicant is owner or tenant of, or agent for, the premises.
- i. Rate schedule to be applied where optional rates are in effect.
- j. Occupation and place of employment of applicant.
- k. Telephone number.
- l. Third person identification, address and telephone number.
- m. Whether customer or other permanent resident is elderly or disabled.
- n. Such additional information as the Utility may reasonably require.

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Executive Vice President

RULE NO. 3

APPLICATION FOR SERVICE
(Continued)

A. APPLICATION FOR SERVICE (Continued)

2. Purpose. The application is a request for service and does not bind the applicant to take service for a period of time longer than that upon which the rates and minimum charge of the applicable rate schedule is based; neither does it bind the Utility to serve except under reasonable conditions and in accordance with the applicable rules.

In the absence of a signed application or contract for service, the supplying of gas service by the Utility and acceptance thereof by the customer shall be deemed to constitute a service agreement by and between the Utility and the customer for delivery, acceptance of and payment for gas service and subject to the Utility's applicable Rates and Rules and Regulations.

3. Third Person Notification. At the time of application for service, the Utility shall give written notice to each residential applicant who is elderly or disabled that a third person may be designated by the applicant to receive notification of a pending termination of service.

If an applicant or customer lists a third person whom they wish notified in the event that their service is scheduled for termination in accordance with Rule No. 6, such third person's name, address and telephone number shall be noted on the application for service.

The Utility shall make a diligent effort to notify the third person of any pending termination, but the Utility does not incur liability for failure to notify the third person. The third person is not responsible for payment of the bill.

As used in this section, "third person" includes any guarantor of the customer making the designation and any other person or public agency, other than the customer or the Utility.

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Senior Vice President

RULE NO. 3

APPLICATION FOR SERVICE
(Continued)

B. INDIVIDUAL LIABILITY FOR JOINT SERVICE

Two or more persons who join in one application for service shall be jointly and severally liable for proper use of the service and for payment of bills and shall be billed by means of single periodic bills to one person, as they may designate.

C. CHANGE IN CUSTOMER'S EQUIPMENT OR OPERATIONS

In the event that a customer shall make any substantial change either in the amount or character of the gas appliances or apparatus installed upon the customer's premises, the customer shall promptly notify the Utility of such change.

D. CONNECTION OF SERVICE

The Utility will endeavor to connect gas service as soon as possible after an application for service has been received.

E. SERVICE ESTABLISHMENT OR REESTABLISHMENT CHARGE

1. In order to partially cover the operating and clerical costs, the Utility shall collect a service charge whenever service is established or reestablished as set forth and referred to as "Service Establishment Charge" in the currently-effective Statement of Rates, Sheet No. 20 of this Nevada Gas Tariff. This charge will be applicable for establishing a new account or reestablishing service after having been ordered disconnected by the customer or terminated for nonpayment of bills or for failure otherwise to comply with filed rules or tariff schedules.

The service charge referenced above is not applicable to a customer whose service has been restored after having been disconnected as a result of its election to bypass the Utility's distribution system and became its own gas supplier.

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E. SERVICE ESTABLISHMENT OR REESTABLISHMENT CHARGE *(Continued)*

2. When service is performed during a period when Utility scheduling will next permit, a service charge for "normal service" will be applicable. As used herein, "normal service" is the service that is provided at a time that the Utility can schedule such service during the normal course of its workday.
3. Where Utility scheduling will not permit service required by the customer during normal working hours, the customer may elect to pay a service charge for "Expedited Service." There may be instances where Utility scheduling will not permit "Expedited Service." However, in the event Utility scheduling is available, in no case will "Expedited Service" take longer than 24 hours from the time requested.

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