

**KENTUCKY FRONTIER GAS, LLC**

**RATES,**

**RULES**

**AND**

**REGULATIONS**

**for**

**FARM TAP CUSTOMERS**

**CANCELLED**  
**JUN 21 2013**  
KENTUCKY PUBLIC  
SERVICE COMMISSION

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**ISSUED BY**                Robert Oxford, Member-Manager



Issued by Authority of an Order of the  
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Kentucky Frontier Gas, LLC has consolidated the operations of several farm tap suppliers in Kentucky. This tariff details the conditions of service for all Farm Tap customers served by Kentucky Frontier Gas operations.

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**FARM TAP SERVICE**

**I. FARM TAP SERVICE**

A. Farm Tap Service is the furnishing of natural gas to Residential and Commercial customers not from a typical distribution system operated at 60 psig or lower, but from a direct connection to a high-pressure transmission or gathering pipeline operated by Company or others. In addition to the Rules & Regulations which apply to all customers, these rules and regulations apply specifically to Farm Tap customers:

1) Residential and Commercial Service is the furnishing of natural gas for the exclusive use of the individual customer for domestic or commercial purposes: cooking, water heating, space heating, heat applications, and miscellaneous purposes in a private home, adjacent buildings and commercial establishments.

2) All service connections to a high-pressure pipeline shall be subject to the special requirements, consent and approval of the Owner of the pipeline, and of the Company if not the pipeline Owner.

3) Prior to initiating service, an application and service agreement specific to the owner of the pipeline shall be executed by Customer and approved by owner and Company. Customer shall pay Farm Tap Fee and deposit as required. The Company shall provide service to gathering line customers pursuant to 807 KAR 5:026. Customers requesting service from a gathering line shall complete a form provided by the Company - "Application for Service on Gathering System", which shall include a written easement for Company use of and access to the property. Prospective gathering line customers shall be advised (1) of the possibility of service interruptions due to the unprocessed nature of the gas, and (2) that upon the discontinuance of the gathering of gas through the gathering line or low flowing pressures resulting from the depletion of the wells feeding that gathering line or other reasons affecting pressure and volumes of gas, service is subject to interruption or discontinuation.

4) The pipeline Owner shall make the tap on the pipeline. The service connection or tap shall be installed on the customer's premises at or as near the transmission line as is practicable.

5) The Company will install regulators, meter, equipment and connections as necessary to provide service to Customer, which equipment shall be installed on

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**FARM TAP SERVICE**

Customer's premises at or as near the pipeline as is practical. Customer shall provide suitable meter location at no cost to Company or pipeline Owner, who each shall have the right of ingress, egress and regress to and from this location at any time without charges from Customer. An easement for the facilities and access by the company shall be provided by the property owner.

6) Customer shall install and maintain any service line and facilities extending from the outlet of the meter at his expense.

7) Customer shall promptly notify Company of any leaks in the pipeline or tap facility.

8) If the farm tap Customer's gas rate schedule is not otherwise governed by an existing producer or right-of-way contract, then the Customer shall pay the rates in this tariff applicable to service off the pipeline supplying gas.

9) The customer shall notify the Company promptly of any leaks in the transmission line or equipment, also, of any hazards or damages to same.

10) The following sections of 807 KAR 5:022 shall not apply to natural gas service to the Company's customers being served pursuant to KRS 278.485 or other retail customers being provided natural gas service directly from transmission or gathering lines:

- Section 9, subsections (16) and (17);
- Section 13, subsections (14), (15) and (16);
- Section 14, subsection (22);
- Section 15; and Section 16.

11) The Company shall make all reasonable efforts to prevent interruptions of service and if interruptions occur shall endeavor to reestablish service with the shortest possible delay consistent with the safety of its consumers and the general public. Planned interruptions shall always be preceded by adequate notice to all affected customers.

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**RATES & CHARGES**

**II. RATES AND CHARGES**

**A. APPLICABILITY**

For Residential and Commercial customers in all counties served by farm taps along pipelines formerly operated by Alert Oil & Gas Company, Inc., Hueysville Gas, KLC Enterprises, Quality Natural Gas, Interstate Natural Gas or NYTIS and any other gathering pipeline and whose rate schedule is not otherwise governed by a producer contract.

**B. MONTHLY CHARGES & COMMODITY RATES**

	<u>Base Rate</u>	<u>GCRR Gas Cost</u>	<u>Total</u>
<b>Residential &amp; Commercial Farm Taps</b>			
Monthly Customer Charge			\$10.00 per month
All MCF	\$4.00	\$3.60	\$ 7.60 per MCF

**C. OTHER CHARGES**

All special charges applicable to general rate customers shall apply to farm tap customers

Turn on fee	\$100.00 to initiate service at a location for seasonal/temporary turn on.
Turn On fee	\$100.00 to initiate service at a location for seasonal/temporary turn on.
Reconnection Fee	\$100.00 to restore service within 12 months of disconnection/termination for non-payment;
Relocate Meter	\$35.00, plus costs – move meter at customer request.
Transfer Service Fee	\$30.00 to change tenants (change to new customer).
Returned Check Charge	\$30.00 for a check returned for insufficient funds, plus any fees assessed by the bank.
Late Payment Charge	12% of the current monthly charges.

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**RATES & CHARGES**

Service (Trip) Charge	\$100.00 for any special trip made to collect delinquent bills/terminate service.
Farm Tap Fee	\$200 to initiate a farm tap off a high-pressure pipeline.
Special Meter Reading Chg	\$100.00 for reread
Meter Test fee	\$35.00/hr. plus costs
AMR surcharge	\$1.00 per customer per month

**D. DEPOSITS**

Residential or Commercial Farm Tap Customer A deposit equal to two-twelfths of the estimated annual bill is required of all new customers that do not have an acceptable credit rating. The deposit shall be refunded after the first 12 months of service if the customer has no more than two late payments within that period.

Seasonal Customer Any customer requesting seasonal service, that is service for only a portion of a calendar year, shall be charged a deposit equal to one-half of the estimated annual bill of a similar full time residential or commercial customer.

Interest will accrue on all deposits at the rate prescribed by law beginning on the date of the deposit. Interest accrued will be refunded to the customer or credited to the customer's bill on an annual basis. If interest is paid or credited to the customer's bill prior to twelve (12) months from the date of deposit or the last interest payment date, the payment or credit shall be on a prorated basis.

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**RULES & REGULATIONS**

**III. RULES AND REGULATIONS**

**A. GENERAL STATEMENT**

Kentucky Frontier Gas, LLC has consolidated the operations of several farm tap suppliers in Kentucky. This tariff details the conditions of service for all farm tap customers served by Kentucky Frontier Gas operations.

The following Rules and Regulations are filed with the Public Service Commission of Kentucky, referred to as "PSC" or "Commission", as part of the natural gas tariff of the gas utility operations of Kentucky Frontier Gas, LLC, hereinafter "Company" or "the utility". These Rules and Regulations set forth the terms and conditions under which natural gas service is supplied and govern all classes of service in all systems and territories served by the utility. Service furnished by the Company is also subject to the Rules of the PSC. Copies of this tariff are available for any Customer's inspection at the offices of the Company. They are subject to termination, change, or modification, in whole or in part, at any time. Any waiver at any time of the Company's rights or privileges under these Rules & Regulations will not be deemed a waiver as to any later breach of these rules.

- 1) **COMMISSION'S RULES & REGULATIONS** All gas service rendered by the Company shall be in accordance with the Administrative Regulations by which gas utilities are governed by the Public Service Commission of Kentucky and all amendments thereto and modifications thereof which may be made by the Commission.
- 2) **COMPANY'S RULES & REGULATIONS** In addition to the Rules & Regulations prescribed by the Public Service Commission, all gas service rendered shall also be in accordance with the Rules and Regulations adopted by the Company.
- 3) **REFUSAL OF SERVICE** The Company reserves the right to refuse or to defer full service to an applicant where the existing mains are inadequate to serve the applicant's requirements without adversely affecting the service to customers already connected and being served.

**B. APPLICATION FOR GAS SERVICE**

Application for natural gas service may be made at the office of the Company. The Company may refuse service to any Customer who fails to comply with these Rules & Regulations. The

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Company will not furnish service to any applicant who owes the Company any past due amount for service at any location, until all such indebtedness is paid in full.

The Company may require any applicant to sign a Service Contract before service is supplied. The use of natural gas service constitutes an agreement under which the Customer receives natural gas service, agrees to pay the Company therefore in accordance with the applicable Tariff rate schedule, and agrees to comply with the Rules and Regulations of the utility. The benefits and obligations of the agreement for service may not be assigned without written consent of the Company. A separate agreement will be made for each class of service at each separate location.

A Customer is defined as any individual, enterprise or legal entity classified as either a Residential or Commercial purchasing natural gas from the Company at each point of delivery, under each rate classification, contract or schedule.

**C. TEMPORARY OR INTERMITTENT SERVICE**

If service to Customer is to be temporary or intermittent in usage, service will be supplied in accordance with the applicable rate schedule. Service to mobile homes and trailers may be considered by the Company as temporary. All costs of main or service construction will be paid in advance by the Customer. If service is provided for more than 24 months the Company will refund any construction costs in excess of those allowed under the Service Extension Policy.

**D. DEPOSITS**

The Company requires each Customer to make a minimum cash deposit to initiate or re-establish gas service, or if there is a substantial increase in usage. Such deposit is not an advance payment or partial payment of any bill for service, but is security for payment of bills for service to be applied against unpaid bills only in event service is discontinued.

Interest on such deposits will be calculated at a rate prescribed by the PSC for the period elapsed from date of deposit to date refunded, provided that such period is not less than six months, and provided further that such deposits will not draw interest after the date on which Company notifies Customer that deposit will be refunded or after service is discontinued. Interest will be paid upon refund of deposit.

Deposits shall be refunded after a one year period if the Customer has had no delinquency resulting in the issuance of a written Notification of Discontinuance of Service or no more than two late payments within any calendar year.

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Deposits will be refunded when service is discontinued, or at the end of the one year deposit holding period, upon proof that person claiming deposit is legally entitled to same. On discontinuance of service, the Company reserves the right to apply the Customer's deposit and any interest accrued thereon against unpaid bills for service, and only the remaining balance of the deposit, if any, will be refunded.

In cases where the Applicant for new service is in default of payment of bills for any service previously rendered to Applicant, a settlement of the old account, or arrangement satisfactory to the Company for its settlement, will be required before the new service is rendered.

The Company may waive the deposit upon a Customer's showing of satisfactory credit and payment histories with Company and others, established income or local property ownership and no recent bankruptcy, or a suitable co-signor.

**E. MONTHLY BILLS**

Bills for service will be rendered monthly. The term "month" for billing purposes means the period between any two consecutive regular readings by the Company of the meters at the Customer's premises, such readings to be taken as nearly as may be practicable every thirty days. The timing of the meter cycle is selected by the Company.

If an initial or final bill is for a period less than the monthly billing period described above, the billing will include the monthly minimum charge plus actual gas usage from the prior meter reading.

If the Company is unable to read a meter after reasonable effort, the Customer will be billed on an estimated usage based on the best available information. When Company for any reason submits a bill to a Customer for utility service which contains an estimated reading or a no-charge, Company will include on such bill a notice informing Customer that the bill contains an estimate or no-charge.

All bills for service, including any excise tax, sales tax, franchise fee or the like imposed by governmental authority, are due and payable at the office of the Company, or to an authorized agent of the Company, not later than the due date shown on the bill. All bills are due upon presentation.

The bill will be considered as received by the Customer when mailed to, or left at, the location where service is used or at some other location that has been mutually agreed upon. If the Customer fails to receive a bill, the Company, upon request, will issue a duplicate. However,

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failure to receive a bill in no way exempts the Customer from payment, before delinquent date, for service rendered.

Customer usage is monitored during the billing process and any significant deviation from normal usage pattern will be assessed. Company will re-read or test meters and review billing calculations as part of its investigation. Company will inform Customer if any significant billing adjustment is needed.

If a Customer gives notice at the Company's office prior to the time that payment is due that the correctness of the bill is disputed, stating reasons, the Company will investigate the complaint. However, such notice disputing correctness of a bill shall not be sufficient reason for withholding payment. If the bill is found to be incorrect, the Company will refund the amount of overpayment or credit the amount of overpayment to the next bill rendered.

**F. BUDGET BILLING PLAN**

Customers may elect at their option to pay monthly bills for service on a Budget Billing Plan. This option is available to Residential customers at the option of the Company, which customers have a suitable 12-month payment history and all accounts are paid in full. Customer shall make an application and sign a payment agreement for Budget Billing, acknowledging average usage and the calculated monthly payment.

The monthly amount to be paid under Budget Billing is calculated from the past twelve months' gas usage at the current gas rates rate, divided by 11 and rounded to the nearest dollar. Said monthly payment shall be made for eleven successive months beginning with the July billing month. The twelfth month's payment is a settlement amount equal to the difference between the total of the prior eleven months' payments and the actual billings for the twelve month period.

If the settlement amount is a credit balance the Company will issue a check to the Customer in the amount of the credit balance, or the Customer may elect to have the credit applied to future billings. If the settlement amount is a debit balance owed by the Customer, the total balance will be due and payable on the due date shown on the bill for the settlement month, except that in the event the debit balance exceeds \$100, the Customer may elect to pay the debit over a two month period with at least one half of the total debit balance payable in the settlement month. The Customer may continue on the Budget Billing Plan for succeeding years, in which case the settlement month for each year will occur in twelve month cycles starting with the beginning month.

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If a Customer electing Budget Billing Plan fails to pay the budget billing obligation in any month, normal collection procedures shall be applicable for the outstanding budget billing amount. Upon termination of service of a Customer on the Budget Billing Plan, the entire balance amount of the account for actual usage shall be due and payable by Customer to Company if a debit balance exists or shall be refunded by Company to Customer if a credit balance exists.

The monthly budget billing amount will be adjusted for changes in the Company's base rates and for unusual changes in Purchased Gas Cost Adjustment due to major purchase gas cost changes from the Company's gas suppliers. No adjustment in monthly budget billing amounts will be made for normal Gas Cost Adjustment changes. Changes in Gas Cost Adjustment levels shall be considered unusual when such changes would result in a 10% or more increase or decrease in Customer's anticipated annual billing for gas service.

**G. PARTIAL PAYMENT PLAN**

Qualifying customers may enter into a partial payment plan in accordance with 807 KAR 5:006(13)(2).

**H. WINTER HARDSHIP RECONNECTION**

Qualifying customers may have service reconnected pursuant to 807 KAR 5:006 (14) and (15) if conditions of the regulation are met.

**I. MEASUREMENT OF GAS SERVICE**

All deliveries of gas through Company facilities shall be metered.

The Company will install, own and maintain suitable metering equipment necessary for measuring the natural gas supplied. The Point of Delivery to the Customer is the outlet of the Company's meter.

Each class of natural gas service supplied will be metered and billed separately. All service to a Customer under one applicable rate schedule will be measured by a single meter installation and meter readings of one meter installation shall not be combined with meter readings of another meter installation for billing purposes, unless specifically allowed under the applicable tariff. Adjoining properties may be combined on a single meter installation at the Customer's expense.

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and served as a single Customer where such properties are controlled, occupied, and used for commercial purposes by a single enterprise engaged in the pursuit of a single business.

Service to the same Customer at different premises will be considered as service to separate Customers.

Customer shall not bypass, adjust, alter or tamper with Company meters or regulators for any reason, such actions being cause for immediate discontinuance of service. Customer shall not construct any addition or structure over utility-owned mains, service lines, or meters, and shall not enclose exposed portion of gas service facilities with any unventilated enclosure. Customer shall immediately notify Company of any leak or defect observed in Company's facilities.

**J. DISCONTINUANCE OF SERVICE AT CUSTOMER'S REQUEST**

A Customer wishing to discontinue or transfer service should give at least three days' notice to Company to that effect, unless otherwise specified in the rate or contract applicable, in order to allow time for final meter reading and disconnection of service. Where such notice is not received by the Company, the Customer will be liable for service until final reading of the meter. Notice to discontinue service will not relieve a Customer from any minimum or guaranteed payment under any contract or applicable rate.

**K. DISCONTINUANCE OF SERVICE BY COMPANY**

Company may discontinue service upon not less than seven days' written notice to Customer and to any Customer designated third party, of Company's intention to discontinue service:

- 1) If Customer fails to pay, or make arrangements for payment of, bills for service rendered as provided in these rules.
- 2) If Customer fails to comply with Company's Rules and Regulations after due notice of such failure is given by Company and reasonable time is allowed for compliance.
- 3) If Customer's use of service is detrimental to the natural gas service being furnished by Company to other Customers in the immediate vicinity or supplied from the same distribution system.

If discontinuance is for nonpayment of bills, the customer shall be given at least 10 days written notice, separate from the original bill, and cut-off shall be effected not less than twenty seven (27) days after the mailing date of the original bill, unless, prior to discontinuance, a residential

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customer presents to the utility a written certificate, signed by a physician, registered nurse, or public health officer, that such discontinuance will aggravate an existing illness or infirmity on the affected premises, in which case discontinuance may be effected not less than thirty (30) days from the date the utility notifies the customer, in writing, of state and federal programs which may be available to aid in payment of bills and the office to contact for such possible assistance.

Discontinuance of service under (1) will not occur if: Customer makes full payment of outstanding bill, such payment to be made by cash or bona fide check to a Company representative or field employee unless Customer has twice previously tendered payment with check which was returned to the Company by the banking institution unpaid, and the second such check was returned within the most recent twelve month period, in which cases payment by cash or certified check is required to avoid termination.

Discontinuance of service shall only occur between 8:00 am and 4:00 pm, Monday through Thursday. Service may not be terminated on the day prior to, or the day of, a legal holiday.

Company may discontinue service at any time without notice:


- 1) If a condition or installation of any part of the Customers' gas piping or any appliance is found to be dangerous to life, health, or safety of any person. Company does not assume responsibility for, and will not be held liable for, ascertaining such condition.
- 2) Upon the receipt of a lawful request or order of the properly constituted authority applicable to Customer's gas service.
- 3) If service is found to have been restored by someone other than Company and the original cause for the discontinuance has not been cured. The Company does not assume responsibility and will not be held responsible for ascertaining such condition.
- 4) If Company metering and regulating equipment has been bypassed, adjusted, altered or tampered with.

**L. RESTORATION OF SERVICE**

Service which has been terminated due to failure to pay or make arrangements for payment of bills for service rendered will be restored if Customer pays all applicable collection and/or reconnection charges as stated in Charges for Rendering Service.

Where service has been discontinued as set forth in these rules, Company shall restore such service within 24 hours after elimination by Customer of the cause for discontinuance, unless extenuating circumstances prevent restoration. Extenuating circumstances includes, but is not

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limited to, the requirement that the Customer or a responsible individual designated by the Customer be at the premises at the time of restoration of service.

**M. CONNECTION & RECONNECTION FEE**

The Company shall charge the Customer a Connection or Reconnection Fee as set forth herein for the following services:

- 1) Initial Connection of gas service to a Customer;
- 2) Reconnection of gas service to a Customer who has requested discontinuance of service at the same premises within the past twelve months; and
- 3) Reconnection of gas service to a Customer whose service has been discontinued by the Company for any reason stated herein within the past twelve months.

**N. METER TRANSFER FEE**

The Company shall charge a Meter Transfer Fee as set forth herein:

- 1) For transfer of service at the same premises from one tenant to another, when the gas service is not otherwise changed or interrupted. Such Fee will be charged to the new Customer.
- 2) For transfer of service to a Customer from one premises to another.

**O. RETURNED CHECK CHARGE**

The Company shall charge a Returned Check Charge as set forth herein for each check that is returned to the Company as uncollectable by its bank, up to the maximum amount allowed under the statutes of the Commonwealth of Kentucky and any charges assessed by the bank.

**P. LATE PAYMENT CHARGE**

The Company shall charge a Late Payment Charge on all bills not paid within 15 days of the billing date. Penalties are assessed only once on a past due amount.

**Q. DIVERSION OF NATURAL GAS**

The existence of natural gas consuming devices installed ahead of the meter or any tampering or interfering with pipes, regulators or equipment connected to Company's distribution system or

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the damage to, alteration, or obstruction of any meter (including the breaking of meter seals and increasing regulator pressure) which will permit or make possible the use of natural gas without its proper registration on Company's meter shall constitute prima facie evidence of diversion of natural gas by the Customer in whose name service is being rendered, or by the person benefiting from the use of such diverted natural gas. In the event that a Company check meter registers more natural gas in the same interval of time than does the meter installed at Customer's premises after such meters have been tested and found to be registering within the limits of accuracy prescribed by the PSC, such fact shall also constitute prima facie evidence of diversion of natural gas.

In such instances, Company will, in any reasonable manner, compute the amount of diverted natural gas and shall have the right to enter Customer's premises and make an actual count of all natural gas consuming devices to aid in such computation. Where Company is unable to make such count, the computation will be based on any other available information, or estimated. Such computation will be made for the period beginning with the date on which Customer began using natural gas at the location where the diversion occurred, unless evidence proves the diversion commenced a later date, and ending with the date on which said diversion ceases. Bills for natural gas diverted, based upon the aforesaid computation, under the applicable rate effective during the period of diversion, plus the cost of investigating and confirming such diversion and disconnecting service, shall be due and payable upon presentation.

If service has been discontinued for diversion of natural gas, Company will not render service to Customer, or to any other person for Customer's use, at the same or any other location until:


- 1) Customer has paid all bills as set forth preceding, and
- 2) Customer has paid to Company or others the installation cost of such entrance and service equipment as is necessary to prevent further diversion of natural gas.

The foregoing rules pertaining to diversion of natural gas are not in any way intended to affect or modify any action or prosecution under the statutes of the Commonwealth of Kentucky.

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**R. EASEMENTS**

Receipt of natural gas service by Customer shall be construed as an agreement with the property owner, granting to Company an easement for gas mains, services, meters, and other equipment of Company necessary to render service to Customer. If requested by Company and before or after service is connected, Customer will execute Company's standard form of right-of-way agreement, granting to Company, at no expense therefore, satisfactory easements for suitable location of Company's mains, services, meters and metering equipment, and other appurtenances

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on or across lands owned or controlled by Customer, and will furnish space and shelter satisfactory to Company for all apparatus of Company located on Customer's premises. In the event that Customer shall divide premises by sale in such manner that one parcel shall be isolated from streets where Company's gas mains are accessible, Customer shall grant or reserve an easement for gas service over parcel having access to gas mains for the benefit of the isolated parcel.

**S. ACCESS FOR COMPANY'S EMPLOYEES AND AGENTS**

Customer will provide access to its premises at all reasonable times for authorized employees and agents of the Company for any proper purpose incidental to the supplying of natural gas service.

**T. REALLOCATION OR RESALE OF NATURAL GAS**

Natural gas service supplied by the Company is for the exclusive use of the customer. The customer is expressly forbidden to re-allocate or resell gas for any purpose.

**U. CUSTOMER'S INSTALLATION**

The customer shall furnish, install and maintain at his expense the necessary customer's service line extending from the Company's service connection at the main or property line to the meter riser at the inlet side of the meter or place of utilization of the gas.

The installation of the customer's service line shall be made in accordance with the requirements of the PSC and the Company's specifications covering location, installation, kind and size of pipe, type of pipe coating and method of connecting the joints of pipe.

The Customer, before purchasing equipment or beginning construction of a proposed installation, shall confer with the Company to determine if the type of service, capacity, and pressure desired by Customer is available, to determine if extensions of, or additions to, Company's facilities will be required; and to secure definite location of the Company's meter and point of delivery. The Company must also be notified in advance before any additions to or alterations of existing installations which will materially affect the existing gas consumption.

If required, any Customer-installed buried line shall be at least 1-inch diameter pipe (only API-rated coated steel or PE) from the meter to all appliances, without reduction in size except it may

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be reduced at the entrance to the room to the same size as the appliance connection. A stopcock shall be installed at the building wall if applicable, and at each appliance.

All gas piping and other natural gas appliances and equipment on the Customer's side of the point of delivery will be furnished, installed and maintained at all times by the Customer in conformity with good practice, the requirements of any public body having jurisdiction or appropriate gas piping codes, and in accordance with the Company's Rules and Regulations. However, Company accepts no liability for injury or damage caused by defects in Customer's piping or equipment.

No equipment or apparatus will be connected to Company's gathering or distribution system, the operation of which may cause such an abnormal pressure variation in said system as to impair or endanger the natural gas service supplied to other customers on said system or to adversely affect operation of Company's metering or pressure regulating equipment. In the event that equipment having a high instantaneous demand such as a gas engine is to be connected, Customer shall provide adequate pulsation or surge tank, shut off valves and other protective devices as may be required by Company. Customer shall, in every case, confer with Company before any equipment or apparatus requiring extremely close regulation of pressure or quality of gas is connected to Company's distribution systems.

When the Company is required by order of proper authorities to move or alter its existing system, thereby necessitating a change in the location of the service line and the point of delivery, the Company will designate a new point of delivery to which the Customer, at its expense, will bring the customer-owned piping.

Service will be delivered to the Customer for each premise at one point of delivery to be designated by the Company. For the mutual protection of the Customer and the Company, only authorized employees of the Company are permitted to make connections between the Company's facilities and the Customer's gas service piping.

The Company reserves the right to require the Customer to reimburse the Company for any cost due to a change in meters or other apparatus or in their locations made at the request of the Customer. Meters and other Company equipment will be removed or relocated only by Company employees.

**V. PROTECTION OF SUB-SURFACE FACILITIES**

Customer shall consult Company regarding necessity of changing location of gas service before building any improvement, addition, or structure over the gas service pipe. Customer shall

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notify Company or the appropriate One-Call center before operating or permitting the operation of any power excavating or ditching equipment in the proximity of Company's underground gas service on Customer's premises.

**W. LIABILITY**

All mains, services, apparatus, instruments, meters, regulators, and materials supplied by Company at its expense or under its standard policies will be and remain the property of the Company. Company's property shall not be worked upon or interfered with by Customer or other unauthorized person.

The Customer shall be responsible for any damage to or loss of Company's property located on Customer's premises, caused by or arising out of the acts, omissions or negligence of Customer or others, or the misuse or unauthorized use of Company's property by Customer or others. The cost of making good such loss and/or repairing such damage shall be paid by the Customer. Customer shall be held responsible for injury to Company's employees if caused by Customer's act, omissions or negligence.

The Customer shall be responsible for any injury to persons or damage to property occasioned or caused by the acts, omissions or negligence of the Customer or any of its agents, employees, or licensees, in installing, maintaining, operating, or using any of the Customer's piping, equipment, machinery, or apparatus and for injury and damage caused by defects in same.

Company shall not be liable for injury to persons, damage to property, monetary loss, or loss of business caused by accidents, acts of God, fires, floods, strikes, wars, authority or orders of government, or any other causes and contingencies beyond its control.

**X. INDEMNITY TO COMPANY**

Customer shall hold the Company harmless and indemnify it against all claims and liability for injury to persons or damage to property when such damage or injury results from the facilities located on Customer's side of the point of delivery, unless caused by the negligence or wrongful acts of Company's agents or employees.

**Y. INSIDE GAS SERVICES RENDERED BY COMPANY**

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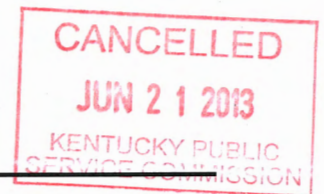
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The Company will not perform installation or maintenance services on customer facilities downstream of the meter. Some health and safety related services are provided by Company free of charge to its customers. Such services are limited to the following:

- 1) Response to gas leak complaints regardless of cause.
- 2) Response to fires regardless of cause.
- 3) Restore service when outage is caused by Company.
- 4) Bill investigation, meter and meter reading investigations, and routine maintenance of Company facilities.

**Z. COMPLAINTS**

The Company will investigate promptly all complaints made by its Customers and will keep a record of all written complaints which record will include: name and address of complainant, date, nature of complaint, and adjustment or disposition made. This record will be kept at least three years after the date of the complaint.



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A handwritten signature in black ink, appearing to read "Robert Oxford".

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**IV. STANDARDS OF SERVICE**

**A. METER ACCURACY**

The Company will exercise reasonable means to determine and maintain the general accuracy of all natural gas meters in use. All meters will be tested for accuracy of adjustment and registration before installation and will be tested periodically in accordance with the test schedule set forth by the Company. If inaccuracy is found such meters shall be adjusted to register within one per cent of accuracy when metering gas at twenty per cent (20%) of its rated capacity at one-half inch of water column differential pressure.

**B. ROUTINE METER TEST SCHEDULES**

The Company will routinely test its natural gas meters in accordance with the following schedule:

- 1) Diaphragm meters for Residential service (capacity smaller than 500 cfh) will be tested at least once every ten (10) years.
- 2) All larger meters (capacity 500 cfh or more) will be tested at least once every five (5) years.

Alternatively, the Company may use a statistical sampling method to test meters.

**C. OTHER METER TESTS**

The Company may test any of its meters at any time.

Upon written request of a Customer, the Company will test the accuracy of the service meter installed at Customer's premises. Any meter so tested will be considered accurate if the accuracy of the meter is within 2% plus or minus the calibrated test meter. There will be no charge to the Customer if the meter has not been tested within the past 12-month period, or if the meter proves to be inaccurate.

If any meter so tested is found to be more than 2% fast, the Company will adjust the natural gas used, as measured by such meter, by such percentage that the meter was found to be in error. The Company will re-bill the adjusted amount for a period of one-half the elapsed time since the last previous test, but not for more than six months. The Company will refund to Customer the difference between the amount paid by the Customer and the adjusted bills.

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If any meter so tested is found to be more than 2% slow, the Company will similarly adjust the natural gas used for one-half the untested period up to six months, and may collect from the Customer the difference between the amount paid by the Customer and the adjusted bills.

If any meter is found not to register any gas usage for any period, the Company may collect for the natural gas estimated to be used but not registered on the meter. Estimated use shall be calculated by averaging the amounts used under similar weather or operating conditions during the period immediately preceding or subsequent to the period of non-registration, or over a corresponding period in a previous year. The period of time for which collection for non-registered gas service may be made shall be limited only by the date on which the meter is determined to have become defective.

**D. BILLING**

The Company will exercise all reasonable means to assure accurate computation of all bills for natural gas service. If billing errors occur, Company shall refund to Customer the amount of any overcharge and shall have the right to collect from Customer the amount of any undercharge prior to the date of such billing error.

**E. DEFINITION OF A CUBIC FOOT OF GAS**

1) For purpose of testing natural gas, a standard cubic foot of gas shall be taken to be that amount of gas which occupies a volume of one cubic foot, dry, at a temperature of 60 degrees Fahrenheit and under an absolute pressure of 14.73 pounds per square inch.

2) For the purpose of volumetric measurement of gas to a Customer, a cubic foot of gas shall be taken to be the amount of gas which occupies a volume of 1 cubic foot under the conditions existing in such Customer's meter as and where installed. When gas is metered at a pressure in excess of 4 ounces above average local atmospheric pressure, a suitable correction factor shall be applied to provide for measurement of gas as if delivered and metered at a pressure of 4 ounces above average local atmospheric pressure.

**F. LOCAL FRANCHISE TAX**

There shall be added to the customer's bill as a separate item an amount equal to the proportionate part of any license, occupation, franchise or other similar fee or tax now or hereafter agreed to or imposed upon the Company by local taxing authorities, whether imposed

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by ordinance, franchise or otherwise, and which fee or tax is based upon a percentage of the gross receipts, net receipts, or revenues of the Company. Such amount shall be added exclusively to bills of customers receiving service within the territorial limits of the authority imposing the fee or tax. Where more than one such fee or tax is imposed, each of the charges or taxes applicable to each customer shall be added to the customer's bill as separately identified items.

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**V. FARM TAP GAS COST ADJUSTMENT**

Farm tap gas costs shall be adjusted pursuant to the method approved in Case No. 2011-00513.

**Gas Cost Adjustment Clause – Farm Tap**

The rates for farm tap service are based on the wholesale cost of gas to Kentucky Frontier Gas LLC as computed using rates of its wholesale supplier currently in effect. In the event there is an increase or decrease in wholesale gas cost, Kentucky Frontier shall file with this Commission the following information within 30 days:

1. A copy of the contract or wholesale supplier notification effecting the change in rate and a statement relative to the effective date of such proposed change.
2. A statement setting out gas sales for the most recent 12 months.
3. A statement setting out the details of gas purchased for the most recent 12 months showing billing from the supplier under the most recent rate and under the proposed supplier rate.

The difference between the amounts so determined shall be divided by Kentucky Frontier's sales for the most recent 12 months, provided Kentucky Frontier's line loss for the same 12 month period does not exceed five percent. If line loss exceeds five percent, the difference shall be divided by allowable sales calculated as (purchases x .95).

The unit charge or credit so determined, expressed in dollars per thousand cubic feet (Mcf), shall be the Gas Cost Adjustment and used for the establishment of a new base supplier gas cost rate.

In the event that the Company receives from its supplier a refund, bill adjustment, or credit of amount paid to such supplier in respect of a prior period, Kentucky Frontier will apply to the Commission within 30 days for authority to make adjustments to the rates charged to its farm tap customers under this provision as follows:

1. The "refundable amount" shall be the amount received by Kentucky Frontier as a refund. Such refundable amount shall be divided by the Mcf volume of gas that Kentucky Frontier estimates it will sell to its customers during the four-month period commencing with the first day of the month following receipt of the refunds, thus determining a "refund factor".
2. Upon Commission approval, Kentucky Frontier will reduce by the refund factor any Gas Cost Adjustment that would otherwise be applicable during such period.

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3. In the event of any large or unusual refunds, Kentucky Frontier may apply to the Commission for the right to depart from the refund procedure set forth herein.

Upon receipt of the required information, the Commission shall review the proposed increase, reduction, or refund and, within 30 days from receipt of the information required, issue its Order setting out the proper revised farm tap rates or otherwise acting to investigate or suspend the proposed rates.

**VI. AMR & METER UPGRADE PROGRAM**

Applicable to all customers receiving service under the Company's Rate Schedules.

All customers receiving service under Frontier's Rate Schedules, including farm tap customers, shall be assessed a monthly charge in addition to the Customer Charge component of their applicable rate schedule that will enable the Company to complete the Automated Meter Reading (AMR) and meter upgrade program.

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