



GREAT PLAINS NATURAL GAS CO.

A Division of Montana-Dakota Utilities Co.

State of North Dakota Gas Rate Schedule

NDPSC Volume 2
1st Revised Sheet No. 9
Canceling Original Sheet No. 9

GENERAL TERMS AND CONDITIONS Rate 100

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I. PURPOSE:

These rules are intended to define good practice which can normally be expected, but are not intended to exclude other accepted standards and practices not covered herein. They are intended to ensure adequate service to the public and protect the Company from unreasonable demands.

The Company undertakes to furnish service subject to the rules and regulations of the Public Service Commission of North Dakota and as supplemented by these general provisions, as now in effect or as may hereafter be lawfully established, and in accepting service from the Company, each customer agrees to comply with and be bound by said rules and regulations and the applicable rate schedules.

II. DEFINITIONS:

The following terms used in this tariff shall have the following meanings, unless otherwise indicated:

AGENT – The party authorized by the transportation service customer to act on that customer’s behalf.

APPLICANT – A customer requesting Company to provide service.

COMMISSION – Public Service Commission of the State of North Dakota.

COMPANY – Great Plains Natural Gas Co.

COMPANY’S OPERATING CONVENIENCE – The utilization, under certain circumstances, of facilities or practices not ordinarily employed which contribute to the overall efficiency of Company’s operations. This does not refer to the customer’s convenience nor to the use of facilities or adoption of practices required to comply with applicable laws, ordinances, rules or regulations or similar requirements of public authorities.

CURTAILMENT – A reduction of transportation or retail natural gas service deemed necessary by the Company. Also includes any reduction of transportation natural gas service deemed necessary by the pipeline.

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CUSTOMER – Any individual, partnership, corporation, firm, other organization or government agency supplied with service by Company at one location and at one point of delivery unless otherwise expressly provided in these rules or in a rate schedule.

DELIVERY POINT – The point at which customer assumes custody of the gas being transported. This point will normally be at the outlet of Company’s meter(s) located on customer’s premises.

EXCESS FLOW VALVE - Safety device designed to automatically stop or restrict the flow of gas if an underground pipe is broken or severed.

GAS DAY – Means a period of twenty-four consecutive hours, beginning and ending at 9:00 a.m. Central Clock Time.

INTERRUPTIBLE CUSTOMER – Any individual, partnership, corporation, firm, other organization or government agency that will cease the use of natural gas or transportation service when deemed necessary by Company.

INTERRUPTION – A cessation of transportation or retail natural gas service deemed necessary by Company.

NOMINATION – The daily volume of natural gas requested by customer for transportation and delivery to customer at the delivery point during a gas day.

PIPELINE – The transmission company(s) delivering natural gas into Company’s system.

RATE – Shall mean and include every compensation, charge, fare, toll, rental and classification, or any of them, demanded, observed, charged or collected by the Company for any service, product, or commodity, offered by the Company to the public, and any rules, regulations, practices or contracts affecting any such compensation, charge, fare, toll, rental or classification.

RECEIPT POINT – The intertie between Company and the interconnecting pipeline(s) at which point Company assumes custody of the gas being transported.

SHIPPER – The party with whom the Pipeline has entered into a service agreement for transportation services.

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III. CUSTOMER OBLIGATIONS:

1. **APPLICATION FOR SERVICE** – A customer desiring gas service must make application to the Company before commencing the use of the Company's service. The Company reserves the right to require a signed application or written contract for service to be furnished. All applications and contracts for service must be made in the legal name of the customer desiring the service. The Company may refuse a customer or terminate service to a customer who fails or refuses to furnish reasonable information requested by the Company for the establishment of a service account. Any customer who uses gas service in the absence of application or contract shall be subject to the Company's rates, rules and regulations and shall be responsible for payment of all service used.

Subject to rates, rules and regulations, the Company will continue to supply gas service until notified by customer to discontinue the service. The customer will be responsible for payment of all service furnished through the date of discontinuance.

2. **INPUT RATING** – All new customers whose consumption of gas for any purpose will exceed an input of 2,000,000 Btu per hour, metered at a single delivery point, shall consult with the Company and furnish details of estimated hourly input rates for all gas utilization equipment. Where system design capacity permits, such customers may be served on a firm basis. Where system design capacity is limited, and at Company's sole discretion, Company will serve all such new customers on an interruptible basis only. Architects, contractors, heating engineers and installers, and all others should consult with the Company before proceeding to design, erect or redesign such installations for the use of natural gas. This will ensure that such equipment will conform to the Company's ability to adequately serve such installations with gas.
3. **ACCESS TO CUSTOMER'S PREMISES** – Company representatives, when properly identified, shall have access to customer's premises 8 a.m. to 5 p.m. Monday – Friday unless an emergency situation requires access outside of these hours for the purpose of reading meters, making repairs, making inspections, removing the Company's property or for any other purpose incidental to the service.

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4. COMPANY PROPERTY – The customers shall exercise reasonable diligence in protecting the Company’s property on their premises, and shall be liable to the Company in case of loss or damage caused by their negligence or that of their employees.
5. INTERFERENCE WITH COMPANY PROPERTY – The customer shall not disconnect, change connections, make connections or otherwise interfere with Company’s meters or other property or permit same to be done by other than the Company’s authorized employees.
6. RELOCATED LINES – Where Company facilities are located on a public or private utility easement and there is a building encroachment(s) over gas facilities, the customer shall be charged for line relocation on the basis of actual costs incurred by the Company including any required easements.
7. NOTIFICATION OF LEAKS – The customer shall immediately notify the Company at its office of any escape of gas in or about the customer’s premises.
8. TERMINATION OF SERVICE – All customers are required to notify the Company, to prevent their liability for service used by succeeding tenants, when vacating their premises. Upon receipt of such notice, the Company will read the meter and further liability for service used on the part of the vacating customer will cease.
9. REPORTING REQUIREMENTS – Customer shall furnish Company all information as may be required or appropriate to comply with reporting requirements of duly constituted authorities having jurisdiction over the matter herein.
10. QUALITY OF GAS – The gas tendered to the Company shall conform to the applicable quality specifications of the transporting pipeline’s tariff.

IV. LIABILITY:

1. CONTINUITY OF SERVICE – The Company will use all reasonable care to provide continuous service but does not assume responsibility for a regular and uninterrupted supply of gas service and will not be liable for any loss, injury, death, or damage resulting from the use of service, or arising from or caused by the interruption or curtailment of the same.

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2. CUSTOMER’S EQUIPMENT – Neither by inspection or non-rejection, nor in any other way does the Company give any warranty, express or implied, as to the adequacy, safety or other characteristics of any structures, equipment, lines, devices owned, installed or maintained by the customer or leased by the customer from third parties. The customer is responsible for the proper installation and maintenance of all structures, equipment, lines, appliances, or devices on customer’s side of the point of delivery. The customer must assume the duties of inspecting all structures including the house piping, chimneys, flues, and appliances on the customer’s side of the point of delivery.
3. COMPANY EQUIPMENT AND USE OF SERVICE – The Company will not be liable for any loss, injury, death or damage resulting in any way from the supply or use of gas or from the presence or operation of the Company’s structures, equipment, lines, appliances or devices on the customer’s premises, except loss, injuries, death or damages resulting from the negligence of the Company.
4. INDEMNIFICATION – Customer agrees to indemnify and hold Company harmless from any and all injury, death, loss or damage resulting from customer’s negligent or wrongful acts under and during the term of service. Company agrees to indemnify and hold customer harmless from any and all injury, death, loss or damage resulting from Company’s negligent or wrongful acts under and during the term of service.
5. FORCE MAJEURE – In the event of either party being rendered wholly or in part by force majeure unable to carry out its obligations, then the obligations of the parties hereto, so far as they are affected by such force majeure, shall be suspended during the continuance of any inability so caused. Such causes or contingencies affecting the performance by either party, however, shall not relieve it of liability in the event of its concurring negligence or in the event of its failure to use due diligence to remedy the situation and remove the cause in an adequate manner and with all reasonable dispatch, nor shall such causes or contingencies affecting the performance relieve either party from its obligations to make payments of amounts then due hereunder, nor shall such causes or contingencies relieve either party of liability unless such party shall give notice and full particulars of the same in writing or by telephone to the other party as soon as possible after the occurrence relied on. If volumes of customer’s gas are destroyed while in Company’s

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possession by an event of force majeure, the obligations of the parties shall terminate with respect to the volumes lost.

The term “force majeure” as employed herein shall include, but shall not be limited to, acts of God, strikes, lockouts or other industrial disturbances, failure to perform by any third party, which performance is necessary to the performance by either customer or Company, acts of the public enemy or terrorists, wars, blockades, insurrections, riots, epidemics, landslides, lightning, earthquakes, fires, storms, floods, washouts, arrest and restraint of rulers and peoples, civil disturbances, explosions, breakage or accident to machinery or lines of pipe, line freeze-ups, sudden partial or sudden entire failure of gas supply, failure to obtain materials and supplies due to governmental regulations, and causes of like or similar kind, whether herein enumerated or not, and not within the control of the party claiming suspension, and which by the exercise of due diligence such party is unable to overcome; provided that the exercise of due diligence shall not require settlement of labor disputes against the better judgment of the party having the dispute.

The term “force majeure” as employed herein shall also include, but shall not be limited to, inability to obtain or acquire, at reasonable cost, grants, servitudes, rights-of-way, permits, licenses, or any other authorization from third parties or agencies (private or governmental) or inability to obtain or acquire at reasonable cost necessary materials or supplies to construct, maintain, and operate any facilities required for the performance of any obligations under this agreement, when any such inability directly or indirectly contributes to or results in either party’s inability to perform its obligations.

V. TERMS AND CONDITIONS:

1. AGREEMENT – Upon request of the Company, customer may be required to enter into an agreement for any service.
2. RATE OPTIONS – Where more than one rate schedule is available for the same class of service, the Company will assist the customer in selecting the applicable rate schedule(s). The Company is not required to change a customer from one rate schedule to another more often than once in twelve months unless there is a material change in the customer’s load which alters the availability and/or applicability of such rate(s), or unless a change becomes necessary as a result of an order issued by the Commission or a

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court having jurisdiction. The Company will not be required to make any change in a fixed term contract except as provided therein.

3. SERVICE FACILITIES ON CUSTOMER PREMISES – The Company shall furnish, own, and maintain all material and equipment to the outlet side of the meter on the customer’s premises. Customer shall pay an installment or connection charge based upon the following rates:

(a) New Service Line Construction:

- (1) Minimum connecting charge, per meter, covering the cost of service connection, general inspection, and gas turn-on and payable at the time of sign-up is \$25.00 for customers with gas input loads up to 400,000 Btu/hour; \$50.00 for customers with gas input loads above 400,000 Btu/hour and \$100.00 for interruptible customers.
- (2) Service line installation charges shall be based upon the lesser of the Company’s labor and material rates or the current cost per foot.

Length of service line shall be determined by measurement made from customer’s property line to stop value on the service riser.

(b) Additional meters to existing service lines and inactive line connections:

A \$25.00 connection charge covering the cost of service connection, general inspection, and gas turn-on will be collected at time of application from each individual requesting an additional meter to an existing service line or connection to an inactive line.

(c) Relocation of Existing Meters and Service Lines:

When a customer requests relocation of a meter and/or service line, charges will be made at standard labor and material rates.

4. TEMPORARY SERVICE – At the discretion of the Company, temporary service may be rendered to a customer’s premise. The Company may require the customer to bear the cost of installing and removing the service

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in excess of any salvage realized. Advance installation payment may be required prior to installing the service.

The customer shall pay the regular rates applicable to the class of service rendered.

5. DISPATCHING – Transportation customers will adhere to gas dispatching policies and procedures established by Company to facilitate transportation service. Company will inform customer of any changes in dispatching policies that may affect transportation services as they occur.
6. RULES COVERING GAS SERVICE TO MANUFACTURED HOMES – The rules and regulation for providing gas service to manufactured homes are in accordance with the Code of Federal Regulations (24CFR Part 3280 – Manufactured Homes Construction and Safety Standards) Subpart G and H which pertain to gas piping and appliance installation. In addition to the above rules, the Company also follows the regulations set forth in the NFPA 501A, Fire Safety Criteria for Manufactured Home Installations, Sites, and Communities.
7. CONSUMER DEPOSITS – The Company will determine whether or not a deposit shall be required of an applicant for gas service in accordance with Commission rules.
 - (a) The amount of such deposit shall not exceed one and one-half times the estimated amount of one month's average bill.
 - (b) The Company may accept in lieu of a cash deposit a contract signed by a guarantor, satisfactory to the Company, whereby the payment of a specified sum not to exceed the required cash deposit is guaranteed. The term of such contract shall be indeterminate, but it shall automatically terminate when the customer gives notice of service discontinuance to the Company or a change in location covered by the guarantee agreement of thirty days after written request for termination is made to the utility by the guarantor. However, no agreement shall be terminated without the customer having made satisfactory settlement for any balance, which the customer owes the Company. Upon termination of a guarantee contract, a new contract or a cash deposit may be required by the Company.

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A deposit shall earn interest at the rate paid by the Bank of North Dakota on a six-month certificate of deposit as of the first business day of each year. Interest shall be credited to the customer's account annually during the month of December.

Deposits with interest shall be refunded to customers at termination of service provided all billings for service have been paid. Deposits with interest will be refunded to all active customers, after the deposit has been held for twelve months, provided prompt payment record has been established.

8. **METERING AND MEASUREMENT-**

(a) Company will meter the volume of natural gas delivered to customer at the delivery point. Such meter measurement will be conclusive upon both parties unless such meter is found to be inaccurate, in which case the quantity supplied to customer shall be determined by as correct an estimate as it is possible to make, taking into consideration the time of year, the schedule of customer's operations and other pertinent facts. Company will test meters in accordance with applicable state utility rules and regulations.

(b) Interruptible sales and transportation service customers agree to provide the cost of the installation of remote data acquisition equipment; as required, to the Company before service is implemented as provided in the applicable rate schedule.

9. **MEASUREMENT UNIT FOR BILLING PURPOSES** – The measurement unit for billing purposes shall be (1) dekatherm (dk), unless otherwise specified. One dk equals 10 therms or 1,000,000 Btu's. Dk shall be calculated by the application of a thermal factor to the volumes metered. This thermal factor consists of: (a) An altitude adjustment factor used to convert metered volumes at local sales base pressure to a standard pressure base of 14.73 psia, and (b) a Btu adjustment factor used to reflect the heating value of the gas delivered.

10. **UNIT OF VOLUME FOR MEASUREMENT** – The unit of volume for purpose of measurement shall be one (1) cubic foot of gas at either local sales base pressure or 14.73 psia, as appropriate, and at a temperature base of sixty degrees Fahrenheit (60°F). All measurement of natural gas by orifice meter shall be reduced to this standard by computation methods,

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in accordance with procedures contained in ANSI-API Standard 2530, First Edition, as amended. Where natural gas is measured with positive displacement or turbine meters, correction to local sales base pressure shall be made for actual pressure and temperature with factors calculated from Boyle's and Charles' Laws. Where gas is delivered at 20 psig or more, the deviation of the natural gas from Boyle's Law shall be determined by application of Supercompressibility Factors for Natural Gas published by the American Gas Association, Inc., copyright 1955, as amended or superseded. Where gas is measured with electronic correcting instruments at pressures greater than local sales base, supercompressibility will be calculated in the corrector using AGA-3/NX-19, as amended, supercompressibility calculation.

Local sales base pressure is defined as five ounces per square inch gauge pressure plus local average atmospheric pressure.

- 11. PRIORITY OF SERVICE – Priority of Service from Highest to Lowest:
 - (a) Priority 1 – Firm sales services.
 - (b) Priority 2 – Interruptible sales and interruptible transportation services.
 - (c) Gas scheduled to clear imbalances.

Company shall have the right, in its sole discretion, to deviate from the above schedule when necessary for system operational reasons and if following the above schedule would cause an interruption in service to a customer who is not contributing to an operational problem on Company system.

Company reserves the right to provide service to customers with lower priority while service to higher priority customers is being curtailed due to restrictions at a given delivery or receipt point. When such restrictions are eliminated, Company will reinstate sales and/or transportation of gas according to each customer's original priority.

- 12. EXCESS FLOW VALVES – In accordance with Federal Pipeline Safety Regulations 49 CFR 192.383, the Company will install an excess flow valve on an existing service line at the customer's request at a mutually agreeable date. The actual cost of the installation will be assessed to the customer.

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- 13. LATE PAYMENT – Amounts billed will be considered past due if not paid by the due date shown on the bill, or 22 days from date of bill. An amount equal to 1 1/3% per month will be applied to any unpaid balance if not paid by the due date, provided however, that such amount shall not apply where a bill is in dispute or a formal complaint is being processed. All payments received will apply to the customer’s account prior to calculating the late payment charge. Those payments applied shall satisfy the oldest portion of the bill first.
- 14. RETURNED CHECK CHARGE – A charge of \$15.00 will be collected by the Company for each check charged back to the Company by a bank.
- 15. TAX CLAUSE – In addition to the charges provided for in the gas tariffs of the Company, there shall be charged pro rata amounts which, on an annual basis, shall be sufficient to yield to the Company the full amount of any sales, use or excise taxes, whether they be denominated as license taxes, occupation taxes, business taxes, privilege taxes, or otherwise, levied against or imposed upon the Company by any municipality, political subdivision, or other entity, for the privilege of conducting its utility operations therein.

The charges to be added to the customer’s service bills under this clause shall be limited to the customers within the corporate limits of the municipality, political subdivision or other entity imposing the tax.

- 16. UTILITY SERVICES PERFORMED AFTER NORMAL BUSINESS HOURS
For service requested by customers after the Company’s normal business hours of 8:00 a.m. to 5:00 p.m. Monday through Friday local time, a charge will be made for labor at standard overtime service rates.

Customers requesting service after the Company’s normal business hours will be informed of the after hour service rate and encouraged to have the service performed during normal business hours.

To ensure the Company can service the customer during normal business hours, the customer’s call must be received by 12:00 p.m. on a regular work day for a disconnection or reconnection of service that same day. For calls received after 12:00 p.m. on a regular work day, customers will be advised that overtime service rates will apply if service is required that day

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and the work cannot be completed during normal working hours. Service may be scheduled for a future workday to avoid overtime charges.

- 17. NOTICE TO DISCONTINUE GAS SERVICE – Customers desiring to have their gas service disconnected shall notify the Company during regular business hours, one business day before service is to be disconnected. Such notice shall be by letter, or telephone call to the Company’s Customer Service Center. Saturdays, Sundays and legal holidays are not considered business days.
- 18. RECONNECTION FEE FOR SEASONAL OR TEMPORARY CUSTOMER
A customer who requests reconnection of service, during normal working hours, at a location where same customer discontinued the same service during the preceding 12-month period will be charged a reconnection fee of \$30.00.

Transportation customers who cease service and then resume service within the succeeding 12 months shall be subject to a minimum reconnection charge of \$160.00 whenever reinstallation of the required remote data acquisition equipment is necessary.

- 19. DISCONNECTION OF SERVICE FOR NONPAYMENT OF BILLS – All amounts billed for service are due when rendered and will be considered delinquent if not paid by due date shown on the bill. If any customer shall become delinquent in the payment of amounts billed, such service may be discontinued by the Company under the applicable rules of the Commission.

The Company may collect a fee of \$30.00 before restoring gas service, which has been disconnected for nonpayment of service bills during normal business hours. For calls received after 12:00 p.m. on a regular work day, customers will be advised that overtime service rates will apply if service is required that day and the work cannot be completed during normal working hours. Service may be scheduled for a future workday to avoid overtime charges.

- 20. DISCONNECTION OF SERVICE FOR CAUSES OTHER THAN NONPAYMENT OF BILLS – The Company reserves the right to discontinue service for any of the following reasons:

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- (a) In the event of customer use of equipment in such a manner as to adversely affect the Company's equipment or service to others.
- (b) In the event of tampering with the equipment furnished and owned by the Company.
- (c) For violation of or noncompliance with the Company's rules on file with the Commission.
- (d) For failure of the customer to fulfill the contractual obligations imposed as conditions of obtaining service.
- (e) For refusal of reasonable access to property to the agent or employee of the Company for the purpose of inspecting the facilities or for testing, reading, maintaining or removing meters.

The right to discontinue service for any of the above reasons may be exercised whenever and as often as such reasons may occur, and any delay on the part of the Company in exercising such rights, or omission of any action permissible hereunder, shall not be deemed a waiver of its rights to exercise same.

Nothing in these regulations shall be construed to prevent discontinuing service without advance notice for reasons of safety, health, cooperation with civil authorities, or fraudulent use, tampering with or destroying Company facilities.

The Company may collect a reconnect fee of \$30.00 before restoring gas service, which has been disconnected for the above causes.

- 21. UNAUTHORIZED USE OF SERVICE – Unauthorized use of service is defined as any deliberate interference such as tampering with a Company meter, pressure regulator, registration, connections, equipment, seals, procedures or records that result in a loss of revenue to the Company. Unauthorized service is also defined as reconnection of service that has been terminated, without the Company's consent.

- (a) Examples of unauthorized use of service include the following, but are not limited to:

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GREAT PLAINS NATURAL GAS CO.

A Division of Montana-Dakota Utilities Co.

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- (1) Bypass piping around meter.
 - (2) Bypass piping installed in place of meter.
 - (3) Meter reversed.
 - (4) Meter index disengaged or removed.
 - (5) Service or equipment tampered with or piping connected ahead of meter.
 - (6) Tampering with meter or pressure regulator that affects the accurate registration of gas usage.
 - (7) Gas being used after service has been discontinued by the Company.
 - (8) Gas being used after service has been discontinued by the Company as a result of a new customer turning gas on without the proper connect request.
- (b) In the event that there has been unauthorized use of service, customer shall be charged for:
- (1) Time, material and transportation costs used in investigation.
 - (2) Estimated charge for non-metered gas.
 - (3) On-premise time to correct situation.
 - (4) Any damage to Company property.
 - (5) All such charges shall be at current standard or customary amounts being charged for similar services, equipment, facilities and labor by the Company. A minimum fee of \$30.00 will apply.
- (c) Customer service so disconnected shall be reconnected after a customer has furnished satisfactory evidence of compliance with Company's rules and conditions of service, and paid all charges as hereinafter set forth in this procedure.
- (1) All delinquent bills, if any.
 - (2) The amount of any Company revenue loss attributable to said tampering.
 - (3) Expenses incurred by the Company in replacing or repairing the meter or other appliance costs incurred in preparation of the bill, plus costs as outlined in number 21.b above.
 - (4) Reconnection fee equal to the Company's minimum service charge.

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- (5) A cash deposit, the amount of which will not exceed the maximum amount determined in accordance with Commission Rules.

22. BILLING ADJUSTMENTS –

- (a) In the event a customer's gas service bill is found in error resulting from a meter equipment failure, the Company may adjust back and rebill the bills in error for a period not to exceed six months.
- (b) In the event a customer's gas service bill is found in error due to a reason other than that stated in (a) above resulting in an undercharge and where the service was provided under Rate 65, the Company may adjust back and rebill the bills in error for a period not to exceed six months.
- (c) In the event a customer's gas service bill is found in error due to a reason other than that stated in (a) above resulting in an undercharge and where service was provided under an interruptible service schedule, the Company may adjustment back and rebill the bills in error for a period not to exceed six years.
- (d) In the event a customer's gas service bill is found in error resulting in an overcharge, the Company may adjust back to the known date of error and refund the customer the amount of the overbilled.

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