

8. GENERAL BILLING PROVISIONS

8.01 GAS MEASUREMENT

METERING

The Company will supply the customer with gas to each separate building or structure only through the metering facilities furnished and owned by the Company. The Company will determine the place for setting or resetting a meter.

In some locations, the Company may determine that meter protection is required to prevent damage from vehicles and/or snow and ice, and will work with the customer to ensure that any such meter protection equipment is installed. The Company may permit the customer to install its own meter protection equipment, provided that the equipment is satisfactory to the Company. See § 9.04 for details on costs. The Company will not commence service until Company-required meter protection is installed. If a customer tampers with or removes meter protection equipment, the Company may exercise remedies outlined in § 7.02 up to and including termination of service.

POINT OF DELIVERY

All rate schedules apply to gas received at one point of delivery, the outlet of the Company's meter set. Multiple delivery points to a single customer may be combined as one point of delivery where it is desirable for the Company's operating convenience to render one bill. In no event shall multiple delivery points be combined into a single service agreement where the delivery points are not connected to the same service line.

MULTIPLE RATES

Interruptible sales customers are allowed to base load a portion of their usage on firm sales service. In such cases, gas delivered through the meter will be billed on a daily basis, if the data is available, in the following schedule order: GS, FS, IS. TBF transportation customers are allowed to base load their usage with interruptible transportation service and will be billed on a daily basis as follows: TBF, TS. In every case the highest basic service fee will apply. Customers selecting multiple rates must specify a maximum daily contract limit by rate schedule. The billing for volumes exceeding contract limits will revert to the first rate block in subsequent rates.

MASTER METERING

Mobile Home Parks

The Company will not serve new mobile home park applicants on a master meter. For service to existing master metered mobile home parks, see § 7.06.

Residential and Commercial Structures

New natural gas service to any residential or commercial structure will not be provided through a master meter unless it is determined by the Company that a master meter is the only feasible method of providing such service.

Industrial Structures

As determined solely by the Company on a case-by-case basis, two or more permanent industrial structures on adjacent private properties and owned by one individual or business entity may be served through a master meter.

METER READING INTERVALS

Meters will be read at regular intervals of approximately 30 days. Usage will be estimated using established calculation procedures if a meter read is not obtained. When the customer denies reasonable access to Company facilities, the Company may exercise remedies set forth in § 7.02.

METER TESTING BY COMPANY

At any time the Company may at its own expense test any of its meters. If a meter test shows evidence of tampering, the Company may proceed with any of the remedies set forth in § 7.02.

METER TESTING AT CUSTOMER'S REQUEST

Upon written request of the customer, the Company will promptly complete a meter test after receipt of such request. If such test shows the average error of the meter to be 3% or less, the customer will pay for the test if the meter has already been tested within the previous twelve months, see § 8.03. If a tested meter shows an average error of more than 3% (plus or minus), the Company will refund any overbilling if the meter is fast, and the customer will pay any under billing if the meter is slow, based on the nearest corresponding equal period of use by the customer at the premises when the meter was operating accurately. In instances where there is insufficient billing history of the customer at the premises, a reasonable consumption will be determined by the Company from monitored usage after the meter change. Correction of billing will be made in accordance with § 8.02.

NON-REGISTERING METERS

If the Company's meter fails to register at any time, the gas delivered or used by the customer during such failure, in the absence of a more accurate basis, may be determined using consumption from the customer's nearest corresponding equal period of usage at the premises when there was no such failure. In instances where the accurate operation of the meter cannot be determined or where there is insufficient billing history of the customer's usage at the premises, a reasonable consumption will be determined by the Company from monitored usage after the meter change. If necessary, the Company may use other established calculation procedures. Correction of billing will be made in accordance with § 8.02.

METER ACCESS

The Company has the right of access to the customer's premises at all reasonable times, and the customer will permit and make provision for unobstructed access for the purposes of reading, inspecting, relocating or removing the meter, or for any other purpose pertaining to natural gas service as may be necessary for the protection of the Company, its facilities and/or the customer.

METER RELOCATION AND/OR SERVICE LINE CHANGE AT CUSTOMER REQUEST

If the customer requests that the meter or service line be relocated, the Company will determine the feasibility of the move and provide a cost estimate for the work. The estimate will be

based upon, but not limited to, the current cost of service line installation, meter resetting, permit fees and service deactivation if required. Upon acceptance of the estimate and payment by the customer, the work will be scheduled and completed.

METER SIZING

The sizing and design of meter sets will be established by Company personnel on the basis of the expected deliverability requirements of the customer.

At a customer's request, the Company will review the deliverability requirements. If a meter set change is warranted, any such change will be made at the Company's convenience. A meter set change may require a different Basic Service Fee (BSF) as set forth in § 8.03.

If a meter set change is required, the customer will be charged for the meter set change on the basis of equipment, labor, material and supplies utilized, except when the change is due to Company error.

AVERAGE HEAT CONTENT

The average heat content of gas deliveries in the State of Utah will be approximately 1,020 Btu/cubic foot of gas measured at 14.73 psia and 60° F on a dry basis. However, the actual heat content may vary from location to location and will be determined and billed as indicated below. In any event, actual heat content will not vary outside the limits of 980 to 1,170 Btu per cubic foot.

VOLUME TO DTH CONVERSION

The Volume Multipliers shown on the customer's billing statement adjusts the volume of gas as measured by the Company's meter to the actual heat content of gas as measured and sold in dekatherms (the customer's actual Dth usage). The heat content of the gas flowing in the Company's lines will be the arithmetical average of the daily average heat content, as determined from recording calorimeters or other appropriate devices.

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9.04 SERVICE LINE EXTENSIONS – COMPANY INSTALLED**APPLICABILITY**

This Section 9.04 applies to facilities to be installed by the Company and/or a Company-retained contractor

Subject to the following, the Company will provide and install a service line to any applicant whose premises are along the route of any IHP main and abut on the street occupied by a main. Extension of mains will be made subject to the provisions of § 9.03. A cash contribution in aid of construction will be required from the applicant, in advance of construction. The cash contribution shall be equal to the sum of the total of Service Line Costs (defined below).

CONDITIONS

Each applicant for a service line will grant to the Company permission to go upon the applicant's premises to install, inspect, maintain service and repair the service lines. In addition, the applicant must make no changes or alterations to the service line; must accept responsibility to safeguard the service lines from damage; must not construct or permit to be constructed any building or other improvement (excepting landscaping, walks and driveways) over or across the service line; and must immediately notify the Company of any defect or leak in the pipe. Applicant must pay any costs incurred for damage, repair, or relocation due to the failure or refusal of the applicant to perform all obligations expressly stated, and the Company will not be liable in any way for applicant's non-performance of those obligations.

TEMPORARY SERVICE

Service lines which in the judgment of the Company are for gas service of a temporary nature will be installed only at the discretion of the Company. If the service line is installed, the applicant will pay in advance for the cost of installing the service line and removing the service line, or making it inoperable at the termination of service.

OTHER SERVICE LINES

Service line agreements not specifically covered in this Section will be entered into under terms and conditions agreed upon between the Company and the applicant.

SERVICE LINE COSTS

Service Line Costs shall include, but are not limited to the following: pipe; trenching; fill; riser; use of special equipment and facilities; accelerated work schedules; special crews or overtime wages to meet the applicant's request; or difficult construction problems due to rock, frost, etc. Service Line Costs do not include, and the customer shall not be responsible to pay for meter costs up to the cost of a standard residential meter and bracket. Meter and bracket costs greater than the cost of a standard residential meter and bracket are included in Service Line Costs and are the responsibility of the customer. Service Line Costs shall also include the cost of any Company required meter protection (as detailed below). The customer will be given written notice of the Service Line Costs, which shall be due and payable prior to commencement of construction. If excess costs are incurred after commencement of construction, the costs will be paid by the customer.

METER PROTECTION

If the Company determines that meter protection equipment is required for a customer, then either the Company or the customer will install such Company-approved equipment. The customer shall pay all costs associated with the meter protection equipment. The Company will not commence service until the required equipment is installed.

HIGH PRESSURE SERVICE LINES

Applicants with estimated usage of less than 10,000 Dth/d will bear the SERVICE LINE COSTS as defined above associated with the project, and will be subject to the same requirements set forth in APPLICABILITY and SERVICE LINE COSTS.

Service for Applicants with estimated usage of 10,000 Dth/d or more, or total estimated reinforcement costs of \$500,000 or greater will be made at the option of the Company and subject to terms and conditions that are based on Company policies and agreed upon between the Company and the applicant. Unless otherwise provided in the contract, the general terms and conditions of this Section will be applicable.

DEFERRED PAYMENT OF CASH CONTRIBUTIONS IN AID OF CONSTRUCTION

Deferred payment of cash contributions for service lines may be offered according to the same terms described for main extensions in § 9.03.

EFFECT OF PREVIOUS DEFAULT

The Company shall have no obligation to construct a service line or enter into a contract to construct a service line when the customer is in default in its obligations to the Company for gas service under an existing agreement to construct facilities.

COMPANY'S FACILITIES

The service line and all other facilities constructed by the Company for the purpose of rendering service to the customer shall at all times be and remain solely the property of the Company. The Company may utilize its facilities to render service to other customers as it sees fit without liability of any kind to the customer.

SERVICE LINE EXTENSION RIGHT-OF-WAY

Any service line extension is subject to the right-of-way requirements itemized in § 7.05.

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11. GLOSSARY

This Glossary is intended for convenience and reference use only. The operational provisions of this Tariff are controlling in any case where there is an inconsistency.

A

account

A record of gas service as established by the Company upon acceptance of a customer's application for meter turn-on, see also, definition of "customer".

actual billing days

The number of days from the customer's previous meter read to the current meter read.

administrative charge

A charge based on administrative costs for transportation service rate schedules.

advice letter

Letter notifying Utah Tariff holders of a Tariff sheet change.

annual historical use

The actual quantity of natural gas (Dth) used by a customer during an annual contract term.

annual load factor

See "load factor".

applicant

A prospective customer who applies for a main extension, service line and meter, or meter turn-on.

application

Main Extension Application--Written request completed on the Company's main extension application form for an extension of an existing main, either by the property owner or designated agent.

Service Line Application--Written request completed on the Company's service line application form for installation of a service line and meter, either by the property owner or designated agent.

Gas Service Application--Applicant's written, telephoned, or electronically transmitted request for initiation of gas service.

Interruptible Sales Service Application--Written request on Company's Service Agreement form to participate in the Company's interruptible sales service.

Approved Receipt Point

The Primary Receipt Point identified in a customer's Transportation Service Agreement and is used to determine the priority of service for any nominations made pursuant to that contract.

Alternate Receipt Point

The receipt point in addition to the Approved Receipt Point, identified in a customer's Transportation Service Agreement and is used to determine the priority of service for any nominations made pursuant to that contract.

B**base load**

Gas required for non-seasonal purposes, such as water heating and cooking.

Basic Service Fee (BSF)

A fixed charge, determined by the applicable BSF category, that is charged periodically to a customer without regard to consumption.

Basic Service Fee (BSF) Category

Grouping of meters into four separate categories of capacity and cost. Used to determine applicable BSF charge.

billing month

Period of approximately 30 days upon which the customer's gas consumption is computed and bills are rendered.

block break point

The point at which volumes of billed Dth are charged at the next block rate in a declining block rate structure.

Btu

A British thermal unit, equivalent to the amount of heat required to raise the temperature of one pound of water one degree Fahrenheit.

Budget Plan and Budget Plan Year

Monthly payment plan available to a General Service customer under which the customer's estimated annual billing is divided into 12 monthly payments. The 12-month period that begins when a customer initiates or renews the budget plan.

business day

Week days exclusive of Company observed holidays.

C**calculated bill**

A bill based on estimated usage. The estimate is derived from prior and current usage by customers within the same region with similar consumption patterns and time periods.

calorimeter

An apparatus for measuring the heating value of a fuel.

capacity release

The temporary assignment of capacity held by the Company on an upstream pipeline. Capacity release will be offered on a "pre-arranged" basis, by a posting on the upstream pipeline electronic bulletin board or as otherwise required by the upstream pipeline FERC approved Tariff.

carbon offset

A product that represents a quantified reduction in greenhouse gas (GHG) emissions by a mitigating activity. Carbon offsets are typically measured in metric tons of carbon-dioxide equivalent (CO₂e).

commercial customer

Type of customer using natural gas service for space heating, air conditioning, water heating, clothes drying, cooking, or other applications in either a place of business engaged primarily in the sale of goods or services (including educational and health care institutions, local, state and federal government agencies, etc.).

Commission

Public Service Commission of Utah.

commodity cost

The portion of a sales service rate that recovers costs of gas consumed.

Company

Questar Gas Company dba Dominion Energy Utah.

confirmation

Is a process by which nominations are verified with upstream parties. If the verified capacity is greater than or equal to the total nominated quantities, all nominated quantities are scheduled. If verified capacity is less than nominated quantities, nominated quantities will be allocated according to priority of service, see "scheduled quantity".

connection fee

A charge imposed to cover the average costs associated with initiation or reinstatement of service. Additional charges will be assessed in cases of unauthorized use.

contract term

The period of time specified in an agreement between the customer and the Company for which service will be provided and received.

contribution in aid of construction

That portion of total construction costs, over and above any allowances given by the Company, that is paid by the customer prior to commencement of construction of a main extension and/or service line.

customer

Individual, firm or organization classified as either a residential, commercial or industrial customer purchasing and/or transporting natural gas from the Company at each point of delivery, under each rate classification, contract, or schedule. See also definition of "account".

D**daily contract limit**

Contracted peak winter day use or other limit specified in customer's contract.

daily mean temperature

The sum of the high and low temperatures of the day divided by two.

deferred payments agreement (DPA)

An installment payment plan by which a residential customer can pay a delinquent bill over a period of up to 12 months.

degree-day (heating)

Heating degree day is a term that refers to a measurement of how far the average temperature extends below the base temperature of 65° Fahrenheit. The time period measured is normally a 24-hour day. It is a measurement that is used to calculate weather normalized usage. The heating degree day measurement is calculated by taking the difference between 65° Fahrenheit and average temperature for the period. Any positive difference means that the average temperature was below the base, and this difference is the heating degree days measurement for the period. Any negative difference means that the average temperature was above the base; in this case, the heating degree days measurement is zero.

degree-day variance

The difference between an accumulation of heating degree days for the billing period and the normal heating degree days for the same period.

degree-day factor

An average measurement of gas usage per degree-day unit.

dekatherm (Dth)

A unit of heat equal to 1,000,000 British thermal units (Btu)

delivered pressure

The pressure (psia) of the natural gas as it enters the meter.

demand charge

The portion of a rate for gas service that is based on the maximum or peak-day needs of each customer.

discontinuance

Discontinuance of service is at the customer's request as opposed to termination of service by the Company for nonpayment or breach of contract.

E

Extension Area Charge (EAC)

A monthly charge applicable in service extension areas in lieu of a lump sum non-refundable payment to be paid over a period of years and approved by the Commission.

F

firm service

Type of service offered to qualifying customers under a schedule or contract that anticipates no interruptions.

firm transportation service

Firm transportation service offered to any qualifying customer under the TBF, TSF or MT rate schedules.

fixed charges

A fixed rate billed monthly for each standard billing period, 12 charges per year based on a 30-day billing period. Billing periods under 30 days will be prorated in accordance to applicable Basic Service Fee and actual billing days, see § 8.02.

fuel line

The gas piping owned and maintained by the customer between the meter and gas-operated equipment.

fuel reimbursement

Reimbursement collected by redelivering 1.5% less volumes than were received into the Company's distribution system for transportation service.

G

gas daily market index price

Daily index price of gas delivered from the pipeline immediately upstream from the city gate(s) as published in Platt's for Gas Daily for the day in which the imbalance or gas purchase occurred. If Platt's Gas Daily publication is not available, then the Company will determine a daily market index price using a similar index, publication, or comparable methodology.

gas balancing account adjustment provisions

Provision for balancing the Company's actual purchased gas costs against the amount collected in rates. Also known as the "191 Account."

general service customer

A customer receiving service under the Company's GS rate schedule.

I

imbalance

A condition occurring when an interruptible transportation customer has a different amount of its own gas delivered into the Company's distribution system than is used less fuel reimbursement at the meter serving his premises.

imbalance tolerance

A level of imbalance which customers are allowed under the balancing provisions, see § 5.06.

industrial customer

Type of customer generally defined as manufacturing, construction, mining, agriculture, fishing, and forestry establishments, and includes the generation of electricity.

input rating

The designed rate of fuel acceptance by a burner, usually expressed in Btu per hour.

interconnect point

A point where customer-owned gas is received into the Company's distribution system.

interruption

Period when gas service is unavailable to interruptible customers; or period when emergency sales restrictions apply to customers because of a major disaster or pipeline break.

interruptible sales service

Interruptible sales service offered to any qualifying customers under the IS schedule.

interruptible transportation service

Interruptible transportation service offered to any qualifying customer under the TS transportation schedule.

L

load factor

The ratio of the average usage requirement to the maximum winter usage requirement e.g., average daily usage divided by the usage on the peak winter day. See the Classification Provisions for each rate schedule for the definition applicable to interruptible sales service customers.

M

main

Distribution supply line to which service lines may be connected for delivery to ultimate consumers. Mains generally run under city streets and do not cross the customer's property line.

master meter

A single meter used to measure the volume of gas delivered to multiple residential or commercial units, mobile home parks, or separate permanent structures.

maximum daily usage

The largest volume of gas delivered to a customer in one 24-hour period ending at 12 p.m.

meter

An instrument for measuring and indicating, or recording, the volume of gas that has passed through it.

meter protection equipment

Equipment added specifically for physical protection of the meter. Examples include, but are not limited to, bollards for vehicle protection and a shelter for snow and ice protection.

minimum bill

Charge for having connected service even if no gas or less than a specified minimum amount of gas is used during the billing period.

minimum charge

Charge for having connected service even if no gas or less than a specified minimum amount of gas is used during the applicable period.

mobile home

A residential dwelling with a "T" code in the Company's billing records.

monthly market index price

Monthly market index price is the first-of-the-month index price of gas delivered from the pipeline immediately upstream from the city gate(s) as reported in Platts Energy Trader for the month in which the imbalance or gas purchase occurred. If the Platts Energy Trader publication is not available, then the Company will determine a monthly market index price using a similar index, publication, or comparable methodology.

multi-family dwelling

Residential buildings designated with an "A" code in the Company's billing records, which includes structures with two or more dwelling units.

Municipal Energy Sales and Use Tax (MET)

A tax levied by a municipality on the sale or use of natural gas or electricity.

N**NGV**

Natural gas powered vehicles.

nomination

A request by a specific Transportation Service customer or that customer's authorized supplier/agent (nominating party) to have a physical quantity of customer-owned gas delivered to a specific Company receipt point(s) for a specific gas day or period. Nominations

are not considered final until confirmed by the applicable Transportation Service Provider, see “confirmation”.

non-registering meter

A meter that, upon reading, incorrectly indicates usage has not occurred or the usage registered is so minimal as to require a laboratory test for confirmation.

O

overrun

Volumes burned in excess of daily contract limit.

P

peak winter day

Customer’s actual peak winter daily usage during the three most recently completed calendar years. When actual daily use is not available, the peak winter day will be estimated by multiplying the average daily usage for the customer’s peak winter month by 1.4.

psia

Pounds per square inch absolute.

point of delivery

Outlet of the Company's meter installed to supply the customer with contracted service.

premises

An individually metered place of residence such as a single family dwelling or an apartment unit.

R

rate schedule

The rates, charges, and provisions under which service is supplied to a designated class of customer.

receipt point

The point at which measured gas enters the Company’s distribution system.

redelivery point

A point of interconnection between Company and an end user, where customer-owned natural gas being transported is redelivered from the Company's distribution system to the customer's premises.

released capacity

Firm capacity on an upstream pipeline which is released by Dominion Energy Utah.

representative daily use

The peak daily usage experienced by a customer over the previous three calendar years or a number determined by the Company to be representative of a customer's peak daily use.

residential customer

Type of customer using natural gas service for space heating, air conditioning, water heating, clothes drying, or cooking in a personal residence such as a home, an apartment, or a condominium.

S**scheduled quantity**

The final physical quantity of customer-owned gas confirmed by the Transportation Service Provider as delivered to a specific Company receipt point(s) for a specific Transportation Service customer on a specific gas day.

security deposit

Amount required to secure payment of future gas bills which is imposed either at meter turn-on or when a customer has demonstrated poor credit with the Company.

service line

Gas pipe that carries gas from the main to the Company's meter.

service turn-on order

The work order signed by the applicant upon completion of meter turn-on and lighting of the customer's gas appliances, see also definition of "application".

shared appliance

An appliance serving more than one premises.

shared meter

A meter shared by a small number of premises, such as a duplex, or a home with a basement apartment.

standard billing period

A billing period that contains between 20 and 40 days.

summer season billing

April 1 through October 31.

T**tail block rate**

The last block in any rate schedule.

Tariff

The published volume of rate schedules, conditions of service and billing provisions under which natural gas will be supplied to customers by the Company.

temporary discontinuance of service

Discontinuance of service for any reason lasting less than twelve months. Service to a customer who discontinues service and who applies for resumption of service within twelve months at the same location will be deemed to be a temporary discontinuance of service.

termination

Termination of service is at the Company's discretion for nonpayment or breach of contract, as opposed to discontinuance of service at the customer's request.

trading partners

Transportation customers who have coordinated among themselves to exchange positive and negative imbalances in order to reduce or eliminate their individual imbalances with the Company.

U**upstream pipeline**

A pipeline that may be used to transport gas to the Company's system.

usage

A measured consumption of natural gas, stated either in volumetric or thermal units.

V**Volume Multiplier**

The factor used to convert the volume of gas as measured by the Company's meter to actual heat content of gas as sold in dekatherms. It is a combination of several factors including altitude, gas pressure, the chemical composition of the gas, etc. Compressibility of the gas volume is calculated using the AGA Transmission Measurement Committee Report No. 8 Gross Characterization Method. The heat content and other gas component values flowing in the Company's lines will be determined daily from recording calorimeters or other appropriate devices, and averaged for the customer's billing period.

W**Weather Normalization Adjustment (WNA)**

An adjustment to reduce the effect of variations in the monthly bill due to weather.

weather zone

A climatological area in which normal and actual weather data is gathered for use in calculating WNA.

winter billing months

November through March.

winter season

November 1 through March 31.

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