

## 3. APPLICATIONS AND CONDITIONS FOR CONNECTION OF SERVICE

## 3.1 APPLICATION FOR SERVICE

Applications for original or additional service may be made at any of the Company's offices by personal call, mail or telephone. The applicant may be required to appear at a Company office to sign a service application or agreement form. The rendering of service shall be contingent upon the applicant's compliance with the applicable provisions of these service standards and, when required, the contract terms.

As used above in this provision, "applicant" means any person, partnership, corporation or other legal entity which requests utility service, is the owner of or has legal right to occupy the property to be served and has not been a Customer of the Company during the ten (10) days immediately preceding application.

## 3.2 CUSTOMERS' RESPONSIBILITY TO SUPPLY INFORMATION

It will be the Customer's responsibility to secure information from the Company pertaining to availability of service at a specific location. The Company shall be notified of all proposed new connections and will advise the Customer as to the general location of the service pipe and metering equipment. The Customer is advised to secure such information prior to installation of interior piping to assure service at a time and location that are mutually agreeable.

## 3.3 APPLICATION FOR EACH CLASS OF SERVICE OR CONNECTION

An application (or contract where required) shall be made to cover each class of service to each individual, firm or corporation at each separate address or location. Each such application shall require the installation of but one meter, except that the Company may install more than one meter for its convenience.

## 3.4 DEPOSITS TO GUARANTEE PAYMENT OF BILLS

The Company reserves the right to request deposits from existing or prospective customers to guarantee payment of bills for service. A new or additional deposit may be required from a customer when a deposit has been refunded or is found to be inadequate. Written notice shall be mailed advising the customer of any new or additional deposit requirements, why the deposit is being required and under what conditions, if any, the deposit will be diminished upon return. The customer shall have no less than twelve days from the date of mailing to comply. An appropriate receipt will be provided the customer for a deposit.

## A. A DEPOSIT WILL BE REQUIRED:

1. When service to the prospective customer is known to be temporary or for special occasions. For deposit purposes, "temporary" shall be defined as less than twelve months.

AUTHORIZED November 8, 1984

BY

  
 Director - Rate Administration & Research
EFFECTIVE October 30, 1984

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2. From all prospective customers with an unsatisfactory credit standing. The following shall be considered evidence of an unsatisfactory credit standing and a deposit shall be required prior to initiation of service:

a. The prospective customer had a previous account with the Company and:

1. the account was disconnected or subject to disconnection for non-payment of a bill which is not in dispute during the last twelve months it was active, or
2. the account was charged to the "reserve for uncollectible accounts".

b. The prospective customer has an unsatisfactory credit standing with a prior utility for the same type of service. The criteria given in 3.4 A. 2. a. above shall be applied in evaluating a prospective customer's credit standing with another utility.

B. A DEPOSIT MAY BE REQUIRED:

When gas service to the customer's account(s) was disconnected or subject to disconnection within the most recent four months.

It shall be the policy of the Company not to accept a guarantor in lieu of a cash deposit requirement.

C. AMOUNT OF DEPOSIT

The total deposit shall not be less than five dollars nor more than an amount equal to two-twelfths (2/12ths) of the customer's estimated annual bill. In estimating a customer's annual bill, consideration will be given to the prior usage history for the account, if any, the type and size of gas utilization devices at the location and the anticipated use of such devices, and the current rate level applicable to the account.

AUTHORIZED November 8, 1984

BY *R. L. Leach*  
Director - Rate Administration & Research

EFFECTIVE October 30, 1984

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SERVICE AREA: MINNESOTA

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D. INTEREST PAYABLE

The rate of interest payable by the Company to each customer required to make a deposit and whose deposit is in excess of \$20.00 shall be compounded annually at the rate specified by Minn. Stat. 325E.02(b), or as established by amendment to the applicable Commission rules. Interest for prior periods shall be computed at the rate specified by the rule in effect for the period in question if not otherwise already stated on the respective certificate. The Company will pay interest for the period beginning with the date the deposit is fully satisfied to the date of refund or the date that the deposit is applied to the customer's account or the date the customer's bill becomes permanently delinquent. The date of refund is that date on which the refund or notice of deposit refund is forwarded to the customer's last known address. The date a customer's bill becomes permanently delinquent relative to an account treated as an uncollectible account is the most recent date the account became delinquent. Payment of interest to the customer will be, by bill credit made annually or at the time the deposit is refunded, whichever is sooner.

E. CONDITIONS UNDER WHICH DEPOSITS ARE TO BE REFUNDED

The deposit plus interest is to be refunded under the following conditions:

1. If the customer has not been delinquent in paying a bill ten or more times in the last twelve months.
2. The customer's service has not been disconnected or subject to disconnection during the last twelve months for reasons set forth in Section 5.5, subsections c, d and h.
3. The service is terminated. On termination the deposit will be applied against the account. Any credit balance remaining on the account will be refunded to the customer.
4. A deposit will be returned to the customer within forty-five days after qualifying for refund.

On refund of a customer deposit, the customer will be provided a cancellation notice for the deposit which includes the deposit certificate number, total amount applied or refunded and a breakdown of deposit principal and interest.