SECTION 1

1.01 PURPOSE OF GENERAL RULES AND REGULATIONS: The General Rules and Regulations contained herein are minimum requirements. They are issued as a reference for customers and employees with respect to the supplying and taking of gas service. [199--19.2(4)c]

1.02 AUTHORIZATION: These General Rules and Regulations are authorized by the Utilities Division of the Department of Commerce Regulations governing service supplied by gas utilities at Paragraph 19.2(2) which were issued pursuant to Chapter 476 of the Code of Iowa. [199--19.2]

1.03 MODIFICATION: These General Rules and Regulations may be revised, amended, supplemented or otherwise changed and such changes, when effective, shall have the same force as the original General Rules and Regulations. [199--19.2(2)]

1.04 APPLICATION: These General Rules and Regulations are applicable to all service agreements now existing or which may from time to time be lawfully fixed. The General Rules and Regulations are for use by employees of the Company, customers or prospective customers, or their agents, other interested persons, and governmental agencies. In the event conditions arise which are not fully covered herein, the customer shall contact the Company to determine the applicable requirements. Employees of the Company shall direct their questions to the responsible supervisor. [199--19.2(4)]

1.05 CONFLICTS: In case of conflict between these General Rules and Regulations and any standard for gas service, including service agreements, rate schedules, USA Standards for Installation of Gas Appliances and Gas Piping, Department of Transportation Rules and Regulations governing the Transportation of Natural and other Gas by pipeline, etc., precedence shall be given the General Rules and Regulations of the Company, except that conflicting franchise or ordinance provisions or any general rules or lawful orders of the Board take precedence over these General Rules and Regulations. [199--10.14]

1.06 WAIVER: These General Rules and Regulations do not relieve the Customer or any other person of his or her responsibility, or shall the failure of the Company to enforce any of these General Rules and Regulations be deemed to waiver its subsequent right to do so.
1.07 HEADINGS: The descriptive headings of the various sections and paragraphs of these General Rules and Regulations have been inserted for convenience and reference only and shall in no way modify or restrict any of the Terms and Provisions.

1.08 FILING AND AVAILABILITY: Copies of these General Rules and Regulations are available at the Utilities Division of the Department of Commerce and at each office of the Company. [199–19.2(5)e]