

# INTERSTATE POWER AND LIGHT COMPANY GAS TARIFF

Filed with the COMMISSION

## ORIGINAL TARIFF NO. 1

FIRST REVISED SHEET NO. 255  
CANCELING ORIGINAL SHEET NO. 255

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### GENERAL RULES AND REGULATIONS FOR GAS SERVICE CUSTOMER INFORMATION

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#### SECTION 13

**13.01 CUSTOMER INFORMATION:** Company shall provide Customer with basic information required in accordance with the Rules of the Iowa Utilities Commission and as more specifically covered in this Section 13. T

**13.02 LOCATION OF FACILITIES:** Company shall maintain the map, plans or records of Company's entire gas distribution system, together with such other information as may be necessary to enable Company representatives to advise the prospective Customer, and others entitled to the information, of the facilities available in its service area. [199--19.4(1)a]

**13.03 MOVING COMPANY FACILITIES:** If Company is asked to move any of its mains, service lines or other equipment temporarily, a deposit to cover the estimated expenses will be required. Only authorized Company representatives may move or remove any facilities belonging to Company. The actual cost of the move must be borne entirely by the persons requesting such moving of facilities. Any move or removal of Company facilities upon request of any governmental authority shall be in accordance with applicable franchises, ordinances, statutes or regulations.

**13.04 RATE SCHEDULE INFORMATION:** Company will assist Customer or prospective Customer in selecting the most economical rate schedule available for the proposed type of service upon request. Rate schedules applicable to Customer's class of service will be made available. Customer will have the ultimate responsibility for the final selection of any applicable rate schedule. In no event shall refunds be due to Customer if a rate schedule other than the one selected by Customer is subsequently found to produce lower bills. Company shall notify Customers affected by a change in the rate or a change in schedule classification in a manner provided for in the rules of practice and procedures before the Iowa Utilities Commission. [199--19.4(1)b and c] T

**13.05 CHANGE IN SERVICE:** Customer shall notify Company of any change in operations which may affect the class of service provided by Company.

**13.06 POSTING WHERE RATE SCHEDULES ARE AVAILABLE:** Company will post a notice in a conspicuous place in each of its business offices where applications for service are received and where Customer complaints and Customer payment for bills may be made, informing the public that copies of the rate schedules and rules relating to the service of Company as filed with the Iowa Utilities Commission are available for inspection. [199--19.4(1)d] T

**13.07 INFORMATION ON METER READING:** Upon request, Company's representative will inform Customer as to the method of reading meters and meter reading schedules. [199--19.4(1)e]

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ORIGINAL TARIFF NO. 1

SECOND REVISED SHEET NO. 256  
CANCELLING FIRST REVISED SHEET NO. 256

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## GENERAL RULES AND REGULATIONS FOR GAS SERVICE CUSTOMER INFORMATION

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**13.08 BILLING INFORMATION:** Upon request, Company's representative will inform Customer and aid Customer in interpreting any information found on Customer's bill and will help Customer perform any billing calculation required for Customer to calculate the bill in accordance with the appropriate rate schedule.

**13.09 CUSTOMER COMPLAINT:** Customer complaints shall be filed through the Company's customer service center toll free number 1-800-255-4268. Appropriate Company employees will be capable of receiving Customer phone calls and such employees will be instructed in the prompt handling of complaints to assure prompt reference of complaints to the person or department capable of effective handling of the complaint of and to alleviate the necessity of Customer's repetition of the entire complaint to employees lacking in ability and authority to take the appropriate action. All such complaints received concerning the charges, practices, facilities or service of Company shall be investigated promptly and thoroughly. [199--19.4(2) and 19.4(19)]

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**13.09A** If a complaint is unresolved, appropriate personnel shall report the circumstances to the next higher manager for resolution.

**13.09B** Company shall keep such records of Customer complaints as will enable Company to review and analyze its procedures and actions from time to time. [199--19.4(19)]

**13.09C** Upon request, when a complaint is unresolved, Customer will also be informed of the proper address for a complaint to the Iowa Utilities Commission. [199--19.4(2)]

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**13.10 ADDITIONAL REASONABLE INFORMATION:** Upon request, Company's representative will also assist Customer with any additional reasonable request for information concerning the service. [199--19.4(1)h]