



GAS UTILITIES INFORMATION BULLETIN

No. 1163

Christi Craddick, Chairman

Wayne Christian, Commissioner

Jim Wright, Commissioner

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OVERSIGHT AND SAFETY DIVISION
Kari French, Director

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SECTION 1: NEW APPEALS AND APPLICATIONS FILED

None currently.

SECTION 2: APPEALS AND APPLICATIONS SET FOR HEARING OR PREHEARING CONFERENCE

[Office of General Counsel Weekly Hearing Schedules for 2021](#)

None currently.

SECTION 3: STATUS OF PENDING CASES

None currently.

SECTION 4: NOTICES OF DISMISSAL

None currently.

SECTION 5: ORDERS OF THE COMMISSION

None currently.

SECTION 6: MISCELLANEOUS

A. Gas Services Department Publications and Statistics

1. Gas Utilities Information Bulletins available at <https://rrc.texas.gov/gas-services/publications-statistics/>.
2. Rate Review Handbook available at <https://rrc.texas.gov/gas-services/publications-statistics/>.
3. Gas Utilities Annual Statistics available at <https://rrc.texas.gov/gas-services/publications-statistics/>.
4. Gas Storage Statistics available at <https://rrc.texas.gov/gas-services/publications-statistics/>.
5. Six MCF Residential Gas Bill Analysis for Texas Cities available at <https://rrc.texas.gov/gas-services/publications-statistics/>.

B. Interest Rate on Customer Deposits

1. We have been advised by the Public Utility Commission of Texas that the interest rate to be applied to customer deposits in calendar year 2021 is 0.61%. All gas utilities should use 2.21% for the calendar year 2020 and 1.92% for calendar year 2019. This information can be found at: <https://www.puc.texas.gov/industry/electric/reports/HRates/HistRates.pdf>

Contact Information

2. **Audit Section's Headquarter and District Offices:**
Headquarter Location:

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3. **Market Oversight Section**

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Alexis Larraga, Customer Service Representative IV
Andrea Maxwell, Research Specialist II, Team Lead
David Bauman, Customer Service Representative IV
Erik Gardner, Customer Service Representative IV
Janet Sims, Customer Service Representative IV
Telephone: 512-463-7167

C. Audit Forms

1. Gas Utility Tax and Annual Forms available at <https://rrc.texas.gov/gas-services/gas-services-forms/>.
2. Gas Utility Annual Reports available on Neubus at: https://rrcsearch3.neubus.com/esd3-rrc/index.php?_module=_esd&_action=_keysearch&profile=13.
3. Information relating to any of the above, are available for review at the William B. Travis Building, Gas Services Department, 9th Floor, 1701 North Congress. All requests for copies must be made in writing and should be addressed to the Audit Section. Copies will be provided for a fee, depending on the volume of copy work desired, allow a minimum of ten business days for completion of requests.
4. Inquiries regarding copies should be directed to the Audit Section at (512) 463-7022 or fax your request to 512-475-3180.

D. Market Oversight Section Forms

1. Annual Earnings and Monitoring Report available at <https://rrc.texas.gov/gas-services/gas-services-forms/>.
2. Interim Rate Adjustment Application (GRIP) and Customer Notice available at <https://rrc.texas.gov/gas-services/gas-services-forms/>.

E. Gas Utility Docket Information

1. Orders and Proposals for Decision published on the Commission's web site at <https://www.rrc.texas.gov/hearings/dockets/gas-utility-dockets/> or RRC CASES at <https://www.rrc.texas.gov/hearings/rrc-cases/>.
2. Gas Utility Dockets available on Neubus at https://rrcsearch3.neubus.com/esd3-rrc/index.php?_module=_esd&_action=_keysearch&profile=14.

F. Natural Gas Tariff Filings

1. Questions pertaining to the filing of tariffs and/or quality of service rules should be directed to Andrea Maxwell, Janet Sims, Erik Gardner or David Bauman at (512) 463-7167.
2. Natural Gas Tariffs and Rate Schedules available at <https://www.rrc.texas.gov/gas-services/natural-gas-tariffs-rate-schedules/>.

G. Common Carrier Pipeline Tariff Filings

1. Questions pertaining to the filing of common carrier pipeline tariffs should be directed to Janet Sims at 512-463-6779.
2. Common Carrier Pipeline Tariffs available at <http://www.rrc.texas.gov/gas-services/common-carrier-pipeline-tariffs/>.

H. Propane Distribution Systems

1. Propane distribution price cap information is available at: <http://www.rrc.texas.gov/gas-services/propane-distribution-systems/>.

I. Curtailment Plan (Gas Utility Docket 489)

1. Curtailment questions should be referred to 512-463-7167 or by email at naturalgascurtailment@rrc.texas.gov.
2. Curtailment reports made during normal business hours, Monday through Friday 8:00 a.m. to 5:00 p.m., should be made to 512-463-7167.
3. Curtailment reports made after hours or during holidays, should be made to 512-463-6788.

J. Compliance Filings

1. Questions regarding gas utilities docket compliance filing requirements should be referred to Claudia Godoy at 512-463-7118 or by email at GUD_Compliance@rrc.texas.gov.

K. Complaints and Inquiries

1. Residential and Commercial Propane and Natural Gas Complaints should be made at GasComplaints@rrc.texas.gov or by phone at 512-463-7164.
2. Informal Gas Purchasing, Selling, Transportation or Gathering Practice Complaints should be submitted online at <http://www.rrc.texas.gov/gas-services/complaint-filing/informal-gas-transportation-purchase-complaint-preliminary-information-online-form/> or at 512-463-7167.
3. Informal Complaint Preliminary Information form available at <https://www.rrc.texas.gov/gas-services/gas-services-forms/>.

L. Non-Submetered Master Meter Disconnections

1. Municipalities wishing to opt in receiving notice from utilities when non-submetered master metered multifamily property is subject to disconnection of service due to non-payment can do so at <http://www.rrc.texas.gov/gas-services/non-submetered-master-meter-disconnections/>.

M. Texas Utilities Codes

1. Available through the State of Texas website at <http://www.statutes.legis.state.tx.us>.

N. Texas Administrative Codes

1. Available at the State of Texas website at: [http://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac_view=4&ti=16&pt=1&ch=7](http://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=4&ti=16&pt=1&ch=7).

O. Pending RRC Rules and Regulations

1. Pending rules and regulations available at <http://www.rrc.state.tx.us/general-counsel/rules/>.

P. Proposed Form Amendments (PFD):

1. PFDs available at <http://www.rrc.state.tx.us/forms/proposed-form-amendments/>.

Q. Hearings and Legal Analysis

1. Anyone wishing to obtain copies of appendices to Orders appearing in Section 5 of this Bulletin should contact the General Counsel Division at 512-463-7149.

R. Status of Pending Cases

1. The status of all pending cases listed in Section 3 of this Bulletin is for informational purposes only and is complete up to the time of printing of this Bulletin. For a more accurate status of pending cases, please call the General Counsel Division at 512-463-7149.