

GAS SERVICES DIVISION
GSD - 1 TARIFF REPORT

RRC COID: 10047 COMPANY NAME: GREENLIGHT GAS, LLC

TARIFF CODE: DS RRC TARIFF NO: 36771

DESCRIPTION: Distribution Sales STATUS: A
 EFFECTIVE DATE: 01/27/2023 ORIGINAL CONTRACT DATE: RECEIVED DATE: 04/26/2024
 GAS CONSUMED: N AMENDMENT DATE: 04/01/2024 OPERATOR NO: 100929
 BILLS RENDERED: Y INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID DESCRIPTION

PS Fee

Pursuant to Texas Utilities Code, Section 122.211 the Commission established a pipeline safety inspection fee. The fee for 2024 is \$1.00. It will be collected from April 1, 2024 to April 30, 2024.

Commercial Env

COMMERCIAL ENVIRONS AREAS OF DODSON, ESTELLINE, HEDLEY, LAKEVIEW, MEMPHIS, PADUCAH, WELLINGTON, and CLARENDON MONTHLY RATES:

Customer Charge(monthly) \$17.00.
 All Consumption \$1.3466 per Mcf.

Bills are due and payable when rendered and must be paid within fifteen days from monthly billing date(issuance). The amount of each monthly bill computed at the above stated rate shall be subject to the following tax adjustment: plus or minus an amount equivalent to the proportionate part of any new tax, or any tax increase or decrease, or any increase or decrease of any other governmental imposition, rental fee or charge (except state, county, city and special district ad valorem taxes and taxes on net income) levied, assessed or imposed subsequent to June 24, 2003, upon or allocable to GreenLight`s distribution operations, by any new or amended law or ordinance.

GAS COST ADJUSTMENT:

Each residential and commercial monthly bill shall be adjusted for gas cost as follows:

The Gas Cost Adjustment (GCA) applicable to the current billing month shall be calculated to the nearest \$0.001 per Mcf as follows:

a. The volume factor shall be determined by the actual prior year`s ration of purchased volumes for all sales customers on the transmission and distribution systems divided by sales volumes for all sales customers on the transmission and distribution systems. The volume factor shall be adjusted annually based upon the most recent year ended June 30. In no event shall the volume factor exceed 1.0526.

b. The weighted average cost of gas (WACOG) applicable to volumes purchased during the current month, expressed to the nearest \$.001 per Mcf.

In summary, the Gas Cost Adjustment (GCA) shall be determined to the nearest \$0.0001 per Mcf as follows:

Gas Cost Adjustment = WACOG x Volume Factor.

RATE ADJUSTMENT PROVISIONS

RAILROAD COMMISSION OF TEXAS
GAS SERVICES DIVISION
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None

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CUSTOMERS				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42976	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Clarendon Env.			
42977	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Dodson Env.			
42978	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Dozier Env.			
42979	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Lutie Env.			
42980	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Estelline Env.			
42981	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Hedley Env.			
42982	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Lakeview Env.			
42983	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Lelia Lake Env.			
42984	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Memphis Env.			
42985	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Newlin Env.			
42986	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Paducah Env.			
42987	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Sammorwood Env.			
42988	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Wellington Env.			
42976	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Clarendon Env.			
42977	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Dodson Env.			
42978	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Dozier Env.			
42979	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Lutie Env.			

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42980	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Estelline Env.			
42981	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Hedley Env.			
42982	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Lakeview Env.			
42983	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Lelia Lake Env.			
42984	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Memphis Env.			
42985	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Newlin Env.			
42986	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Paducah Env.			
42987	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Samnorwood Env.			
42988	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Wellington Env.			
42976	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Clarendon Env.			
42977	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Dodson Env.			
42978	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Dozier Env.			
42979	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Lutie Env.			
42980	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Estelline Env.			
42981	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Hedley Env.			
42982	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Lakeview Env.			
42983	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Lelia Lake Env.			

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42984	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Memphis Env.			
42985	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Newlin Env.			
42986	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Paducah Env.			
42987	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Samnorwood Env.			
42988	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Wellington Env.			
42976	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Clarendon Env.			
42977	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Dodson Env.			
42978	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Dozier Env.			
42979	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Lutie Env.			
42980	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Estelline Env.			
42981	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Hedley Env.			
42982	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Lakeview Env.			
42983	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Lelia Lake Env.			
42984	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Memphis Env.			
42985	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Newlin Env.			
42986	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Paducah Env.			
42987	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Samnorwood Env.			

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42988	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Wellington Env.			
42976	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Clarendon Env.			
42977	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Dodson Env.			
42978	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Dozier Env.			
42979	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Lutie Env.			
42980	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Estelline Env.			
42981	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Hedley Env.			
42982	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Lakeview Env.			
42983	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Lelia Lake Env.			
42984	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Memphis Env.			
42985	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Newlin Env.			
42986	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Paducah Env.			
42987	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Samnorwood Env.			
42988	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Wellington Env.			
42976	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Clarendon Env.			
42977	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Dodson Env.			
42978	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Dozier Env.			

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42979	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Lutie Env.			
42980	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Estelline Env.			
42981	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Hedley Env.			
42982	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Lakeview Env.			
42983	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Lelia Lake Env.			
42984	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Memphis Env.			
42985	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Newlin Env.			
42986	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Paducah Env.			
42987	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Samnorwood Env.			
42988	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Wellington Env.			
42977	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Dodson Env.			
42978	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Dozier Env.			
42979	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Lutie Env.			
42980	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Estelline Env.			
42981	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Hedley Env.			
42982	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Lakeview Env.			
42983	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Lelia Lake Env.			

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42984	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Memphis Env.			
42985	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Newlin Env.			
42986	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Paducah Env.			
42987	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Sammorwood Env.			
42988	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Wellington Env.			
42976	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Clarendon Env.			
42976	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Clarendon Env.			
42977	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Dodson Env.			
42978	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Dozier Env.			
42979	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Lutie Env.			
42980	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Estelline Env.			
42981	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Hedley Env.			
42982	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Lakeview Env.			
42983	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Lelia Lake Env.			
42984	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Memphis Env.			
42985	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Newlin Env.			
42986	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Paducah Env.			

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42987	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Samnorwood Env.			
42988	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Wellington Env.			
42976	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Clarendon Env.			
42977	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Dodson Env.			
42978	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Dozier Env.			
42979	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Lutie Env.			
42980	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Estelline Env.			
42981	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Hedley Env.			
42982	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Lakeview Env.			
42983	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Lelia Lake Env.			
42984	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Memphis Env.			
42985	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Newlin Env.			
42986	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Paducah Env.			
42987	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Samnorwood Env.			
42988	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Wellington Env.			
42976	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Clarendon Env.			
42977	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Dodson Env.			

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42978	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Dozier Env.			
42979	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Lutie Env.			
42980	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Estelline Env.			
42981	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Hedley Env.			
42982	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Lakeview Env.			
42983	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Lelia Lake Env.			
42984	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Memphis Env.			
42985	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Newlin Env.			
42986	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Paducah Env.			
42987	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Sammorwood Env.			
42988	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Wellington Env.			

REASONS FOR FILING

NEW?: N
RRC DOCKET NO: 9352
CITY ORDINANCE NO:
AMENDMENT(EXPLAIN): Pipeline Safety and Program Fee Pursuant to Texas Utilities Code 121.221
OTHER(EXPLAIN): Amend Annual Pipeline Safety Fee

SERVICES

<u>TYPE OF SERVICE</u>	<u>SERVICE DESCRIPTION</u>
B	Commercial Sales
<u>OTHER TYPE DESCRIPTION</u>	

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PREPARER - PERSON FILING

RRC NO: 1355	ACTIVE FLAG: Y	INACTIVE DATE:
FIRST NAME: Taylor	MIDDLE: Lynn	LAST NAME: Lindsey
TITLE: Office Manager		
ADDRESS LINE 1: 712 9th Street		
ADDRESS LINE 2: PO Box 1072		
CITY: Wellington	STATE: TX	ZIP: 79095 ZIP4: 1072
AREA CODE: 806	PHONE NO: 447-1377	EXTENSION:

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CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
GLGCP	<p data-bbox="289 405 633 457">Curtailed Plan Section 7.455 Curtailed Standards</p> <p data-bbox="289 495 1421 548">(a) Definitions. The following words and terms, when used in this section, shall have the following meanings, unless the context clearly indicates otherwise.</p> <p data-bbox="289 585 1485 695">(1) Balancing authority--The Electric Reliability Council of Texas or other responsible entity that integrates resource plans ahead of time, maintains electricity demand and resource balance within a balancing authority area, and supports interconnection frequency in real time for a power region in Texas.</p> <p data-bbox="289 703 909 728">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="289 737 1485 932">(3) Curtailed event--When a gas utility determines that its ability to deliver gas may become inadequate to support continuous service to firm customers on its system and it reduces deliveries to one or more firm customers. For the purposes of this section, an interruption of delivery or service to interruptible gas customers does not constitute a curtailed event. Prior to reducing deliveries to one or more firm customers, a gas utility interrupts deliveries to interruptible customers pursuant to mutually agreed upon contracts and/or tariffs.</p> <p data-bbox="289 940 1396 1024">(4) Electric generation facilities--Facilities registered with the applicable balancing authority including bulk power system assets, co-generation facilities, distributed generation, and or backup power systems.</p> <p data-bbox="289 1033 1380 1085">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="289 1094 1485 1171">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commission's jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="289 1180 1461 1289">(7) Human needs customers--Residences, hospitals, water and wastewater facilities, police, fire, military and civil defense facilities, and locations where people may congregate in an emergency, such as schools and places of worship. A human needs customer also includes small commercial customers that cannot practicably be curtailed without curtailing human needs.</p> <p data-bbox="289 1297 1461 1350">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="289 1388 1469 1682">(b) Applicability. This section takes effect on September 1, 2022. This section applies when any gas utility experiences a curtailed event affecting intrastate service on any of its intrastate natural gas pipelines. When a gas utility experiences a curtailed event, the gas utility shall curtail deliveries according to the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailed plan pursuant to subsection (d) of this section. The curtailed priorities in this section apply to sales of natural gas owned by a gas utility and/or deliveries utilizing a gas utility's transportation capacity. The priorities in this section do not apply to sales of gas owned by an entity that is not a gas utility. The term "deliveries" in this section includes sales and/or transportation service.</p> <p data-bbox="289 1719 479 1745">(c) Priorities.</p> <p data-bbox="289 1782 1461 1860">(1) Unless a gas utility has an approved curtailed plan pursuant to subsection (d) of this section, a gas utility shall apply the following priorities in descending order during a curtailed event:</p>

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(A) firm deliveries to human needs customers and firm deliveries of natural gas to local distribution systems which serve human needs customers;

(B) firm deliveries to electric generation facilities;

(C) firm deliveries to industrial and commercial users of the minimum natural gas required to prevent physical harm and/or ensure critical safety to the plant facilities, to plant personnel, or the public when such protection cannot be achieved through the use of an alternate fuel;

(D) firm deliveries of natural gas to small industrials and regular commercial loads that use less than 3,000 Mcf per day;

(E) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material cannot be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed;

(F) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material can be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed; and

(G) firm deliveries to customers that are not covered by the priorities listed in subparagraphs (A) - (F) of this paragraph.

(2) Deliveries to customers within the same priority on the portion of the system which is subject to curtailment shall be curtailed to the extent practicable on a pro rata basis according to scheduled quantities. If a customer's end-use requirements fall under two or more priorities, then such requirements must be treated separately when applying this schedule of priorities to the extent practicable. Transportation customers have equivalent end-use priorities as sales customers.

(3) When applying the priorities of this section, a gas utility may rely on the representations of its customers and/or their end users regarding the nature of customers' deliveries.

(d) Curtailment plans. Order 489 and any curtailment plan approved by the Commission prior to the effective date of this section is superseded by this section. A gas utility may file its own curtailment plan for approval with the Oversight and Safety Division. A gas utility shall follow the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan on file with the Commission. The first three priorities in any individual curtailment plan must be consistent with the first three priorities listed in subsection (c)(1)(A) - (C) and (2) of this section. A gas utility shall provide to its customers notice of an application for a curtailment plan. A gas utility shall provide notice on the same day the gas utility files its application with the Commission. The gas utility may provide notice by hand delivery, by first class, certified, registered mail, commercial delivery service, electronic methods, or by such other manner as the Commission may require. The notice shall be in the form prescribed by the Commission. The Oversight and Safety Division may administratively approve the curtailment plan if no request for hearing is filed within thirty days of such notice. The Commission shall set the matter for hearing if it receives a timely request for hearing from a customer of the gas utility.

(e) Required tariff filings. Within 90 days of the effective date of this section, each gas utility shall electronically file with the Commission, in the manner prescribed by the Commission, tariffs that shall include either:

(1) the curtailment priorities as specified in this section; or

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(2) a curtailment plan approved by the Commission as specified in subsection (d) of this section.,

(f) Curtailment emergency contact information. Each gas utility shall maintain current curtailment emergency contact information with the Commission and shall submit curtailment emergency contact information on or before November 1 of each year.

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LINE EXTENSION POLICY

<u>POLICY ID</u>	<u>DESCRIPTION</u>
1253	<p>1) Main Line Extension Rate - Residential and Commercial:</p> <p>a. \$7.60 per foot for extending mains beyond the the 100 foot free limit established by GreenLight Gas or any other free limit in excess of 100 feet established by city franchise.</p> <p>b. Actual cost is limited to the cost for 4 pipe unless larger pipe size is necessary to provid adequate and satisfactory service. GreenLight Gas shall furnish and install as needed up to 100 feet (50 feet if mobile home) of distribution main per applicant without cost to the applicant. In arriving at the length of such main extension necessary to render service to an applicant, the distance shall be measured along lines of proper construction from the nearest distribution main to the center of the property served. Extensions past property already being served by GreenLight Gas, provided such footage does not exceed 50 feet, and extensions across dedicated streets, alleys, and railroad right-of-way, shall be made at the expense of GreenLight Gas and shall not be considered in arriving at the length of the extension to applicant.</p> <p>c. Extension to customer shall be based on actual cost per foot.</p> <p>2) Installing and Maintaining an Excess Flow Valve-Residential:</p> <p>A customer may request the installation of an excess flow valve on a new service line or on a service line being replaced provided that the service line will serve a single residence and operate continuously throughout the year at a pressure of not less than 10 psig. The customer will pay the actual cost incurred to install the excess flow valve. That cost will include the cost of the excess flow valve, the labor cost required to install the excess flow valve, and er associated costs. The estimated total cost to install an excess flow valve is \$50.00. This cost is based on installing the excess flow valve at the same time a service line is installed or replaced. The excess flow valve will be installed on the service line upstream of the customer's meter and as near as practical to the main.</p> <p>A customer requiring maintenance, repair, or replacement of an excess flow valve will be required to pay the actual cost of locating and repairing or replacing the excess flow valve. The cost to perform this service will normally range from \$200 to \$2,000, depending on the amount of work required. This cost will be determined on an individual project basis.</p> <p>This tariff is being filed in accordance with the U.S. Department of Transportation rule requiring the installation of an excess flow valve, if requested by a customer, on new or replaced service lines that operate continuously throughout the year at a pressure of not less than 10 psig and that serve a single residence. The rule further states that the customer will bear all costs of installing and maintaining the excess flow valve.</p> <p>3) Main Line Right-of-Way Tap Rate-Residetial: \$1,400 per tap charge for tapping a transmission main line in any environs area to connect a single residential customer shall be the system-wide average cost of making such taps, including overheads and any adjustment for income tax, for the fiscal year.</p>

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QUALITY OF SERVICE

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7.45c	<p>(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.</p> <p>(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.</p> <p>(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.</p> <p>(6) Billing.</p> <p>(A) Bills for gas service shall be rendered monthly, unless otherwise authorized or unless service is rendered for a period less than a month. Bills shall be rendered as promptly as possible following the reading of meters.</p> <p>(B) The customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:</p> <ul style="list-style-type: none"> (i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered; (ii) the number and kind of units billed; (iii) the applicable rate schedule title or code; (iv) the total base bill; (v) the total of any adjustments to the base bill and the amount of adjustments per billing unit; (vi) the date by which the customer must pay the bill to get prompt payment discount; (vii) the total amount due before and after any discount for prompt payment within a designated period; (viii) a distinct marking to identify an estimated bill. <p>(C) Where there is good reason for doing so, estimated bills may be submitted, provided that an actual meter reading is taken at least every six months. For the second consecutive month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.</p> <p>(D) Disputed bills.</p> <ul style="list-style-type: none"> (i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility

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prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer's usage for the same billing period during the preceding two years. Where no previous usage history exists, the average usage shall be estimated on the basis of usage levels of similar customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may furnish, set up, or put in use any meter which is not reliable and of a standard type which meets generally accepted industry standards; provided, however, special meters not necessarily conforming to such standard types may be used for investigation, testing, or experimental purposes.

(B) Meter records. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the date and kind of test made, by whom made, the error (or percentage of accuracy) at each load tested, and sufficient data to permit verification of all calculations.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. If no such test has been performed within the previous four years for the same customer at the same location, the test is to be performed without charge. If such a test has been performed for the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0% from accurate registration.

(v) Bill adjustments due to meter error.

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(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) the last test of the meter, whichever is shorter. Any resulting underbillings or overbillings are to be corrected in subsequent bills, unless service is terminated, in which event a monetary adjustment is to be made. This requirement for a correction may be foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility may make a charge for units used but not metered for a period not to exceed three months previous to the time the meter is found not to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to construct, install, operate, and maintain its plant, structures, equipment, and lines in accordance with the provisions of such codes and standards as are generally accepted by the industry, as modified by rule or regulation of the regulatory authority or otherwise by law, and in such manner to best accommodate the public and to prevent interference with service furnished by other public utilities insofar as practical.

(B) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified applicant for service within its service area as rapidly as practical. As a general policy, those applications not involving line extensions or new facilities should be filled within seven working days. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 days after an applicant has met credit requirements and made satisfactory arrangements for payment of any required construction charges, a report must be made to the regulatory authority listing the name of the applicant, location, and cause for delay. Unless such delays are due to causes which are reasonably beyond the control of the utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

7.45a Texas Administrative Code
 TITLE 16
 PART 1
 CHAPTER 7
 SUBCHAPTER B
 ECONOMIC REGULATION RAILROAD COMMISSION OF TEXAS GAS UTILITIES DIVISION SUBSTANTIVE RULES RULE
 Section 7.45 Quality of Service

For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial

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customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law.

(1) Continuity of service.

(A) Service interruptions.

(i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected.

(ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility shall issue instructions to its employees covering procedures to be followed in the event of an emergency in order to prevent or mitigate interruption or impairment of service.

(iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.

(B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence.

(C) Report to commission. The commission shall be notified in writing within 48 hours of interruptions in service affecting the entire system or any major division thereof lasting more than four hours. The notice shall also state the cause of such interruptions. If any service interruption is reported to the commission otherwise (for example, as a curtailment report or safety report), such other report is sufficient to comply with the terms of this paragraph.

(2) Customer relations.

(A) Information to customers. Each utility shall:

(i) maintain a current set of maps showing the physical locations of its facilities. All distribution facilities shall be labeled to indicate the size or any pertinent information which will accurately describe the utility's facilities. These maps, or such other maps as may be required by the regulatory authority, shall be kept by the utility in a central location and will be available for inspection by the regulatory authority during normal working hours. Each business office or service center shall have available up-to-date maps, plans, or records of its immediate area, with such other information as may be necessary to enable the utility to advise applicants and others entitled to the information as to the facilities available for serving that locality;

(ii) assist the customer or applicant in selecting the most economical rate schedule;

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) post a notice in a conspicuous place in each business office of the utility where applications for service are received informing the public that copies of the rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

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(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

- (I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;
 - (II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;
 - (III) the time allowed to pay outstanding bills;
 - (IV) grounds for termination of service;
 - (V) the steps the utility must take before terminating service;
 - (VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;
 - (VII) information on alternative payment plans offered by the utility;
 - (VIII) the steps necessary to have service reconnected after involuntary termination;
 - (IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;
 - (X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and
 - (XI) the customer's right to be instructed by the utility how to read his or her meter;
- (vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I) - (XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. It shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

7.45b (C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer pays current bills and a reasonable amount of the outstanding bill and agrees to pay the balance in reasonable installments until the bill is paid.

(ii) For purposes of determining reasonableness under these rules, the following shall

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be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer's signature and in bold-face print at least two sizes larger than any other used, that: "If you are not satisfied with this agreement, do not sign. If you are satisfied with this agreement, you give up your right to dispute the amount due under the agreement except for the utility's failure or refusal to comply with the terms of this agreement."

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, ??101.003(7), 101.003(8), and 121.001 - 121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility may decline to serve an applicant for whom service is available from previously installed facilities until such applicant has complied with the state and municipal regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is

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known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility for the same kind of service as that applied for; provided, however, that in the event the indebtedness of the applicant for service is in dispute, the applicant shall be served upon complying with the applicable deposit requirement.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

(i) delinquency in payment for service by a previous occupant of the premises to be served;

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

(iii) failure to pay a bill to correct previous underbilling due to misapplication of rates more than six months prior to the date of application;

(iv) violation of the utility's rules pertaining to operation of nonstandard equipment or unauthorized attachments which interfere with the service of others unless the customer has first been notified and been afforded reasonable opportunity to comply with these rules;

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

(vi) failure to pay the bill of another customer at the same address except where the change of customer identity is made to avoid or evade payment of a utility bill.

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0% for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection, with the words "Termination Notice" or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a

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reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

(iv) without notice where a known dangerous condition exists for as long as the condition exists;

(v) tampering with the utility company's meter or equipment or bypassing the same.

(E) Utility service may not be disconnected for any of the following reasons:

(i) delinquency in payment for service by a previous occupant of the premises;

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

(iii) failure to pay for a different type or class of utility service unless fee for such service is included on the same bill;

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

(v) failure to pay charges arising from an underbilling occurring due to any misapplication of rates more than six months prior to the current billings;

(vi) failure to pay charges arising from an underbilling due to any faulty metering, unless the meter has been tampered with or unless such underbilling charges are due;

(vii) failure to pay an estimated bill other than a bill rendered pursuant to an approved meter reading plan, unless the utility is unable to read the meter due to circumstances beyond its control.

(F) Unless a dangerous condition exists, or unless the customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the utility are not available to the public for the purpose of making collections and reconnecting service.

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer of any utility for the same kind of service within the last two years and is not delinquent in payment of any such utility service account and during the last 12 consecutive months of service did not have more than one occasion in which a bill for such utility service was paid after becoming delinquent and never had service disconnected for nonpayment;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to

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secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing a satisfactory credit rating by appropriate means, including, but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the utility, or ownership of substantial equity.

(B) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

(C) Amount of deposit and interest for residential service, and exemption from deposit.

(i) Each gas utility shall waive any deposit requirement for residential service for an applicant who has been determined to be a victim of family violence as defined in Texas Family Code, §71.004, by a family violence center, by treating medical personnel, by law enforcement agency personnel, or by a designee of the Attorney General in the Crime Victim Services Division of the Office of the Attorney General. This determination shall be evidenced by the applicant's submission of a certification letter developed by the Texas Council on Family Violence and made available on its web site.

(ii) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. If actual use is at least twice the amount of the estimated billings, a new deposit requirement may be calculated and an additional deposit may be required within two days. If such additional deposit is not made, the utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(iii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility or another utility for the same utility service which accrued within the last two years. No cash deposit shall be required of such applicant under these conditions.

(iv) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

(II) The deposit shall cease to draw interest on the date it is returned or credited to the customer's account.

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility may require a deposit sufficient to reasonably protect it against the assumed risk, provided such a policy is applied in a uniform and nondiscriminatory manner.

(E) Records of deposits.

(i) The utility shall keep records to show:

- (I) the name and address of each depositor;
- (II) the amount and date of the deposit; and
- (III) each transaction concerning the deposit.

(ii) The utility shall issue a receipt of deposit to each applicant from whom a deposit is received and shall provide means whereby a depositor may establish claim if the receipt is lost.

(iii) A record of each unclaimed deposit must be maintained for at least four years,

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during which time the utility shall make a reasonable effort to return the deposit.
 (F) Refund of deposit.
 (i) If service is not connected or after disconnection of service, the utility shall promptly and automatically refund the customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. The transfer of service from one premise to another within the service area of the utility shall not be deemed a disconnection within the meaning of these rules, and no additional deposit may be demanded unless permitted by these rules.

SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
316809	Deposit22		Residential and Commercial Deposit: Residential and Commercial Deposit amounts shall be calculated in the following manner. One-sixth of an estimated annual billing for average residential or commercial customers determined by June 30 of each year.
316810	Ret Check		\$25.00 Returned Check charge.
316807	Collection		\$10.00 Collection Charge.
316808	C&R Env		\$27.50 Connect fee and re-connect fee Monday through Friday, 8am- 5pm. \$50.00 Connect Fee and re-connect fee Monday through Friday 5pm-8am, all day Saturday, Sunday and Holidays.

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DESCRIPTION: Distribution Sales STATUS: A
 EFFECTIVE DATE: 01/27/2023 ORIGINAL CONTRACT DATE: RECEIVED DATE: 04/26/2024
 GAS CONSUMED: N AMENDMENT DATE: 04/01/2024 OPERATOR NO: 100929
 BILLS RENDERED: Y INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
PS Fee	<p>Pursuant to Texas Utilities Code, Section 122.211 the Commission established a pipeline safety inspection fee. The fee for 2024 is \$1.00. It will be collected from April 1, 2024 to April 30, 2024.</p>
Residential Env	<p>RESIDENTIAL ENVIRONS AREAS OF DODSON, ESTELLINE, HEDLEY, LAKEVIEW, MEMPHIS, PADUCAH, WELLINGTON, and CLARENDON MONTHLY</p> <p>RATES: Customer Charge(monthly) \$9.00. All Consumption \$1.3466 per Mcf.</p> <p>Bills are due and payable when rendered and must be paid within fifteen days from monthly billing date(issuance). The amount of each monthly bill computed at the above stated rate shall be subject to the following tax adjustment: plus or minus an amount equivalent to the proportionate part of any new tax, or any tax increase or decrease, or any increase or decrease of any other governmental imposition, rental fee or charge (except state, county, city and special district ad valorem taxes and taxes on net income) levied, assessed or imposed subsequent to June 24, 2003, upon or allocable to GreenLight`s distribution operations, by any new or amended law or ordinance.</p> <p>GAS COST ADJUSTMENT:</p> <p>Each residential and commercial monthly bill shall be adjusted for gas cost as follows: The Gas Cost Adjustment (GCA) applicable to the current billing month shall be calculated to the nearest \$0.001 per Mcf as follows:</p> <p>a. The volume factor shall be determined by the actual prior year`s ration of purchased volumes for all sales customers on the transmission and distribution systems divided by sales volumes for all sales customers on the transmission and distribution systems. The volume factor shall be adjusted annually based upon the most recent year ended June 30. In no event shall the volume factor exceed 1.0526.</p> <p>b. The weighted average cost of gas (WACOG) applicable to volumes purchased during the current month, expressed to the nearest \$.001 per Mcf. In summary, the Gas Cost Adjustment (GCA) shall be determined to the nearest \$0.0001 per Mcf as follows: Gas Cost Adjustment = WACOG x Volume Factor.</p>

RATE ADJUSTMENT PROVISIONS

None

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42976	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Clarendon Env.			
42977	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Dodson Env.			
42978	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Dozier Env.			
42979	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Lutie Env.			
42980	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Estelline Env.			
42981	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Hedley Env.			
42982	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Lakeview Env.			
42983	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Lelia Lake Env.			
42984	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Memphis Env.			
42985	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Newlin Env.			
42986	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Paducah Env.			
42987	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Sammorwood Env.			
42988	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Wellington Env.			
42976	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Clarendon Env.			
42977	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Dodson Env.			
42978	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Dozier Env.			
42979	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Lutie Env.			

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42980	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Estelline Env.			
42981	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Hedley Env.			
42982	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Lakeview Env.			
42983	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Lelia Lake Env.			
42984	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Memphis Env.			
42985	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Newlin Env.			
42986	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Paducah Env.			
42987	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Samnorwood Env.			
42988	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Wellington Env.			
42976	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Clarendon Env.			
42977	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Dodson Env.			
42978	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Dozier Env.			
42979	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Lutie Env.			
42980	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Estelline Env.			
42981	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Hedley Env.			
42982	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Lakeview Env.			
42983	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Lelia Lake Env.			

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42984	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Memphis Env.			
42985	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Newlin Env.			
42986	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Paducah Env.			
42987	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Samnorwood Env.			
42988	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Wellington Env.			
42976	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Clarendon Env.			
42977	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Dodson Env.			
42978	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Dozier Env.			
42979	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Lutie Env.			
42980	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Estelline Env.			
42981	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Hedley Env.			
42982	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Lakeview Env.			
42983	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Lelia Lake Env.			
42984	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Memphis Env.			
42985	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Newlin Env.			
42986	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Paducah Env.			
42987	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Samnorwood Env.			

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42988	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Wellington Env.			
42976	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Clarendon Env.			
42977	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Dodson Env.			
42978	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Dozier Env.			
42979	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Lutie Env.			
42980	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Estelline Env.			
42981	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Hedley Env.			
42982	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Lakeview Env.			
42983	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Lelia Lake Env.			
42984	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Memphis Env.			
42985	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Newlin Env.			
42986	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Paducah Env.			
42987	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Samnorwood Env.			
42988	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Wellington Env.			
42976	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Clarendon Env.			
42977	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Dodson Env.			
42978	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Dozier Env.			

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42979	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Lutie Env.			
42980	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Estelline Env.			
42981	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Hedley Env.			
42982	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Lakeview Env.			
42983	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Lelia Lake Env.			
42984	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Memphis Env.			
42985	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Newlin Env.			
42986	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Paducah Env.			
42987	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Samnorwood Env.			
42988	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Wellington Env.			
42978	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Dozier Env.			
42979	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Lutie Env.			
42980	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Estelline Env.			
42981	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Hedley Env.			
42982	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Lakeview Env.			
42983	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Lelia Lake Env.			
42984	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Memphis Env.			

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42985	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Newlin Env.			
42986	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Paducah Env.			
42987	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Samnorwood Env.			
42988	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Wellington Env.			
42976	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Clarendon Env.			
42977	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Dodson Env.			
42976	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Clarendon Env.			
42977	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Dodson Env.			
42978	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Dozier Env.			
42979	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Lutie Env.			
42980	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Estelline Env.			
42981	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Hedley Env.			
42982	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Lakeview Env.			
42983	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Lelia Lake Env.			
42984	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Memphis Env.			
42985	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Newlin Env.			
42986	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Paducah Env.			

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CUSTOMERS				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42987	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Samnorwood Env.			
42988	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Wellington Env.			
42976	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Clarendon Env.			
42977	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Dodson Env.			
42978	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Dozier Env.			
42979	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Lutie Env.			
42980	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Estelline Env.			
42981	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Hedley Env.			
42982	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Lakeview Env.			
42983	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Lelia Lake Env.			
42984	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Memphis Env.			
42985	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Newlin Env.			
42986	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Paducah Env.			
42987	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Samnorwood Env.			
42988	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Wellington Env.			
42976	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Clarendon Env.			
42977	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Dodson Env.			

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CUSTOMERS

<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42978	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Dozier Env.			
42979	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Lutie Env.			
42980	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Estelline Env.			
42981	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Hedley Env.			
42982	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Lakeview Env.			
42983	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Lelia Lake Env.			
42984	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Memphis Env.			
42985	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Newlin Env.			
42986	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Paducah Env.			
42987	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Sammorwood Env.			
42988	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Wellington Env.			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 9352

CITY ORDINANCE NO:

AMENDMENT(EXPLAIN): Pipeline Safety and Program Fee Pursuant to Texas Utilities Code 121.221

OTHER(EXPLAIN): Amend Annual Pipeline Safety Fee

SERVICES

<u>TYPE OF SERVICE</u>	<u>SERVICE DESCRIPTION</u>
A	Residential Sales
<u>OTHER TYPE DESCRIPTION</u>	

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PREPARER - PERSON FILING

RRC NO: 1355	ACTIVE FLAG: Y	INACTIVE DATE:
FIRST NAME: Taylor	MIDDLE: Lynn	LAST NAME: Lindsey
TITLE: Office Manager		
ADDRESS LINE 1: 712 9th Street		
ADDRESS LINE 2: PO Box 1072		
CITY: Wellington	STATE: TX	ZIP: 79095 ZIP4: 1072
AREA CODE: 806	PHONE NO: 447-1377	EXTENSION:

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CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
GLGCP	<p data-bbox="282 405 633 457">Curtailed Plan Section 7.455 Curtailment Standards</p> <p data-bbox="282 495 1424 548">(a) Definitions. The following words and terms, when used in this section, shall have the following meanings, unless the context clearly indicates otherwise.</p> <p data-bbox="282 585 1487 695">(1) Balancing authority--The Electric Reliability Council of Texas or other responsible entity that integrates resource plans ahead of time, maintains electricity demand and resource balance within a balancing authority area, and supports interconnection frequency in real time for a power region in Texas.</p> <p data-bbox="282 703 909 728">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="282 735 1487 932">(3) Curtailment event--When a gas utility determines that its ability to deliver gas may become inadequate to support continuous service to firm customers on its system and it reduces deliveries to one or more firm customers. For the purposes of this section, an interruption of delivery or service to interruptible gas customers does not constitute a curtailment event. Prior to reducing deliveries to one or more firm customers, a gas utility interrupts deliveries to interruptible customers pursuant to mutually agreed upon contracts and/or tariffs.</p> <p data-bbox="282 940 1396 1024">(4) Electric generation facilities--Facilities registered with the applicable balancing authority including bulk power system assets, co-generation facilities, distributed generation, and or backup power systems.</p> <p data-bbox="282 1033 1385 1085">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="282 1094 1487 1171">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commission's jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="282 1180 1463 1289">(7) Human needs customers--Residences, hospitals, water and wastewater facilities, police, fire, military and civil defense facilities, and locations where people may congregate in an emergency, such as schools and places of worship. A human needs customer also includes small commercial customers that cannot practicably be curtailed without curtailing human needs.</p> <p data-bbox="282 1297 1463 1350">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="282 1388 1474 1680">(b) Applicability. This section takes effect on September 1, 2022. This section applies when any gas utility experiences a curtailment event affecting intrastate service on any of its intrastate natural gas pipelines. When a gas utility experiences a curtailment event, the gas utility shall curtail deliveries according to the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan pursuant to subsection (d) of this section. The curtailment priorities in this section apply to sales of natural gas owned by a gas utility and/or deliveries utilizing a gas utility's transportation capacity. The priorities in this section do not apply to sales of gas owned by an entity that is not a gas utility. The term "deliveries" in this section includes sales and/or transportation service.</p> <p data-bbox="282 1717 477 1743">(c) Priorities.</p> <p data-bbox="282 1780 1463 1858">(1) Unless a gas utility has an approved curtailment plan pursuant to subsection (d) of this section, a gas utility shall apply the following priorities in descending order during a curtailment event:</p>

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(A) firm deliveries to human needs customers and firm deliveries of natural gas to local distribution systems which serve human needs customers;

(B) firm deliveries to electric generation facilities;

(C) firm deliveries to industrial and commercial users of the minimum natural gas required to prevent physical harm and/or ensure critical safety to the plant facilities, to plant personnel, or the public when such protection cannot be achieved through the use of an alternate fuel;

(D) firm deliveries of natural gas to small industrials and regular commercial loads that use less than 3,000 Mcf per day;

(E) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material cannot be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed;

(F) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material can be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed; and

(G) firm deliveries to customers that are not covered by the priorities listed in subparagraphs (A) - (F) of this paragraph.

(2) Deliveries to customers within the same priority on the portion of the system which is subject to curtailment shall be curtailed to the extent practicable on a pro rata basis according to scheduled quantities. If a customer's end-use requirements fall under two or more priorities, then such requirements must be treated separately when applying this schedule of priorities to the extent practicable. Transportation customers have equivalent end-use priorities as sales customers.

(3) When applying the priorities of this section, a gas utility may rely on the representations of its customers and/or their end users regarding the nature of customers' deliveries.

(d) Curtailment plans. Order 489 and any curtailment plan approved by the Commission prior to the effective date of this section is superseded by this section. A gas utility may file its own curtailment plan for approval with the Oversight and Safety Division. A gas utility shall follow the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan on file with the Commission. The first three priorities in any individual curtailment plan must be consistent with the first three priorities listed in subsection (c)(1)(A) - (C) and (2) of this section. A gas utility shall provide notice to its customers notice of an application for a curtailment plan. A gas utility shall provide notice on the same day the gas utility files its application with the Commission. The gas utility may provide notice by hand delivery, by first class, certified, registered mail, commercial delivery service, electronic methods, or by such other manner as the Commission may require. The notice shall be in the form prescribed by the Commission. The Oversight and Safety Division may administratively approve the curtailment plan if no request for hearing is filed within thirty days of such notice. The Commission shall set the matter for hearing if it receives a timely request for hearing from a customer of the gas utility.

(e) Required tariff filings. Within 90 days of the effective date of this section, each gas utility shall electronically file with the Commission, in the manner prescribed by the Commission, tariffs that shall include either:

(1) the curtailment priorities as specified in this section; or

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(2) a curtailment plan approved by the Commission as specified in subsection (d) of this section.,

(f) Curtailment emergency contact information. Each gas utility shall maintain current curtailment emergency contact information with the Commission and shall submit curtailment emergency contact information on or before November 1 of each year.

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LINE EXTENSION POLICY

<u>POLICY ID</u>	<u>DESCRIPTION</u>
1253	<p>1) Main Line Extension Rate - Residential and Commercial:</p> <p>a. \$7.60 per foot for extending mains beyond the the 100 foot free limit established by GreenLight Gas or any other free limit in excess of 100 feet established by city franchise.</p> <p>b. Actual cost is limited to the cost for 4 pipe unless larger pipe size is necessary to provid adequate and satisfactory service. GreenLight Gas shall furnish and install as needed up to 100 feet (50 feet if mobile home) of distribution main per applicant without cost to the applicant. In arriving at the length of such main extension necessary to render service to an applicant, the distance shall be measured along lines of proper construction from the nearest distribution main to the center of the property served. Extensions past property already being served by GreenLight Gas, provided such footage does not exceed 50 feet, and extensions across dedicated streets, alleys, and railroad right-of-way, shall be made at the expense of GreenLight Gas and shall not be considered in arriving at the length of the extension to applicant.</p> <p>c. Extension to customer shall be based on actual cost per foot.</p> <p>2) Installing and Maintaining an Excess Flow Valve-Residential:</p> <p>A customer may request the installation of an excess flow valve on a new service line or on a service line being replaced provided that the service line will serve a single residence and operate continuously throughout the year at a pressure of not less than 10 psig. The customer will pay the actual cost incurred to install the excess flow valve. That cost will include the cost of the excess flow valve, the labor cost required to install the excess flow valve, and er associated costs. The estimated total cost to install an excess flow valve is \$50.00. This cost is based on installing the excess flow valve at the same time a service line is installed or replaced. The excess flow valve will be installed on the service line upstream of the customer's meter and as near as practical to the main.</p> <p>A customer requiring maintenance, repair, or replacement of an excess flow valve will be required to pay the actual cost of locating and repairing or replacing the excess flow valve. The cost to perform this service will normally range from \$200 to \$2,000, depending on the amount of work required. This cost will be determined on an individual project basis.</p> <p>This tariff is being filed in accordance with the U.S. Department of Transportation rule requiring the installation of an excess flow valve, if requested by a customer, on new or replaced service lines that operate continuously throughout the year at a pressure of not less than 10 psig and that serve a single residence. The rule further states that the customer will bear all costs of installing and maintaining the excess flow valve.</p> <p>3) Main Line Right-of-Way Tap Rate-Residetial: \$1,400 per tap charge for tapping a transmission main line in any environs area to connect a single residential customer shall be the system-wide average cost of making such taps, including overheads and any adjustment for income tax, for the fiscal year.</p>

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QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
7.45a	<p>Texas Administrative Code TITLE 16 PART 1 CHAPTER 7 SUBCHAPTER B ECONOMIC REGULATION RAILROAD COMMISSION OF TEXAS GAS UTILITIES DIVISION SUBSTANTIVE RULES RULE Section 7.45 Quality of Service</p>

For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law.

(1) Continuity of service.

(A) Service interruptions.

(i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected.

(ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility shall issue instructions to its employees covering procedures to be followed in the event of an emergency in order to prevent or mitigate interruption or impairment of service.

(iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.

(B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence.

(C) Report to commission. The commission shall be notified in writing within 48 hours of interruptions in service affecting the entire system or any major division thereof lasting more than four hours. The notice shall also state the cause of such interruptions. If any service interruption is reported to the commission otherwise (for example, as a curtailment report or safety report), such other report is sufficient to comply with the terms of this paragraph.

(2) Customer relations.

(A) Information to customers. Each utility shall:

(i) maintain a current set of maps showing the physical locations of its facilities. All distribution facilities shall be labeled to indicate the size or any pertinent information which will accurately describe the utility's facilities. These maps, or such other maps as may be required by the regulatory authority, shall be kept by the utility in a central location

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and will be available for inspection by the regulatory authority during normal working hours. Each business office or service center shall have available up-to-date maps, plans, or records of its immediate area, with such other information as may be necessary to enable the utility to advise applicants and others entitled to the information as to the facilities available for serving that locality;

(ii) assist the customer or applicant in selecting the most economical rate schedule;

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) post a notice in a conspicuous place in each business office of the utility where applications for service are received informing the public that copies of the rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I) - (XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. It shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

7.45b (C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial

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response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer pays current bills and a reasonable amount of the outstanding bill and agrees to pay the balance in reasonable installments until the bill is paid.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer's signature and in bold-face print at least two sizes larger than any other used, that: "If you are not satisfied with this agreement, do not sign. If you are satisfied with this agreement, you give up your right to dispute the amount due under the agreement except for the utility's failure or refusal to comply with the terms of this agreement."

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, ??101.003(7), 101.003(8), and 121.001 - 121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment

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date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility may decline to serve an applicant for whom service is available from previously installed facilities until such applicant has complied with the state and municipal regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility for the same kind of service as that applied for; provided, however, that in the event the indebtedness of the applicant for service is in dispute, the applicant shall be served upon complying with the applicable deposit requirement.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

(i) delinquency in payment for service by a previous occupant of the premises to be served;

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

(iii) failure to pay a bill to correct previous underbilling due to misapplication of rates more than six months prior to the date of application;

(iv) violation of the utility's rules pertaining to operation of nonstandard equipment or unauthorized attachments which interfere with the service of others unless the customer has first been notified and been afforded reasonable opportunity to comply with these rules;

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

(vi) failure to pay the bill of another customer at the same address except where the change of customer identity is made to avoid or evade payment of a utility bill.

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0% for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been

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given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection, with the words "Termination Notice" or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

(iv) without notice where a known dangerous condition exists for as long as the condition exists;

(v) tampering with the utility company's meter or equipment or bypassing the same.

(E) Utility service may not be disconnected for any of the following reasons:

(i) delinquency in payment for service by a previous occupant of the premises;

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

(iii) failure to pay for a different type or class of utility service unless fee for such service is included on the same bill;

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

(v) failure to pay charges arising from an underbilling occurring due to any misapplication of rates more than six months prior to the current billings;

(vi) failure to pay charges arising from an underbilling due to any faulty metering, unless the meter has been tampered with or unless such underbilling charges are due;

(vii) failure to pay an estimated bill other than a bill rendered pursuant to an approved meter reading plan, unless the utility is unable to read the meter due to circumstances beyond its control.

(F) Unless a dangerous condition exists, or unless the customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the utility are not available to the public for the purpose of making collections and reconnecting service.

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall

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sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer of any utility for the same kind of service within the last two years and is not delinquent in payment of any such utility service account and during the last 12 consecutive months of service did not have more than one occasion in which a bill for such utility service was paid after becoming delinquent and never had service disconnected for nonpayment;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing a satisfactory credit rating by appropriate means, including, but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the utility, or ownership of substantial equity.

(B) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

(C) Amount of deposit and interest for residential service, and exemption from deposit.

(i) Each gas utility shall waive any deposit requirement for residential service for an applicant who has been determined to be a victim of family violence as defined in Texas Family Code, §71.004, by a family violence center, by treating medical personnel, by law enforcement agency personnel, or by a designee of the Attorney General in the Crime Victim Services Division of the Office of the Attorney General. This determination shall be evidenced by the applicant's submission of a certification letter developed by the Texas Council on Family Violence and made available on its web site.

(ii) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. If actual use is at least twice the amount of the estimated billings, a new deposit requirement may be calculated and an additional deposit may be required within two days. If such additional deposit is not made, the utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(iii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility or another utility for the same utility service which accrued within the last two years. No cash deposit shall be required of such applicant under these conditions.

(iv) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

(II) The deposit shall cease to draw interest on the date it is returned or credited

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to the customer's account.

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility may require a deposit sufficient to reasonably protect it against the assumed risk, provided such a policy is applied in a uniform and nondiscriminatory manner.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

(II) the amount and date of the deposit; and

(III) each transaction concerning the deposit.

(ii) The utility shall issue a receipt of deposit to each applicant from whom a deposit is received and shall provide means whereby a depositor may establish claim if the receipt is lost.

(iii) A record of each unclaimed deposit must be maintained for at least four years, during which time the utility shall make a reasonable effort to return the deposit.

(F) Refund of deposit.

(i) If service is not connected or after disconnection of service, the utility shall promptly and automatically refund the customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. The transfer of service from one premise to another within the service area of the utility shall not be deemed a disconnection within the meaning of these rules, and no additional deposit may be demanded unless permitted by these rules.

7.45c

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) Billing.

(A) Bills for gas service shall be rendered monthly, unless otherwise authorized or unless service is rendered for a period less than a month. Bills shall be rendered as promptly as possible following the reading of meters.

(B) The customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

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- (iv) the total base bill;
 - (v) the total of any adjustments to the base bill and the amount of adjustments per billing unit;
 - (vi) the date by which the customer must pay the bill to get prompt payment discount;
 - (vii) the total amount due before and after any discount for prompt payment within a designated period;
 - (viii) a distinct marking to identify an estimated bill.
- (C) Where there is good reason for doing so, estimated bills may be submitted, provided that an actual meter reading is taken at least every six months. For the second consecutive month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.
- (D) Disputed bills.
- (i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.
 - (ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer's usage for the same billing period during the preceding two years. Where no previous usage history exists, the average usage shall be estimated on the basis of usage levels of similar customers and under similar conditions.
- (7) Meters.
- (A) Meter requirements.
- (i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.
 - (ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.
 - (iii) Standard type. No utility may furnish, set up, or put in use any meter which is not reliable and of a standard type which meets generally accepted industry standards; provided, however, special meters not necessarily conforming to such standard types may be used for investigation, testing, or experimental purposes.
- (B) Meter records. Each utility must keep the following records:
- (i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.
 - (ii) Records of meter tests. All meter tests must be properly referenced to the meter

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record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the date and kind of test made, by whom made, the error (or percentage of accuracy) at each load tested, and sufficient data to permit verification of all calculations.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. If no such test has been performed within the previous four years for the same customer at the same location, the test is to be performed without charge. If such a test has been performed for the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0% from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) the last test of the meter, whichever is shorter. Any resulting underbillings or overbillings are to be corrected in subsequent bills, unless service is terminated, in which event a monetary adjustment is to be made. This requirement for a correction may be foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility may make a charge for units used but not metered for a period not to exceed three months previous to the time the meter is found not to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to construct, install, operate, and maintain its plant, structures, equipment, and lines in accordance with the provisions of such codes and standards as are generally accepted by the industry, as modified by rule or regulation of the regulatory authority or otherwise by law, and in such manner to best accommodate the public and to prevent interference with service furnished by other public utilities insofar as practical.

(B) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified applicant for service within its service area as rapidly as practical. As a general policy, those applications not involving line extensions or new facilities should be filled within seven

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working days. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 days after an applicant has met credit requirements and made satisfactory arrangements for payment of any required construction charges, a report must be made to the regulatory authority listing the name of the applicant, location, and cause for delay. Unless such delays are due to causes which are reasonably beyond the control of the utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
316814	Collection		\$10.00 Collection Charge.
316815	C&R Env		\$27.50 Connect fee and re-connect fee Monday through Friday, 8am- 5pm. \$50.00 Connect Fee and re-connect fee Monday through Friday 5pm-8am, all day Saturday, Sunday and Holidays.
316812	Deposit22		Residential and Commercial Deposit: Residential and Commercial Deposit amounts shall be calculated in the following manner. One-sixth of an estimated annual billing for average residential or commercial customers determined by June 30 of each year.
316813	Ret Check		\$25.00 Returned Check charge.

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DESCRIPTION: Distribution Sales STATUS: A
 EFFECTIVE DATE: 01/27/2023 ORIGINAL CONTRACT DATE: RECEIVED DATE: 04/26/2024
 GAS CONSUMED: N AMENDMENT DATE: 04/01/2024 OPERATOR NO: 100929
 BILLS RENDERED: Y INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
Franchise Fee	<p>FRANCHISE FEES: LAKEVIEW 2%, CLARENDON 2%, HEDLEY 3%, MEMPHIS 3%, WELLINGTON 4%, effective 4/23/13 DODSON 3%, effective 4/12/04 ESTELLINE 5%, effective 4/14/05 PADUCAH 5%, effective 8/8/06 CROWELL 5%:</p> <p>Franchise Fees are recognized as a percentage of total revenues for natural gas service within a municipality. Franchise fees are not applicable to revenues for natural gas service to customers outside of a municipality: i.e., environs and unincorporated areas.</p>
PS Fee	<p>Pursuant to Texas Utilities Code, Section 122.211 the Commission established a pipeline safety inspection fee. The fee for 2024 is \$1.00. It will be collected from April 1, 2024 to April 30, 2024.</p>
Res. Crowell Inc.	<p>APPLICABLE TO: ALL CUSTOMERS IN THE CITY OF CROWELL.</p> <p>Application: Applicable to Residential Customers for all natural gas provided at one point of delivery and measured through one meter.</p> <p>Type of Service: Where service of the type desired by Customer is not already available at the point of delivery, additional charges and special contract arrangements between Company and Customer may be required prior to service being furnished.</p> <p>Monthly Rate: Customer`s monthly bill will be calculated by adding the following Customer and Mcf charges to the amounts listed below: Customer Charge per Bill \$22.50 per month, Commodity Charge ` All Mcf \$2.9108 per Mcf.</p> <p>Gas Cost Recovery: Plus an amount for gas costs and upstream transportation costs calculated to the nearest \$0.001 per Mcf as follows:</p>

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RATE SCHEDULE

SCHEDULE ID

DESCRIPTION

a. The volume factor shall be determined by the actual prior year's ration of purchased volumes for all sales customers on the transmission and distribution systems divided by sales volumes for all sales customers on the transmission and distribution systems. The volume factor shall be adjusted annually based upon the most recent year ended June 30. In no event shall the volume factor exceed 1.0526.

b. The weighted average cost of gas (WACOG) applicable to volumes purchased during the current month, expressed to the nearest \$.001 per Mcf. In summary, the Gas Cost Adjustment (GCA) shall be determined to the nearest \$0.0001 per Mcf as follows: Gas Cost Adjustment = WACOG x LUG adjustment for distribution adjusted annually.

Pipeline Safety Inspection Fee:
 Plus an amount for Railroad Commission required pipeline safety programs.

Gross Receipts Tax:
 Plus an amount pursuant to Sections 182.021-182.021-182.025 of the Texas Tax Code relating to gross receipt taxes.

Franchise Fee:
 Plus an amount for franchise fees calculated in accordance with the franchise in effect for each municipality. Surcharges: Plus an amount for surcharges calculated in accordance with the applicable rider(s).

Agreement:
 An Agreement for Gas Service may be required.

Customer Bills:
 Bills are due and payable when rendered and must be paid within fifteen days from monthly billing date (issuance). The amount of each monthly bill computed at the above stated rate shall be subject to the following tax adjustment: plus or minus an amount equivalent to the proportionate part of any new tax, or any tax increase or decrease, or any increase or decrease of any other governmental imposition, rental fee or charge (except state, county, city and special district ad valorem taxes and taxes on net income) levied, assessed or imposed subsequent to January 27, 2022, upon or allocable to GreenLight's distribution operations, by any new or amended law or ordinance. Notice: Service hereunder and the rates for services provided are subject to the orders of regulatory bodies having jurisdiction and to the Companys Tariff for Gas Service.

Rate Case Expenses

RATE CASE EXPENSE SURCHARGE: The Rate Case Expense Surcharged shall be in effect beginning on or after 01/26/2018, and will continue for approximately four years until all of the rate case expenses approved by a regulatory authority with original jurisdiction are fully recovered.

The surcharge rate shall be \$0.03555 per MCF.

This surcharge is in addition to other rates and surcharges set forth in this

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RATE SCHEDULE	
SCHEDULE ID	DESCRIPTION
	tariff.

RATE ADJUSTMENT PROVISIONS
 None

CUSTOMERS				
RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
42989	N	Mcf	\$2.3534	01/31/2024
<u>CUSTOMER NAME</u>	Crowell Inc.			
42989	N	Mcf	\$2.3890	02/29/2024
<u>CUSTOMER NAME</u>	Crowell Inc.			
42989	N	Mcf	\$2.5360	03/31/2024
<u>CUSTOMER NAME</u>	Crowell Inc.			
42989	N	Mcf	\$2.3876	04/30/2024
<u>CUSTOMER NAME</u>	Crowell Inc.			
42989	N	Mcf	\$2.3494	05/31/2024
<u>CUSTOMER NAME</u>	Crowell Inc.			
42989	N	Mcf	\$2.3539	06/30/2024
<u>CUSTOMER NAME</u>	Crowell Inc.			
42989	N	Mcf	\$2.2402	12/31/2023
<u>CUSTOMER NAME</u>	Crowell Inc.			
42989	N	Mcf	\$1.7825	07/31/2024
<u>CUSTOMER NAME</u>	Crowell Inc.			
42989	N	Mcf	\$1.8433	08/30/2024
<u>CUSTOMER NAME</u>	Crowell Inc.			
42989	N	Mcf	\$1.8473	09/30/2024
<u>CUSTOMER NAME</u>	Crowell Inc.			

REASONS FOR FILING
NEW?: N
RRC DOCKET NO:
CITY ORDINANCE NO:
AMENDMENT(EXPLAIN): Pipeline Safety and Program Fee Pursuant to Texas Utilities Code 121.221
OTHER(EXPLAIN): Amend Annual Pipeline Safety Fee

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SERVICES

<u>TYPE OF SERVICE</u>	<u>SERVICE DESCRIPTION</u>
A	Residential Sales
<u>OTHER TYPE DESCRIPTION</u>	

PREPARER - PERSON FILING

RRC NO: 1355 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Taylor MIDDLE: Lynn LAST NAME: Lindsey

TITLE: Office Manager

ADDRESS LINE 1: 712 9th Street

ADDRESS LINE 2: PO Box 1072

CITY: Wellington STATE: TX ZIP: 79095 ZIP4: 1072

AREA CODE: 806 PHONE NO: 447-1377 EXTENSION:

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CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
GLGCP	<p data-bbox="282 403 633 457">Curtailment Plan Section 7.455 Curtailment Standards</p> <p data-bbox="282 495 1422 550">(a) Definitions. The following words and terms, when used in this section, shall have the following meanings, unless the context clearly indicates otherwise.</p> <p data-bbox="282 583 1487 697">(1) Balancing authority--The Electric Reliability Council of Texas or other responsible entity that integrates resource plans ahead of time, maintains electricity demand and resource balance within a balancing authority area, and supports interconnection frequency in real time for a power region in Texas.</p> <p data-bbox="282 701 909 726">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="282 730 1487 932">(3) Curtailment event--When a gas utility determines that its ability to deliver gas may become inadequate to support continuous service to firm customers on its system and it reduces deliveries to one or more firm customers. For the purposes of this section, an interruption of delivery or service to interruptible gas customers does not constitute a curtailment event. Prior to reducing deliveries to one or more firm customers, a gas utility interrupts deliveries to interruptible customers pursuant to mutually agreed upon contracts and/or tariffs.</p> <p data-bbox="282 936 1396 1024">(4) Electric generation facilities--Facilities registered with the applicable balancing authority including bulk power system assets, co-generation facilities, distributed generation, and or backup power systems.</p> <p data-bbox="282 1029 1383 1083">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="282 1087 1487 1171">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commission's jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="282 1176 1461 1289">(7) Human needs customers--Residences, hospitals, water and wastewater facilities, police, fire, military and civil defense facilities, and locations where people may congregate in an emergency, such as schools and places of worship. A human needs customer also includes small commercial customers that cannot practicably be curtailed without curtailing human needs.</p> <p data-bbox="282 1293 1461 1348">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="282 1381 1477 1680">(b) Applicability. This section takes effect on September 1, 2022. This section applies when any gas utility experiences a curtailment event affecting intrastate service on any of its intrastate natural gas pipelines. When a gas utility experiences a curtailment event, the gas utility shall curtail deliveries according to the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan pursuant to subsection (d) of this section. The curtailment priorities in this section apply to sales of natural gas owned by a gas utility and/or deliveries utilizing a gas utility's transportation capacity. The priorities in this section do not apply to sales of gas owned by an entity that is not a gas utility. The term "deliveries" in this section includes sales and/or transportation service.</p> <p data-bbox="282 1713 477 1738">(c) Priorities.</p> <p data-bbox="282 1772 1461 1856">(1) Unless a gas utility has an approved curtailment plan pursuant to subsection (d) of this section, a gas utility shall apply the following priorities in descending order during a curtailment event:</p>

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(A) firm deliveries to human needs customers and firm deliveries of natural gas to local distribution systems which serve human needs customers;

(B) firm deliveries to electric generation facilities;

(C) firm deliveries to industrial and commercial users of the minimum natural gas required to prevent physical harm and/or ensure critical safety to the plant facilities, to plant personnel, or the public when such protection cannot be achieved through the use of an alternate fuel;

(D) firm deliveries of natural gas to small industrials and regular commercial loads that use less than 3,000 Mcf per day;

(E) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material cannot be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed;

(F) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material can be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed; and

(G) firm deliveries to customers that are not covered by the priorities listed in subparagraphs (A) - (F) of this paragraph.

(2) Deliveries to customers within the same priority on the portion of the system which is subject to curtailment shall be curtailed to the extent practicable on a pro rata basis according to scheduled quantities. If a customer's end-use requirements fall under two or more priorities, then such requirements must be treated separately when applying this schedule of priorities to the extent practicable. Transportation customers have equivalent end-use priorities as sales customers.

(3) When applying the priorities of this section, a gas utility may rely on the representations of its customers and/or their end users regarding the nature of customers' deliveries.

(d) Curtailment plans. Order 489 and any curtailment plan approved by the Commission prior to the effective date of this section is superseded by this section. A gas utility may file its own curtailment plan for approval with the Oversight and Safety Division. A gas utility shall follow the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan on file with the Commission. The first three priorities in any individual curtailment plan must be consistent with the first three priorities listed in subsection (c)(1)(A) - (C) and (2) of this section. A gas utility shall provide to its customers notice of an application for a curtailment plan. A gas utility shall provide notice on the same day the gas utility files its application with the Commission. The gas utility may provide notice by hand delivery, by first class, certified, registered mail, commercial delivery service, electronic methods, or by such other manner as the Commission may require. The notice shall be in the form prescribed by the Commission. The Oversight and Safety Division may administratively approve the curtailment plan if no request for hearing is filed within thirty days of such notice. The Commission shall set the matter for hearing if it receives a timely request for hearing from a customer of the gas utility.

(e) Required tariff filings. Within 90 days of the effective date of this section, each gas utility shall electronically file with the Commission, in the manner prescribed by the Commission, tariffs that shall include either:

(1) the curtailment priorities as specified in this section; or

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(2) a curtailment plan approved by the Commission as specified in subsection (d) of this section.,

(f) Curtailment emergency contact information. Each gas utility shall maintain current curtailment emergency contact information with the Commission and shall submit curtailment emergency contact information on or before November 1 of each year.

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LINE EXTENSION POLICY

<u>POLICY ID</u>	<u>DESCRIPTION</u>
1253	<p>1) Main Line Extension Rate - Residential and Commercial:</p> <p>a. \$7.60 per foot for extending mains beyond the the 100 foot free limit established by GreenLight Gas or any other free limit in excess of 100 feet established by city franchise.</p> <p>b. Actual cost is limited to the cost for 4 pipe unless larger pipe size is necessary to provid adequate and satisfactory service. GreenLight Gas shall furnish and install as needed up to 100 feet (50 feet if mobile home) of distribution main per applicant without cost to the applicant. In arriving at the length of such main extension necessary to render service to an applicant, the distance shall be measured along lines of proper construction from the nearest distribution main to the center of the property served. Extensions past property already being served by GreenLight Gas, provided such footage does not exceed 50 feet, and extensions across dedicated streets, alleys, and railroad right-of-way, shall be made at the expense of GreenLight Gas and shall not be considered in arriving at the length of the extension to applicant.</p> <p>c. Extension to customer shall be based on actual cost per foot.</p> <p>2) Installing and Maintaining an Excess Flow Valve-Residential:</p> <p>A customer may request the installation of an excess flow valve on a new service line or on a service line being replaced provided that the service line will serve a single residence and operate continuously throughout the year at a pressure of not less than 10 psig. The customer will pay the actual cost incurred to install the excess flow valve. That cost will include the cost of the excess flow valve, the labor cost required to install the excess flow valve, and er associated costs. The estimated total cost to install an excess flow valve is \$50.00. This cost is based on installing the excess flow valve at the same time a service line is installed or replaced. The excess flow valve will be installed on the service line upstream of the customer's meter and as near as practical to the main.</p> <p>A customer requiring maintenance, repair, or replacement of an excess flow valve will be required to pay the actual cost of locating and repairing or replacing the excess flow valve. The cost to perform this service will normally range from \$200 to \$2,000, depending on the amount of work required. This cost will be determined on an individual project basis.</p> <p>This tariff is being filed in accordance with the U.S. Department of Transportation rule requiring the installation of an excess flow valve, if requested by a customer, on new or replaced service lines that operate continuously throughout the year at a pressure of not less than 10 psig and that serve a single residence. The rule further states that the customer will bear all costs of installing and maintaining the excess flow valve.</p> <p>3) Main Line Right-of-Way Tap Rate-Residetial: \$1,400 per tap charge for tapping a transmission main line in any environs area to connect a single residential customer shall be the system-wide average cost of making such taps, including overheads and any adjustment for income tax, for the fiscal year.</p>

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QUALITY OF SERVICE

QUAL_SERVICE ID	DESCRIPTION
7.45c	<p>(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.</p> <p>(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.</p> <p>(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.</p> <p>(6) Billing.</p> <p>(A) Bills for gas service shall be rendered monthly, unless otherwise authorized or unless service is rendered for a period less than a month. Bills shall be rendered as promptly as possible following the reading of meters.</p> <p>(B) The customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:</p> <ul style="list-style-type: none"> (i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered; (ii) the number and kind of units billed; (iii) the applicable rate schedule title or code; (iv) the total base bill; (v) the total of any adjustments to the base bill and the amount of adjustments per billing unit; (vi) the date by which the customer must pay the bill to get prompt payment discount; (vii) the total amount due before and after any discount for prompt payment within a designated period; (viii) a distinct marking to identify an estimated bill. <p>(C) Where there is good reason for doing so, estimated bills may be submitted, provided that an actual meter reading is taken at least every six months. For the second consecutive month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.</p> <p>(D) Disputed bills.</p> <ul style="list-style-type: none"> (i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility

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prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer's usage for the same billing period during the preceding two years. Where no previous usage history exists, the average usage shall be estimated on the basis of usage levels of similar customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may furnish, set up, or put in use any meter which is not reliable and of a standard type which meets generally accepted industry standards; provided, however, special meters not necessarily conforming to such standard types may be used for investigation, testing, or experimental purposes.

(B) Meter records. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the date and kind of test made, by whom made, the error (or percentage of accuracy) at each load tested, and sufficient data to permit verification of all calculations.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. If no such test has been performed within the previous four years for the same customer at the same location, the test is to be performed without charge. If such a test has been performed for the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0% from accurate registration.

(v) Bill adjustments due to meter error.

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(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) the last test of the meter, whichever is shorter. Any resulting underbillings or overbillings are to be corrected in subsequent bills, unless service is terminated, in which event a monetary adjustment is to be made. This requirement for a correction may be foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility may make a charge for units used but not metered for a period not to exceed three months previous to the time the meter is found not to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to construct, install, operate, and maintain its plant, structures, equipment, and lines in accordance with the provisions of such codes and standards as are generally accepted by the industry, as modified by rule or regulation of the regulatory authority or otherwise by law, and in such manner to best accommodate the public and to prevent interference with service furnished by other public utilities insofar as practical.

(B) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified applicant for service within its service area as rapidly as practical. As a general policy, those applications not involving line extensions or new facilities should be filled within seven working days. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 days after an applicant has met credit requirements and made satisfactory arrangements for payment of any required construction charges, a report must be made to the regulatory authority listing the name of the applicant, location, and cause for delay. Unless such delays are due to causes which are reasonably beyond the control of the utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

7.45a Texas Administrative Code
 TITLE 16
 PART 1
 CHAPTER 7
 SUBCHAPTER B
 ECONOMIC REGULATION RAILROAD COMMISSION OF TEXAS GAS UTILITIES DIVISION SUBSTANTIVE RULES RULE
 Section 7.45 Quality of Service

For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial

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customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law.

(1) Continuity of service.

(A) Service interruptions.

(i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected.

(ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility shall issue instructions to its employees covering procedures to be followed in the event of an emergency in order to prevent or mitigate interruption or impairment of service.

(iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.

(B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence.

(C) Report to commission. The commission shall be notified in writing within 48 hours of interruptions in service affecting the entire system or any major division thereof lasting more than four hours. The notice shall also state the cause of such interruptions. If any service interruption is reported to the commission otherwise (for example, as a curtailment report or safety report), such other report is sufficient to comply with the terms of this paragraph.

(2) Customer relations.

(A) Information to customers. Each utility shall:

(i) maintain a current set of maps showing the physical locations of its facilities. All distribution facilities shall be labeled to indicate the size or any pertinent information which will accurately describe the utility's facilities. These maps, or such other maps as may be required by the regulatory authority, shall be kept by the utility in a central location and will be available for inspection by the regulatory authority during normal working hours. Each business office or service center shall have available up-to-date maps, plans, or records of its immediate area, with such other information as may be necessary to enable the utility to advise applicants and others entitled to the information as to the facilities available for serving that locality;

(ii) assist the customer or applicant in selecting the most economical rate schedule;

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) post a notice in a conspicuous place in each business office of the utility where applications for service are received informing the public that copies of the rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

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(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I) - (XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. It shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

7.45b (C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer pays current bills and a reasonable amount of the outstanding bill and agrees to pay the balance in reasonable installments until the bill is paid.

(ii) For purposes of determining reasonableness under these rules, the following shall

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be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer's signature and in bold-face print at least two sizes larger than any other used, that: "If you are not satisfied with this agreement, do not sign. If you are satisfied with this agreement, you give up your right to dispute the amount due under the agreement except for the utility's failure or refusal to comply with the terms of this agreement."

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, ??101.003(7), 101.003(8), and 121.001 - 121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility may decline to serve an applicant for whom service is available from previously installed facilities until such applicant has complied with the state and municipal regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is

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known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility for the same kind of service as that applied for; provided, however, that in the event the indebtedness of the applicant for service is in dispute, the applicant shall be served upon complying with the applicable deposit requirement.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

(i) delinquency in payment for service by a previous occupant of the premises to be served;

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

(iii) failure to pay a bill to correct previous underbilling due to misapplication of rates more than six months prior to the date of application;

(iv) violation of the utility's rules pertaining to operation of nonstandard equipment or unauthorized attachments which interfere with the service of others unless the customer has first been notified and been afforded reasonable opportunity to comply with these rules;

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

(vi) failure to pay the bill of another customer at the same address except where the change of customer identity is made to avoid or evade payment of a utility bill.

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0% for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection, with the words "Termination Notice" or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a

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reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

(iv) without notice where a known dangerous condition exists for as long as the condition exists;

(v) tampering with the utility company's meter or equipment or bypassing the same.

(E) Utility service may not be disconnected for any of the following reasons:

(i) delinquency in payment for service by a previous occupant of the premises;

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

(iii) failure to pay for a different type or class of utility service unless fee for such service is included on the same bill;

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

(v) failure to pay charges arising from an underbilling occurring due to any misapplication of rates more than six months prior to the current billings;

(vi) failure to pay charges arising from an underbilling due to any faulty metering, unless the meter has been tampered with or unless such underbilling charges are due;

(vii) failure to pay an estimated bill other than a bill rendered pursuant to an approved meter reading plan, unless the utility is unable to read the meter due to circumstances beyond its control.

(F) Unless a dangerous condition exists, or unless the customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the utility are not available to the public for the purpose of making collections and reconnecting service.

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer of any utility for the same kind of service within the last two years and is not delinquent in payment of any such utility service account and during the last 12 consecutive months of service did not have more than one occasion in which a bill for such utility service was paid after becoming delinquent and never had service disconnected for nonpayment;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to

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secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing a satisfactory credit rating by appropriate means, including, but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the utility, or ownership of substantial equity.

(B) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

(C) Amount of deposit and interest for residential service, and exemption from deposit.

(i) Each gas utility shall waive any deposit requirement for residential service for an applicant who has been determined to be a victim of family violence as defined in Texas Family Code, §71.004, by a family violence center, by treating medical personnel, by law enforcement agency personnel, or by a designee of the Attorney General in the Crime Victim Services Division of the Office of the Attorney General. This determination shall be evidenced by the applicant's submission of a certification letter developed by the Texas Council on Family Violence and made available on its web site.

(ii) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. If actual use is at least twice the amount of the estimated billings, a new deposit requirement may be calculated and an additional deposit may be required within two days. If such additional deposit is not made, the utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(iii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility or another utility for the same utility service which accrued within the last two years. No cash deposit shall be required of such applicant under these conditions.

(iv) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

(II) The deposit shall cease to draw interest on the date it is returned or credited to the customer's account.

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility may require a deposit sufficient to reasonably protect it against the assumed risk, provided such a policy is applied in a uniform and nondiscriminatory manner.

(E) Records of deposits.

(i) The utility shall keep records to show:

- (I) the name and address of each depositor;
- (II) the amount and date of the deposit; and
- (III) each transaction concerning the deposit.

(ii) The utility shall issue a receipt of deposit to each applicant from whom a deposit is received and shall provide means whereby a depositor may establish claim if the receipt is lost.

(iii) A record of each unclaimed deposit must be maintained for at least four years,

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during which time the utility shall make a reasonable effort to return the deposit.
 (F) Refund of deposit.
 (i) If service is not connected or after disconnection of service, the utility shall promptly and automatically refund the customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. The transfer of service from one premise to another within the service area of the utility shall not be deemed a disconnection within the meaning of these rules, and no additional deposit may be demanded unless permitted by these rules.

SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
316819	Collection		\$10.00 Collection Charge.
316820	C&R Inc.		\$40.00 Connect fee and re-connect fee Monday through Friday, 8am- 5pm. \$62.50 Connect Fee and re-connect fee Monday through Friday 5pm-8am, all day Saturday, Sunday and Holidays.
316817	Deposit22		Residential and Commercial Deposit: Residential and Commercial Deposit amounts shall be calculated in the following manner. One-sixth of an estimated annual billing for average residential or commercial customers determined by June 30 of each year.
316818	Ret Check		\$25.00 Returned Check charge.

GAS SERVICES DIVISION
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RRC COID: 10047 COMPANY NAME: GREENLIGHT GAS, LLC

TARIFF CODE: DS RRC TARIFF NO: 36774

DESCRIPTION: Distribution Sales STATUS: A
 EFFECTIVE DATE: 01/27/2023 ORIGINAL CONTRACT DATE: RECEIVED DATE: 04/26/2024
 GAS CONSUMED: N AMENDMENT DATE: 04/01/2024 OPERATOR NO: 100929
 BILLS RENDERED: Y INACTIVE DATE:

RATE SCHEDULE

<u>SCHEDULE ID</u>	<u>DESCRIPTION</u>
Res. Crowell Env.	<p>RESIDENTIAL ENVIRONS AREA OF CROWELL</p> <p>MONTHLY RATES: Customer Charge(monthly) \$9.00. All Consumption \$3.7666 per Mcf.</p> <p>GAS COST ADJUSTMENT: Each residential and commercial monthly bill shall be adjusted for gas cost as follows: The Gas Cost Adjustment (GCA) applicable to the current billing month shall be calculated to the nearest \$0.0001 per Mcf as follows:</p> <p>a. The volume factor shall be determined by the actual prior year`s ration of purchased volumes for all sales customers on the transmission and distribution systems divided by sales volumes for all sales customers on the transmission and distribution systems. The volume factor shall be adjusted annually based upon the most recent year ended June 30. In no event shall the volume factor exceed 1.0526.</p> <p>b. The weighted average cost of gas (WACOG) applicable to volumes purchased during the current month, expressed to the nearest \$0.0001 per Mcf.</p> <p>PS Fee</p> <p>Pursuant to Texas Utilities Code, Section 122.211 the Commission established a pipeline safety inspection fee. The fee for 2024 is \$1.00. It will be collected from April 1, 2024 to April 30, 2024.</p>

RATE ADJUSTMENT PROVISIONS

None

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RRC COID: 10047 COMPANY NAME: GREENLIGHT GAS, LLC

TARIFF CODE: DS RRC TARIFF NO: 36774

CUSTOMERS				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42990	N	Mcf	\$2.3268	01/31/2024
<u>CUSTOMER NAME</u>	Crowell Env.			
42991	N	Mcf	\$2.3268	01/31/2024
<u>CUSTOMER NAME</u>	Truscott Env.			
42992	N	Mcf	\$2.3268	01/31/2024
<u>CUSTOMER NAME</u>	Thalia Env.			
42993	N	Mcf	\$2.3268	01/31/2024
<u>CUSTOMER NAME</u>	Gilliland Env.			
42990	N	Mcf	\$2.3620	02/29/2024
<u>CUSTOMER NAME</u>	Crowell Env.			
42991	N	Mcf	\$2.3620	02/29/2024
<u>CUSTOMER NAME</u>	Truscott Env.			
42992	N	Mcf	\$2.3620	02/29/2024
<u>CUSTOMER NAME</u>	Thalia Env.			
42993	N	Mcf	\$2.3620	02/29/2024
<u>CUSTOMER NAME</u>	Gilliland Env.			
42990	N	Mcf	\$2.5073	03/31/2024
<u>CUSTOMER NAME</u>	Crowell Env.			
42991	N	Mcf	\$2.5073	03/31/2024
<u>CUSTOMER NAME</u>	Truscott Env.			
42992	N	Mcf	\$2.5073	03/31/2024
<u>CUSTOMER NAME</u>	Thalia Env.			
42993	N	Mcf	\$2.5073	03/31/2024
<u>CUSTOMER NAME</u>	Gilliland Env.			
42990	N	Mcf	\$2.3606	04/30/2024
<u>CUSTOMER NAME</u>	Crowell Env.			
42991	N	Mcf	\$2.3606	04/30/2024
<u>CUSTOMER NAME</u>	Truscott Env.			
42992	N	Mcf	\$2.3606	04/30/2024
<u>CUSTOMER NAME</u>	Thalia Env.			
42993	N	Mcf	\$2.3606	04/30/2024
<u>CUSTOMER NAME</u>	Gilliland Env.			
42990	N	Mcf	\$2.3228	05/31/2024
<u>CUSTOMER NAME</u>	Crowell Env.			

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RRC COID: 10047 COMPANY NAME: GREENLIGHT GAS, LLC

TARIFF CODE: DS RRC TARIFF NO: 36774

CUSTOMERS				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42991	N	Mcf	\$2.3228	05/31/2024
<u>CUSTOMER NAME</u>	Truscott Env.			
42992	N	Mcf	\$2.3228	05/31/2024
<u>CUSTOMER NAME</u>	Thalia Env.			
42993	N	Mcf	\$2.3228	05/31/2024
<u>CUSTOMER NAME</u>	Gilliland Env.			
42990	N	Mcf	\$2.3273	06/30/2024
<u>CUSTOMER NAME</u>	Crowell Env.			
42991	N	Mcf	\$2.3273	06/30/2024
<u>CUSTOMER NAME</u>	Truscott Env.			
42992	N	Mcf	\$2.3273	06/30/2024
<u>CUSTOMER NAME</u>	Thalia Env.			
42993	N	Mcf	\$2.3273	06/30/2024
<u>CUSTOMER NAME</u>	Gilliland Env.			
42990	N	Mcf	\$2.2149	12/31/2023
<u>CUSTOMER NAME</u>	Crowell Env.			
42991	N	Mcf	\$2.2149	12/31/2023
<u>CUSTOMER NAME</u>	Truscott Env.			
42992	N	Mcf	\$2.2149	12/31/2023
<u>CUSTOMER NAME</u>	Thalia Env.			
42993	N	Mcf	\$2.2149	12/31/2023
<u>CUSTOMER NAME</u>	Gilliland Env.			
42990	N	Mcf	\$1.7825	07/31/2024
<u>CUSTOMER NAME</u>	Crowell Env.			
42991	N	Mcf	\$1.7825	07/31/2024
<u>CUSTOMER NAME</u>	Truscott Env.			
42992	N	Mcf	\$1.7825	07/31/2024
<u>CUSTOMER NAME</u>	Thalia Env.			
42993	N	Mcf	\$1.7825	07/31/2024
<u>CUSTOMER NAME</u>	Gilliland Env.			
42990	N	Mcf	\$1.8433	08/30/2024
<u>CUSTOMER NAME</u>	Crowell Env.			
42991	N	Mcf	\$1.8433	08/30/2024
<u>CUSTOMER NAME</u>	Truscott Env.			

RAILROAD COMMISSION OF TEXAS
 GAS SERVICES DIVISION
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RRC COID: 10047 COMPANY NAME: GREENLIGHT GAS, LLC

TARIFF CODE: DS RRC TARIFF NO: 36774

CUSTOMERS

<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42992	N	Mcf	\$1.8433	08/30/2024
<u>CUSTOMER NAME</u>	Thalia Env.			
42993	N	Mcf	\$1.8433	08/30/2024
<u>CUSTOMER NAME</u>	Gilliland Env.			
42990	N	Mcf	\$1.8473	09/30/2024
<u>CUSTOMER NAME</u>	Crowell Env.			
42991	N	Mcf	\$1.8473	09/30/2024
<u>CUSTOMER NAME</u>	Truscott Env.			
42992	N	Mcf	\$1.8473	09/30/2024
<u>CUSTOMER NAME</u>	Thalia Env.			
42993	N	Mcf	\$1.8473	09/30/2024
<u>CUSTOMER NAME</u>	Gilliland Env.			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 9713

CITY ORDINANCE NO:

AMENDMENT(EXPLAIN): Pipeline Safety and Prgram Fee Pursuant to Texas Utilities Code 121.221

OTHER(EXPLAIN): Amend Annual Pipeline Safety Fee

SERVICES

<u>TYPE OF SERVICE</u>	<u>SERVICE DESCRIPTION</u>
A	Residential Sales
<u>OTHER TYPE DESCRIPTION</u>	

PREPARER - PERSON FILING

RRC NO: 1355 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Taylor MIDDLE: Lynn LAST NAME: Lindsey

TITLE: Office Manager

ADDRESS LINE 1: 712 9th Street

ADDRESS LINE 2: PO Box 1072

CITY: Wellington STATE: TX ZIP: 79095 ZIP4: 1072

AREA CODE: 806 PHONE NO: 447-1377 EXTENSION:

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CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
GLGCP	<p data-bbox="282 405 633 457">Curtailment Plan Section 7.455 Curtailment Standards</p> <p data-bbox="282 495 1424 548">(a) Definitions. The following words and terms, when used in this section, shall have the following meanings, unless the context clearly indicates otherwise.</p> <p data-bbox="282 585 1487 695">(1) Balancing authority--The Electric Reliability Council of Texas or other responsible entity that integrates resource plans ahead of time, maintains electricity demand and resource balance within a balancing authority area, and supports interconnection frequency in real time for a power region in Texas.</p> <p data-bbox="282 703 909 728">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="282 737 1487 932">(3) Curtailment event--When a gas utility determines that its ability to deliver gas may become inadequate to support continuous service to firm customers on its system and it reduces deliveries to one or more firm customers. For the purposes of this section, an interruption of delivery or service to interruptible gas customers does not constitute a curtailment event. Prior to reducing deliveries to one or more firm customers, a gas utility interrupts deliveries to interruptible customers pursuant to mutually agreed upon contracts and/or tariffs.</p> <p data-bbox="282 940 1398 1024">(4) Electric generation facilities--Facilities registered with the applicable balancing authority including bulk power system assets, co-generation facilities, distributed generation, and or backup power systems.</p> <p data-bbox="282 1033 1385 1085">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="282 1094 1487 1171">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commission's jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="282 1180 1463 1289">(7) Human needs customers--Residences, hospitals, water and wastewater facilities, police, fire, military and civil defense facilities, and locations where people may congregate in an emergency, such as schools and places of worship. A human needs customer also includes small commercial customers that cannot practicably be curtailed without curtailing human needs.</p> <p data-bbox="282 1297 1463 1350">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="282 1388 1474 1680">(b) Applicability. This section takes effect on September 1, 2022. This section applies when any gas utility experiences a curtailment event affecting intrastate service on any of its intrastate natural gas pipelines. When a gas utility experiences a curtailment event, the gas utility shall curtail deliveries according to the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan pursuant to subsection (d) of this section. The curtailment priorities in this section apply to sales of natural gas owned by a gas utility and/or deliveries utilizing a gas utility's transportation capacity. The priorities in this section do not apply to sales of gas owned by an entity that is not a gas utility. The term "deliveries" in this section includes sales and/or transportation service.</p> <p data-bbox="282 1717 477 1743">(c) Priorities.</p> <p data-bbox="282 1780 1463 1858">(1) Unless a gas utility has an approved curtailment plan pursuant to subsection (d) of this section, a gas utility shall apply the following priorities in descending order during a curtailment event:</p>

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(A) firm deliveries to human needs customers and firm deliveries of natural gas to local distribution systems which serve human needs customers;

(B) firm deliveries to electric generation facilities;

(C) firm deliveries to industrial and commercial users of the minimum natural gas required to prevent physical harm and/or ensure critical safety to the plant facilities, to plant personnel, or the public when such protection cannot be achieved through the use of an alternate fuel;

(D) firm deliveries of natural gas to small industrials and regular commercial loads that use less than 3,000 Mcf per day;

(E) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material cannot be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed;

(F) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material can be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed; and

(G) firm deliveries to customers that are not covered by the priorities listed in subparagraphs (A) - (F) of this paragraph.

(2) Deliveries to customers within the same priority on the portion of the system which is subject to curtailment shall be curtailed to the extent practicable on a pro rata basis according to scheduled quantities. If a customer's end-use requirements fall under two or more priorities, then such requirements must be treated separately when applying this schedule of priorities to the extent practicable. Transportation customers have equivalent end-use priorities as sales customers.

(3) When applying the priorities of this section, a gas utility may rely on the representations of its customers and/or their end users regarding the nature of customers' deliveries.

(d) Curtailment plans. Order 489 and any curtailment plan approved by the Commission prior to the effective date of this section is superseded by this section. A gas utility may file its own curtailment plan for approval with the Oversight and Safety Division. A gas utility shall follow the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan on file with the Commission. The first three priorities in any individual curtailment plan must be consistent with the first three priorities listed in subsection (c)(1)(A) - (C) and (2) of this section. A gas utility shall provide to its customers notice of an application for a curtailment plan. A gas utility shall provide notice on the same day the gas utility files its application with the Commission. The gas utility may provide notice by hand delivery, by first class, certified, registered mail, commercial delivery service, electronic methods, or by such other manner as the Commission may require. The notice shall be in the form prescribed by the Commission. The Oversight and Safety Division may administratively approve the curtailment plan if no request for hearing is filed within thirty days of such notice. The Commission shall set the matter for hearing if it receives a timely request for hearing from a customer of the gas utility.

(e) Required tariff filings. Within 90 days of the effective date of this section, each gas utility shall electronically file with the Commission, in the manner prescribed by the Commission, tariffs that shall include either:

(1) the curtailment priorities as specified in this section; or

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(2) a curtailment plan approved by the Commission as specified in subsection (d) of this section.,

(f) Curtailment emergency contact information. Each gas utility shall maintain current curtailment emergency contact information with the Commission and shall submit curtailment emergency contact information on or before November 1 of each year.

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LINE EXTENSION POLICY

<u>POLICY ID</u>	<u>DESCRIPTION</u>
1253	<p>1) Main Line Extension Rate - Residential and Commercial:</p> <p>a. \$7.60 per foot for extending mains beyond the the 100 foot free limit established by GreenLight Gas or any other free limit in excess of 100 feet established by city franchise.</p> <p>b. Actual cost is limited to the cost for 4 pipe unless larger pipe size is necessary to provid adequate and satisfactory service. GreenLight Gas shall furnish and install as needed up to 100 feet (50 feet if mobile home) of distribution main per applicant without cost to the applicant. In arriving at the length of such main extension necessary to render service to an applicant, the distance shall be measured along lines of proper construction from the nearest distribution main to the center of the property served. Extensions past property already being served by GreenLight Gas, provided such footage does not exceed 50 feet, and extensions across dedicated streets, alleys, and railroad right-of-way, shall be made at the expense of GreenLight Gas and shall not be considered in arriving at the length of the extension to applicant.</p> <p>c. Extension to customer shall be based on actual cost per foot.</p> <p>2) Installing and Maintaining an Excess Flow Valve-Residential:</p> <p>A customer may request the installation of an excess flow valve on a new service line or on a service line being replaced provided that the service line will serve a single residence and operate continuously throughout the year at a pressure of not less than 10 psig. The customer will pay the actual cost incurred to install the excess flow valve. That cost will include the cost of the excess flow valve, the labor cost required to install the excess flow valve, and er associated costs. The estimated total cost to install an excess flow valve is \$50.00. This cost is based on installing the excess flow valve at the same time a service line is installed or replaced. The excess flow valve will be installed on the service line upstream of the customer's meter and as near as practical to the main.</p> <p>A customer requiring maintenance, repair, or replacement of an excess flow valve will be required to pay the actual cost of locating and repairing or replacing the excess flow valve. The cost to perform this service will normally range from \$200 to \$2,000, depending on the amount of work required. This cost will be determined on an individual project basis.</p> <p>This tariff is being filed in accordance with the U.S. Department of Transportation rule requiring the installation of an excess flow valve, if requested by a customer, on new or replaced service lines that operate continuously throughout the year at a pressure of not less than 10 psig and that serve a single residence. The rule further states that the customer will bear all costs of installing and maintaining the excess flow valve.</p> <p>3) Main Line Right-of-Way Tap Rate-Residetial: \$1,400 per tap charge for tapping a transmission main line in any environs area to connect a single residential customer shall be the system-wide average cost of making such taps, including overheads and any adjustment for income tax, for the fiscal year.</p>

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QUALITY OF SERVICE

QUAL_SERVICE_ID	DESCRIPTION
7.45c	<p>(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.</p> <p>(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.</p> <p>(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.</p> <p>(6) Billing.</p> <p>(A) Bills for gas service shall be rendered monthly, unless otherwise authorized or unless service is rendered for a period less than a month. Bills shall be rendered as promptly as possible following the reading of meters.</p> <p>(B) The customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:</p> <ul style="list-style-type: none"> (i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered; (ii) the number and kind of units billed; (iii) the applicable rate schedule title or code; (iv) the total base bill; (v) the total of any adjustments to the base bill and the amount of adjustments per billing unit; (vi) the date by which the customer must pay the bill to get prompt payment discount; (vii) the total amount due before and after any discount for prompt payment within a designated period; (viii) a distinct marking to identify an estimated bill. <p>(C) Where there is good reason for doing so, estimated bills may be submitted, provided that an actual meter reading is taken at least every six months. For the second consecutive month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.</p> <p>(D) Disputed bills.</p> <ul style="list-style-type: none"> (i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility

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prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer's usage for the same billing period during the preceding two years. Where no previous usage history exists, the average usage shall be estimated on the basis of usage levels of similar customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may furnish, set up, or put in use any meter which is not reliable and of a standard type which meets generally accepted industry standards; provided, however, special meters not necessarily conforming to such standard types may be used for investigation, testing, or experimental purposes.

(B) Meter records. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the date and kind of test made, by whom made, the error (or percentage of accuracy) at each load tested, and sufficient data to permit verification of all calculations.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. If no such test has been performed within the previous four years for the same customer at the same location, the test is to be performed without charge. If such a test has been performed for the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0% from accurate registration.

(v) Bill adjustments due to meter error.

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(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) the last test of the meter, whichever is shorter. Any resulting underbillings or overbillings are to be corrected in subsequent bills, unless service is terminated, in which event a monetary adjustment is to be made. This requirement for a correction may be foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility may make a charge for units used but not metered for a period not to exceed three months previous to the time the meter is found not to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to construct, install, operate, and maintain its plant, structures, equipment, and lines in accordance with the provisions of such codes and standards as are generally accepted by the industry, as modified by rule or regulation of the regulatory authority or otherwise by law, and in such manner to best accommodate the public and to prevent interference with service furnished by other public utilities insofar as practical.

(B) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified applicant for service within its service area as rapidly as practical. As a general policy, those applications not involving line extensions or new facilities should be filled within seven working days. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 days after an applicant has met credit requirements and made satisfactory arrangements for payment of any required construction charges, a report must be made to the regulatory authority listing the name of the applicant, location, and cause for delay. Unless such delays are due to causes which are reasonably beyond the control of the utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

7.45a Texas Administrative Code
TITLE 16
PART 1
CHAPTER 7
SUBCHAPTER B
ECONOMIC REGULATION RAILROAD COMMISSION OF TEXAS GAS UTILITIES DIVISION SUBSTANTIVE RULES RULE
Section 7.45 Quality of Service

For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial

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customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law.

(1) Continuity of service.

(A) Service interruptions.

(i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected.

(ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility shall issue instructions to its employees covering procedures to be followed in the event of an emergency in order to prevent or mitigate interruption or impairment of service.

(iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.

(B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence.

(C) Report to commission. The commission shall be notified in writing within 48 hours of interruptions in service affecting the entire system or any major division thereof lasting more than four hours. The notice shall also state the cause of such interruptions. If any service interruption is reported to the commission otherwise (for example, as a curtailment report or safety report), such other report is sufficient to comply with the terms of this paragraph.

(2) Customer relations.

(A) Information to customers. Each utility shall:

(i) maintain a current set of maps showing the physical locations of its facilities. All distribution facilities shall be labeled to indicate the size or any pertinent information which will accurately describe the utility's facilities. These maps, or such other maps as may be required by the regulatory authority, shall be kept by the utility in a central location and will be available for inspection by the regulatory authority during normal working hours. Each business office or service center shall have available up-to-date maps, plans, or records of its immediate area, with such other information as may be necessary to enable the utility to advise applicants and others entitled to the information as to the facilities available for serving that locality;

(ii) assist the customer or applicant in selecting the most economical rate schedule;

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) post a notice in a conspicuous place in each business office of the utility where applications for service are received informing the public that copies of the rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

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(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I) - (XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. It shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

7.45b (C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer pays current bills and a reasonable amount of the outstanding bill and agrees to pay the balance in reasonable installments until the bill is paid.

(ii) For purposes of determining reasonableness under these rules, the following shall

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be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer's signature and in bold-face print at least two sizes larger than any other used, that: "If you are not satisfied with this agreement, do not sign. If you are satisfied with this agreement, you give up your right to dispute the amount due under the agreement except for the utility's failure or refusal to comply with the terms of this agreement."

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, ??101.003(7), 101.003(8), and 121.001 - 121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility may decline to serve an applicant for whom service is available from previously installed facilities until such applicant has complied with the state and municipal regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is

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known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility for the same kind of service as that applied for; provided, however, that in the event the indebtedness of the applicant for service is in dispute, the applicant shall be served upon complying with the applicable deposit requirement.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

(i) delinquency in payment for service by a previous occupant of the premises to be served;

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

(iii) failure to pay a bill to correct previous underbilling due to misapplication of rates more than six months prior to the date of application;

(iv) violation of the utility's rules pertaining to operation of nonstandard equipment or unauthorized attachments which interfere with the service of others unless the customer has first been notified and been afforded reasonable opportunity to comply with these rules;

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

(vi) failure to pay the bill of another customer at the same address except where the change of customer identity is made to avoid or evade payment of a utility bill.

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0% for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection, with the words "Termination Notice" or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a

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reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

(iv) without notice where a known dangerous condition exists for as long as the condition exists;

(v) tampering with the utility company's meter or equipment or bypassing the same.

(E) Utility service may not be disconnected for any of the following reasons:

(i) delinquency in payment for service by a previous occupant of the premises;

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

(iii) failure to pay for a different type or class of utility service unless fee for such service is included on the same bill;

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

(v) failure to pay charges arising from an underbilling occurring due to any misapplication of rates more than six months prior to the current billings;

(vi) failure to pay charges arising from an underbilling due to any faulty metering, unless the meter has been tampered with or unless such underbilling charges are due;

(vii) failure to pay an estimated bill other than a bill rendered pursuant to an approved meter reading plan, unless the utility is unable to read the meter due to circumstances beyond its control.

(F) Unless a dangerous condition exists, or unless the customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the utility are not available to the public for the purpose of making collections and reconnecting service.

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer of any utility for the same kind of service within the last two years and is not delinquent in payment of any such utility service account and during the last 12 consecutive months of service did not have more than one occasion in which a bill for such utility service was paid after becoming delinquent and never had service disconnected for nonpayment;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to

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secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing a satisfactory credit rating by appropriate means, including, but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the utility, or ownership of substantial equity.

(B) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

(C) Amount of deposit and interest for residential service, and exemption from deposit.

(i) Each gas utility shall waive any deposit requirement for residential service for an applicant who has been determined to be a victim of family violence as defined in Texas Family Code, §71.004, by a family violence center, by treating medical personnel, by law enforcement agency personnel, or by a designee of the Attorney General in the Crime Victim Services Division of the Office of the Attorney General. This determination shall be evidenced by the applicant's submission of a certification letter developed by the Texas Council on Family Violence and made available on its web site.

(ii) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. If actual use is at least twice the amount of the estimated billings, a new deposit requirement may be calculated and an additional deposit may be required within two days. If such additional deposit is not made, the utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(iii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility or another utility for the same utility service which accrued within the last two years. No cash deposit shall be required of such applicant under these conditions.

(iv) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

(II) The deposit shall cease to draw interest on the date it is returned or credited to the customer's account.

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility may require a deposit sufficient to reasonably protect it against the assumed risk, provided such a policy is applied in a uniform and nondiscriminatory manner.

(E) Records of deposits.

(i) The utility shall keep records to show:

- (I) the name and address of each depositor;
- (II) the amount and date of the deposit; and
- (III) each transaction concerning the deposit.

(ii) The utility shall issue a receipt of deposit to each applicant from whom a deposit is received and shall provide means whereby a depositor may establish claim if the receipt is lost.

(iii) A record of each unclaimed deposit must be maintained for at least four years,

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during which time the utility shall make a reasonable effort to return the deposit.

(F) Refund of deposit.

(i) If service is not connected or after disconnection of service, the utility shall promptly and automatically refund the customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. The transfer of service from one premise to another within the service area of the utility shall not be deemed a disconnection within the meaning of these rules, and no additional deposit may be demanded unless permitted by these rules.

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
316824	Collection		\$10.00 Collection Charge.
316825	CR Crow En		<p>CONNECTION AND RECONNECTION CHARGE-Crowell Env, Thalia Env, Truscott Env, & Gilliland Env:</p> <p>(a) Connection Charge-\$50.00 charge will be applied Monday through Friday after 5:00PM and on Saturdays, Sundays, and Holidays to inauguration of gas service at now service location. Charge applies to first occupant and is exempt for a builder who uses gas temporarily during construction or for display purposes.</p> <p>b) Reconnection Charge-\$50.00 charge will be applied Monday through Friday after 5:00PM and on Saturdays, Sundays, and Holidays to re-inauguration of gas service where service has been discontinued for any reason at locations previously serviced by the company except where the only previous subscriber was the builder who used gas for construction or display purposes.</p> <p>The exception does not apply in towns, which also charge for connection of new service locations.</p> <p>The charge is not made to customers when service has been interrupted for reasons beyond their control.</p>
316822	Deposit22		<p>Residential and Commercial Deposit: Residential and Commercial Deposit amounts shall be calculated in the following manner. One-sixth of an estimated annual billing for average residential or commercial customers determined by June 30 of each year.</p>
316826	CR CroC En		<p>CONNECTION AND RECONNECTION CHARGE-Crowell Env, Thalia Env, Truscott Env, & Gilliland Env:</p> <p>(a) Connection Charge-\$27.50 charge from 8:00AM to 5:00PM Monday through Friday to inauguration of gas service at now service location. Charge applies to first occupant and is exempt for a builder who uses gas temporarily during construction or for display purposes.</p> <p>(b) Reconnection Charge-\$27.50 charge from 8:00AM to 5:00PM Monday through Friday to re-inauguration of gas service where service has been discontinued for any reason at locations previously serviced by the company except where the only previous subscriber was the builder who used gas for construction or display</p>

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purposes.

The exception does not apply in towns, which also charge for connection of new service locations.

The charge is not made to customers when service has been interrupted for reasons beyond their control.

\$25.00 Returned Check charge.

316823 Ret Check

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DESCRIPTION: Distribution Sales STATUS: A
 EFFECTIVE DATE: 01/27/2023 ORIGINAL CONTRACT DATE: RECEIVED DATE: 04/26/2024
 GAS CONSUMED: N AMENDMENT DATE: 04/01/2024 OPERATOR NO: 100929
 BILLS RENDERED: Y INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID DESCRIPTION
 Com. Crowell Inc.

APPLICABLE TO: ALL CUSTOMERS IN THE CITY OF CROWELL.

Application: Applicable to Commercial Customers for all natural gas provided at one point of delivery and measured through one meter.

Type of Service: Where service of the type desired by Customer is not already available at the point of delivery, additional charges and special contract arrangements between Company and Customer may be required prior to service being furnished.

Monthly Rate: Customer`s monthly bill will be calculated by adding the following Customer and Mcf charges to the amounts listed below:

Customer Charge per Bill \$38.50 per month,
 Commodity Charge ` All Mcf \$2.9108 per Mcf.

Gas Cost Recovery: Plus an amount for gas costs and upstream transportation costs calculated to the nearest \$0.001 per Mcf as follows:

a. The volume factor shall be determined by the actual prior year`s ration of purchased volumes for all sales customers on the transmission and distribution systems divided by sales volumes for all sales customers on the transmission and distribution systems. The volume factor shall be adjusted annually based upon the most recent year ended June 30. In no event shall the volume factor exceed 1.0526.

b. The weighted average cost of gas (WACOG) applicable to volumes purchased during the current month, expressed to the nearest \$.001 per Mcf.

In summary, the Gas Cost Adjustment (GCA) shall be determined to the nearest \$0.0001 per Mcf as follows:

Gas Cost Adjustment = WACOG x LUG adjustment for distribution adjusted annually.

Pipeline Safety Inspection Fee: Plus an amount for Railroad Commission required pipeline safety programs.

Gross Receipts Tax: Plus an amount pursuant to Sections 182.021-182.021-182.025 of the Texas Tax Code relating to gross receipt taxes.

Franchise Fee: Plus an amount for franchise fees calculated in accordance with the franchise in effect for each municipality.

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RATE SCHEDULE

SCHEDULE ID

DESCRIPTION

Surcharges: Plus an amount for surcharges calculated in accordance with the applicable rider(s).

Agreement: An Agreement for Gas Service may be required.

Customer Bills: Bills are due and payable when rendered and must be paid within fifteen days from monthly billing date (issuance). The amount of each monthly bill computed at the above stated rate shall be subject to the following tax adjustment: plus or minus an amount equivalent to the proportionate part of any new tax, or any tax increase or decrease, or any increase or decrease of any other governmental imposition, rental fee or charge (except state, county, city and special district ad valorem taxes and taxes on net income) levied, assessed or imposed subsequent to January 27, 2022, upon or allocable to GreenLight`s distribution operations, by any new or amended law or ordinance.

Notice: Service hereunder and the rates for services provided are subject to the orders of regulatory bodies having jurisdiction and to the Companys Tariff for Gas Service.

Franchise Fee

FRANCHISE FEES:
 LAKEVIEW 2%,
 CLARENDON 2%,
 HEDLEY 3%,
 MEMPHIS 3%,
 WELLINGTON 4%,
 effective 4/23/13 DODSON 3%,
 effective 4/12/04 ESTELLINE 5%,
 effective 4/14/05 PADUCAH 5%,
 effective 8/8/06 CROWELL 5%:

Franchise Fees are recognized as a percentage of total revenues for natural gas service within a municipality. Franchise fees are not applicable to revenues for natural gas service to customers outside of a municipality: i.e., environs and unincorporated areas.

Rate Case Expenses

RATE CASE EXPENSE SURCHARGE: The Rate Case Expense Surcharged shall be in effect beginning on or after 01/26/2018, and will continue for approximately four years until all of the rate case expenses approved by a regulatory authority with original jurisdiction are fully recovered.

The surcharge rate shall be \$0.03555 per MCF.

This surcharge is in addition to other rates and surcharges set forth in this tariff.

PS Fee

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RATE SCHEDULE	
SCHEDULE ID	DESCRIPTION
	Pursuant to Texas Utilities Code, Section 122.211 the Commission established a pipeline safety inspection fee. The fee for 2024 is \$1.00. It will be collected from April 1, 2024 to April 30, 2024.

RATE ADJUSTMENT PROVISIONS
None

CUSTOMERS				
RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
42989	N	Mcf	\$2.3534	01/31/2024
<u>CUSTOMER NAME</u>	Crowell Inc.			
42989	N	Mcf	\$2.3890	02/29/2024
<u>CUSTOMER NAME</u>	Crowell Inc.			
42989	N	Mcf	\$2.5360	03/31/2024
<u>CUSTOMER NAME</u>	Crowell Inc.			
42989	N	Mcf	\$2.3876	04/30/2024
<u>CUSTOMER NAME</u>	Crowell Inc.			
42989	N	Mcf	\$2.3494	05/31/2024
<u>CUSTOMER NAME</u>	Crowell Inc.			
42989	N	Mcf	\$2.3539	06/30/2024
<u>CUSTOMER NAME</u>	Crowell Inc.			
42989	N	Mcf	\$2.2402	12/31/2023
<u>CUSTOMER NAME</u>	Crowell Inc.			
42989	N	Mcf	\$1.7825	07/31/2024
<u>CUSTOMER NAME</u>	Crowell Inc.			
42989	N	Mcf	\$1.8433	08/30/2024
<u>CUSTOMER NAME</u>	Crowell Inc.			
42989	N	Mcf	\$1.8473	09/30/2024
<u>CUSTOMER NAME</u>	Crowell Inc.			

REASONS FOR FILING
NEW?: N
RRC DOCKET NO:
CITY ORDINANCE NO:
AMENDMENT(EXPLAIN): Pipeline Safety and Program Fee Pursuant to Texas Utilities Code 121.221
OTHER(EXPLAIN): amend Annual Pipeline Safety Fee

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SERVICES

<u>TYPE OF SERVICE</u>	<u>SERVICE DESCRIPTION</u>
B	Commercial Sales
<u>OTHER TYPE DESCRIPTION</u>	

PREPARER - PERSON FILING

RRC NO: 1355 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Taylor MIDDLE: Lynn LAST NAME: Lindsey

TITLE: Office Manager

ADDRESS LINE 1: 712 9th Street

ADDRESS LINE 2: PO Box 1072

CITY: Wellington STATE: TX ZIP: 79095 ZIP4: 1072

AREA CODE: 806 PHONE NO: 447-1377 EXTENSION:

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CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
GLGCP	<p data-bbox="289 405 633 457">Curtailment Plan Section 7.455 Curtailment Standards</p> <p data-bbox="289 495 1422 548">(a) Definitions. The following words and terms, when used in this section, shall have the following meanings, unless the context clearly indicates otherwise.</p> <p data-bbox="289 585 1487 695">(1) Balancing authority--The Electric Reliability Council of Texas or other responsible entity that integrates resource plans ahead of time, maintains electricity demand and resource balance within a balancing authority area, and supports interconnection frequency in real time for a power region in Texas.</p> <p data-bbox="289 703 909 728">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="289 737 1487 932">(3) Curtailment event--When a gas utility determines that its ability to deliver gas may become inadequate to support continuous service to firm customers on its system and it reduces deliveries to one or more firm customers. For the purposes of this section, an interruption of delivery or service to interruptible gas customers does not constitute a curtailment event. Prior to reducing deliveries to one or more firm customers, a gas utility interrupts deliveries to interruptible customers pursuant to mutually agreed upon contracts and/or tariffs.</p> <p data-bbox="289 940 1396 1024">(4) Electric generation facilities--Facilities registered with the applicable balancing authority including bulk power system assets, co-generation facilities, distributed generation, and or backup power systems.</p> <p data-bbox="289 1033 1383 1085">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="289 1094 1487 1171">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commission's jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="289 1180 1461 1289">(7) Human needs customers--Residences, hospitals, water and wastewater facilities, police, fire, military and civil defense facilities, and locations where people may congregate in an emergency, such as schools and places of worship. A human needs customer also includes small commercial customers that cannot practicably be curtailed without curtailing human needs.</p> <p data-bbox="289 1297 1461 1350">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="289 1388 1474 1680">(b) Applicability. This section takes effect on September 1, 2022. This section applies when any gas utility experiences a curtailment event affecting intrastate service on any of its intrastate natural gas pipelines. When a gas utility experiences a curtailment event, the gas utility shall curtail deliveries according to the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan pursuant to subsection (d) of this section. The curtailment priorities in this section apply to sales of natural gas owned by a gas utility and/or deliveries utilizing a gas utility's transportation capacity. The priorities in this section do not apply to sales of gas owned by an entity that is not a gas utility. The term "deliveries" in this section includes sales and/or transportation service.</p> <p data-bbox="289 1717 477 1743">(c) Priorities.</p> <p data-bbox="289 1780 1461 1858">(1) Unless a gas utility has an approved curtailment plan pursuant to subsection (d) of this section, a gas utility shall apply the following priorities in descending order during a curtailment event:</p>

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(A) firm deliveries to human needs customers and firm deliveries of natural gas to local distribution systems which serve human needs customers;

(B) firm deliveries to electric generation facilities;

(C) firm deliveries to industrial and commercial users of the minimum natural gas required to prevent physical harm and/or ensure critical safety to the plant facilities, to plant personnel, or the public when such protection cannot be achieved through the use of an alternate fuel;

(D) firm deliveries of natural gas to small industrials and regular commercial loads that use less than 3,000 Mcf per day;

(E) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material cannot be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed;

(F) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material can be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed; and

(G) firm deliveries to customers that are not covered by the priorities listed in subparagraphs (A) - (F) of this paragraph.

(2) Deliveries to customers within the same priority on the portion of the system which is subject to curtailment shall be curtailed to the extent practicable on a pro rata basis according to scheduled quantities. If a customer's end-use requirements fall under two or more priorities, then such requirements must be treated separately when applying this schedule of priorities to the extent practicable. Transportation customers have equivalent end-use priorities as sales customers.

(3) When applying the priorities of this section, a gas utility may rely on the representations of its customers and/or their end users regarding the nature of customers' deliveries.

(d) Curtailment plans. Order 489 and any curtailment plan approved by the Commission prior to the effective date of this section is superseded by this section. A gas utility may file its own curtailment plan for approval with the Oversight and Safety Division. A gas utility shall follow the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan on file with the Commission. The first three priorities in any individual curtailment plan must be consistent with the first three priorities listed in subsection (c)(1)(A) - (C) and (2) of this section. A gas utility shall provide to its customers notice of an application for a curtailment plan. A gas utility shall provide notice on the same day the gas utility files its application with the Commission. The gas utility may provide notice by hand delivery, by first class, certified, registered mail, commercial delivery service, electronic methods, or by such other manner as the Commission may require. The notice shall be in the form prescribed by the Commission. The Oversight and Safety Division may administratively approve the curtailment plan if no request for hearing is filed within thirty days of such notice. The Commission shall set the matter for hearing if it receives a timely request for hearing from a customer of the gas utility.

(e) Required tariff filings. Within 90 days of the effective date of this section, each gas utility shall electronically file with the Commission, in the manner prescribed by the Commission, tariffs that shall include either:

(1) the curtailment priorities as specified in this section; or

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(2) a curtailment plan approved by the Commission as specified in subsection (d) of this section.,

(f) Curtailment emergency contact information. Each gas utility shall maintain current curtailment emergency contact information with the Commission and shall submit curtailment emergency contact information on or before November 1 of each year.

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LINE EXTENSION POLICY

<u>POLICY ID</u>	<u>DESCRIPTION</u>
1253	<p>1) Main Line Extension Rate - Residential and Commercial:</p> <p>a. \$7.60 per foot for extending mains beyond the the 100 foot free limit established by GreenLight Gas or any other free limit in excess of 100 feet established by city franchise.</p> <p>b. Actual cost is limited to the cost for 4 pipe unless larger pipe size is necessary to provid adequate and satisfactory service. GreenLight Gas shall furnish and install as needed up to 100 feet (50 feet if mobile home) of distribution main per applicant without cost to the applicant. In arriving at the length of such main extension necessary to render service to an applicant, the distance shall be measured along lines of proper construction from the nearest distribution main to the center of the property served. Extensions past property already being served by GreenLight Gas, provided such footage does not exceed 50 feet, and extensions across dedicated streets, alleys, and railroad right-of-way, shall be made at the expense of GreenLight Gas and shall not be considered in arriving at the length of the extension to applicant.</p> <p>c. Extension to customer shall be based on actual cost per foot.</p> <p>2) Installing and Maintaining an Excess Flow Valve-Residential:</p> <p>A customer may request the installation of an excess flow valve on a new service line or on a service line being replaced provided that the service line will serve a single residence and operate continuously throughout the year at a pressure of not less than 10 psig. The customer will pay the actual cost incurred to install the excess flow valve. That cost will include the cost of the excess flow valve, the labor cost required to install the excess flow valve, and er associated costs. The estimated total cost to install an excess flow valve is \$50.00. This cost is based on installing the excess flow valve at the same time a service line is installed or replaced. The excess flow valve will be installed on the service line upstream of the customer's meter and as near as practical to the main.</p> <p>A customer requiring maintenance, repair, or replacement of an excess flow valve will be required to pay the actual cost of locating and repairing or replacing the excess flow valve. The cost to perform this service will normally range from \$200 to \$2,000, depending on the amount of work required. This cost will be determined on an individual project basis.</p> <p>This tariff is being filed in accordance with the U.S. Department of Transportation rule requiring the installation of an excess flow valve, if requested by a customer, on new or replaced service lines that operate continuously throughout the year at a pressure of not less than 10 psig and that serve a single residence. The rule further states that the customer will bear all costs of installing and maintaining the excess flow valve.</p> <p>3) Main Line Right-of-Way Tap Rate-Residetial: \$1,400 per tap charge for tapping a transmission main line in any environs area to connect a single residential customer shall be the system-wide average cost of making such taps, including overheads and any adjustment for income tax, for the fiscal year.</p>

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QUALITY OF SERVICE

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7.45c	<p>(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.</p> <p>(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.</p> <p>(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.</p> <p>(6) Billing.</p> <p>(A) Bills for gas service shall be rendered monthly, unless otherwise authorized or unless service is rendered for a period less than a month. Bills shall be rendered as promptly as possible following the reading of meters.</p> <p>(B) The customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:</p> <ul style="list-style-type: none"> (i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered; (ii) the number and kind of units billed; (iii) the applicable rate schedule title or code; (iv) the total base bill; (v) the total of any adjustments to the base bill and the amount of adjustments per billing unit; (vi) the date by which the customer must pay the bill to get prompt payment discount; (vii) the total amount due before and after any discount for prompt payment within a designated period; (viii) a distinct marking to identify an estimated bill. <p>(C) Where there is good reason for doing so, estimated bills may be submitted, provided that an actual meter reading is taken at least every six months. For the second consecutive month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.</p> <p>(D) Disputed bills.</p> <ul style="list-style-type: none"> (i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility

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prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer's usage for the same billing period during the preceding two years. Where no previous usage history exists, the average usage shall be estimated on the basis of usage levels of similar customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may furnish, set up, or put in use any meter which is not reliable and of a standard type which meets generally accepted industry standards; provided, however, special meters not necessarily conforming to such standard types may be used for investigation, testing, or experimental purposes.

(B) Meter records. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the date and kind of test made, by whom made, the error (or percentage of accuracy) at each load tested, and sufficient data to permit verification of all calculations.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. If no such test has been performed within the previous four years for the same customer at the same location, the test is to be performed without charge. If such a test has been performed for the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0% from accurate registration.

(v) Bill adjustments due to meter error.

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(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) the last test of the meter, whichever is shorter. Any resulting underbillings or overbillings are to be corrected in subsequent bills, unless service is terminated, in which event a monetary adjustment is to be made. This requirement for a correction may be foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility may make a charge for units used but not metered for a period not to exceed three months previous to the time the meter is found not to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to construct, install, operate, and maintain its plant, structures, equipment, and lines in accordance with the provisions of such codes and standards as are generally accepted by the industry, as modified by rule or regulation of the regulatory authority or otherwise by law, and in such manner to best accommodate the public and to prevent interference with service furnished by other public utilities insofar as practical.

(B) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified applicant for service within its service area as rapidly as practical. As a general policy, those applications not involving line extensions or new facilities should be filled within seven working days. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 days after an applicant has met credit requirements and made satisfactory arrangements for payment of any required construction charges, a report must be made to the regulatory authority listing the name of the applicant, location, and cause for delay. Unless such delays are due to causes which are reasonably beyond the control of the utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

7.45a Texas Administrative Code
TITLE 16
PART 1
CHAPTER 7
SUBCHAPTER B
ECONOMIC REGULATION RAILROAD COMMISSION OF TEXAS GAS UTILITIES DIVISION SUBSTANTIVE RULES RULE
Section 7.45 Quality of Service

For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial

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customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law.

(1) Continuity of service.

(A) Service interruptions.

(i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected.

(ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility shall issue instructions to its employees covering procedures to be followed in the event of an emergency in order to prevent or mitigate interruption or impairment of service.

(iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.

(B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence.

(C) Report to commission. The commission shall be notified in writing within 48 hours of interruptions in service affecting the entire system or any major division thereof lasting more than four hours. The notice shall also state the cause of such interruptions. If any service interruption is reported to the commission otherwise (for example, as a curtailment report or safety report), such other report is sufficient to comply with the terms of this paragraph.

(2) Customer relations.

(A) Information to customers. Each utility shall:

(i) maintain a current set of maps showing the physical locations of its facilities. All distribution facilities shall be labeled to indicate the size or any pertinent information which will accurately describe the utility's facilities. These maps, or such other maps as may be required by the regulatory authority, shall be kept by the utility in a central location and will be available for inspection by the regulatory authority during normal working hours. Each business office or service center shall have available up-to-date maps, plans, or records of its immediate area, with such other information as may be necessary to enable the utility to advise applicants and others entitled to the information as to the facilities available for serving that locality;

(ii) assist the customer or applicant in selecting the most economical rate schedule;

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) post a notice in a conspicuous place in each business office of the utility where applications for service are received informing the public that copies of the rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

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(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I) - (XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. It shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

7.45b (C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer pays current bills and a reasonable amount of the outstanding bill and agrees to pay the balance in reasonable installments until the bill is paid.

(ii) For purposes of determining reasonableness under these rules, the following shall

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be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer's signature and in bold-face print at least two sizes larger than any other used, that: "If you are not satisfied with this agreement, do not sign. If you are satisfied with this agreement, you give up your right to dispute the amount due under the agreement except for the utility's failure or refusal to comply with the terms of this agreement."

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, ??101.003(7), 101.003(8), and 121.001 - 121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility may decline to serve an applicant for whom service is available from previously installed facilities until such applicant has complied with the state and municipal regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is

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known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility for the same kind of service as that applied for; provided, however, that in the event the indebtedness of the applicant for service is in dispute, the applicant shall be served upon complying with the applicable deposit requirement.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

(i) delinquency in payment for service by a previous occupant of the premises to be served;

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

(iii) failure to pay a bill to correct previous underbilling due to misapplication of rates more than six months prior to the date of application;

(iv) violation of the utility's rules pertaining to operation of nonstandard equipment or unauthorized attachments which interfere with the service of others unless the customer has first been notified and been afforded reasonable opportunity to comply with these rules;

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

(vi) failure to pay the bill of another customer at the same address except where the change of customer identity is made to avoid or evade payment of a utility bill.

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0% for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection, with the words "Termination Notice" or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a

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reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

(iv) without notice where a known dangerous condition exists for as long as the condition exists;

(v) tampering with the utility company's meter or equipment or bypassing the same.

(E) Utility service may not be disconnected for any of the following reasons:

(i) delinquency in payment for service by a previous occupant of the premises;

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

(iii) failure to pay for a different type or class of utility service unless fee for such service is included on the same bill;

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

(v) failure to pay charges arising from an underbilling occurring due to any misapplication of rates more than six months prior to the current billings;

(vi) failure to pay charges arising from an underbilling due to any faulty metering, unless the meter has been tampered with or unless such underbilling charges are due;

(vii) failure to pay an estimated bill other than a bill rendered pursuant to an approved meter reading plan, unless the utility is unable to read the meter due to circumstances beyond its control.

(F) Unless a dangerous condition exists, or unless the customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the utility are not available to the public for the purpose of making collections and reconnecting service.

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer of any utility for the same kind of service within the last two years and is not delinquent in payment of any such utility service account and during the last 12 consecutive months of service did not have more than one occasion in which a bill for such utility service was paid after becoming delinquent and never had service disconnected for nonpayment;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to

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secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing a satisfactory credit rating by appropriate means, including, but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the utility, or ownership of substantial equity.

(B) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

(C) Amount of deposit and interest for residential service, and exemption from deposit.

(i) Each gas utility shall waive any deposit requirement for residential service for an applicant who has been determined to be a victim of family violence as defined in Texas Family Code, §71.004, by a family violence center, by treating medical personnel, by law enforcement agency personnel, or by a designee of the Attorney General in the Crime Victim Services Division of the Office of the Attorney General. This determination shall be evidenced by the applicant's submission of a certification letter developed by the Texas Council on Family Violence and made available on its web site.

(ii) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. If actual use is at least twice the amount of the estimated billings, a new deposit requirement may be calculated and an additional deposit may be required within two days. If such additional deposit is not made, the utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(iii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility or another utility for the same utility service which accrued within the last two years. No cash deposit shall be required of such applicant under these conditions.

(iv) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

(II) The deposit shall cease to draw interest on the date it is returned or credited to the customer's account.

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility may require a deposit sufficient to reasonably protect it against the assumed risk, provided such a policy is applied in a uniform and nondiscriminatory manner.

(E) Records of deposits.

(i) The utility shall keep records to show:

- (I) the name and address of each depositor;
- (II) the amount and date of the deposit; and
- (III) each transaction concerning the deposit.

(ii) The utility shall issue a receipt of deposit to each applicant from whom a deposit is received and shall provide means whereby a depositor may establish claim if the receipt is lost.

(iii) A record of each unclaimed deposit must be maintained for at least four years,

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during which time the utility shall make a reasonable effort to return the deposit.
 (F) Refund of deposit.
 (i) If service is not connected or after disconnection of service, the utility shall promptly and automatically refund the customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. The transfer of service from one premise to another within the service area of the utility shall not be deemed a disconnection within the meaning of these rules, and no additional deposit may be demanded unless permitted by these rules.

SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
316830	Collection		\$10.00 Collection Charge.
316831	C&R Inc.		\$40.00 Connect fee and re-connect fee Monday through Friday, 8am- 5pm. \$62.50 Connect Fee and re-connect fee Monday through Friday 5pm-8am, all day Saturday, Sunday and Holidays.
316828	Deposit22		Residential and Commercial Deposit: Residential and Commercial Deposit amounts shall be calculated in the following manner. One-sixth of an estimated annual billing for average residential or commercial customers determined by June 30 of each year.
316829	Ret Check		\$25.00 Returned Check charge.

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DESCRIPTION: Distribution Sales STATUS: A
 EFFECTIVE DATE: 01/27/2023 ORIGINAL CONTRACT DATE: RECEIVED DATE: 04/26/2024
 GAS CONSUMED: N AMENDMENT DATE: 04/01/2024 OPERATOR NO: 100929
 BILLS RENDERED: Y INACTIVE DATE:

RATE SCHEDULE

<u>SCHEDULE ID</u>	<u>DESCRIPTION</u>
PS Fee	Pursuant to Texas Utilities Code, Section 122.211 the Commission established a pipeline safety inspection fee. The fee for 2024 is \$1.00. It will be collected from April 1, 2024 to April 30, 2024.
Com. Crowell Env.	COMMERCIAL ENVIRONS AREA OF CROWELL MONTHLY RATES: Customer Charge(monthly) \$17.00. All Consumption \$3.7666 per Mcf. GAS COST ADJUSTMENT: Each residential and commercial monthly bill shall be adjusted for gas cost as follows: The Gas Cost Adjustment (GCA) applicable to the current billing month shall be calculated to the nearest \$0.0001 per Mcf as follows: a. The volume factor shall be determined by the actual prior year`s ration of purchased volumes for all sales customers on the transmission and distribution systems divided by sales volumes for all sales customers on the transmission and distribution systems. The volume factor shall be adjusted annually based upon the most recent year ended June 30. In no event shall the volume factor exceed 1.0526. b. The weighted average cost of gas (WACOG) applicable to volumes purchased during the current month, expressed to the nearest \$0.0001 per Mcf.

RATE ADJUSTMENT PROVISIONS

None

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CUSTOMERS				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42990	N	Mcf	\$2.3268	01/31/2024
<u>CUSTOMER NAME</u>	Crowell Env.			
42991	N	Mcf	\$2.3268	01/31/2024
<u>CUSTOMER NAME</u>	Truscott Env.			
42992	N	Mcf	\$2.3268	01/31/2024
<u>CUSTOMER NAME</u>	Thalia Env.			
42993	N	Mcf	\$2.3268	01/31/2024
<u>CUSTOMER NAME</u>	Gilliland Env.			
42990	N	Mcf	\$2.3620	02/29/2024
<u>CUSTOMER NAME</u>	Crowell Env.			
42991	N	Mcf	\$2.3620	02/29/2024
<u>CUSTOMER NAME</u>	Truscott Env.			
42992	N	Mcf	\$2.3620	02/29/2024
<u>CUSTOMER NAME</u>	Thalia Env.			
42993	N	Mcf	\$2.3620	02/29/2024
<u>CUSTOMER NAME</u>	Gilliland Env.			
42990	N	Mcf	\$2.5073	03/31/2024
<u>CUSTOMER NAME</u>	Crowell Env.			
42991	N	Mcf	\$2.5073	03/31/2024
<u>CUSTOMER NAME</u>	Truscott Env.			
42992	N	Mcf	\$2.5073	03/31/2024
<u>CUSTOMER NAME</u>	Thalia Env.			
42993	N	Mcf	\$2.5073	03/31/2024
<u>CUSTOMER NAME</u>	Gilliland Env.			
42990	N	Mcf	\$2.3606	04/30/2024
<u>CUSTOMER NAME</u>	Crowell Env.			
42991	N	Mcf	\$2.3606	04/30/2024
<u>CUSTOMER NAME</u>	Truscott Env.			
42992	N	Mcf	\$2.3606	04/30/2024
<u>CUSTOMER NAME</u>	Thalia Env.			
42993	N	Mcf	\$2.3606	04/30/2024
<u>CUSTOMER NAME</u>	Gilliland Env.			
42990	N	Mcf	\$2.3228	05/31/2024
<u>CUSTOMER NAME</u>	Crowell Env.			

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CUSTOMERS				
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42991	N	Mcf	\$2.3228	05/31/2024
<u>CUSTOMER NAME</u>	Truscott Env.			
42992	N	Mcf	\$2.3228	05/31/2024
<u>CUSTOMER NAME</u>	Thalia Env.			
42993	N	Mcf	\$2.3228	05/31/2024
<u>CUSTOMER NAME</u>	Gilliland Env.			
42990	N	Mcf	\$2.3273	06/30/2024
<u>CUSTOMER NAME</u>	Crowell Env.			
42991	N	Mcf	\$2.3273	06/30/2024
<u>CUSTOMER NAME</u>	Truscott Env.			
42992	N	Mcf	\$2.3273	06/30/2024
<u>CUSTOMER NAME</u>	Thalia Env.			
42993	N	Mcf	\$2.3273	06/30/2024
<u>CUSTOMER NAME</u>	Gilliland Env.			
42990	N	Mcf	\$2.2149	12/31/2023
<u>CUSTOMER NAME</u>	Crowell Env.			
42991	N	Mcf	\$2.2149	12/31/2023
<u>CUSTOMER NAME</u>	Truscott Env.			
42992	N	Mcf	\$2.2149	12/31/2023
<u>CUSTOMER NAME</u>	Thalia Env.			
42993	N	Mcf	\$2.2149	12/31/2023
<u>CUSTOMER NAME</u>	Gilliland Env.			
42990	N	Mcf	\$1.7825	07/31/2024
<u>CUSTOMER NAME</u>	Crowell Env.			
42991	N	Mcf	\$1.7825	07/31/2024
<u>CUSTOMER NAME</u>	Truscott Env.			
42992	N	Mcf	\$1.7825	07/31/2024
<u>CUSTOMER NAME</u>	Thalia Env.			
42993	N	Mcf	\$1.7825	07/31/2024
<u>CUSTOMER NAME</u>	Gilliland Env.			
42990	N	Mcf	\$1.8433	08/30/2024
<u>CUSTOMER NAME</u>	Crowell Env.			
42991	N	Mcf	\$1.8433	08/30/2024
<u>CUSTOMER NAME</u>	Truscott Env.			

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CUSTOMERS

<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42992	N	Mcf	\$1.8433	08/30/2024
<u>CUSTOMER NAME</u>	Thalia Env.			
42993	N	Mcf	\$1.8433	08/30/2024
<u>CUSTOMER NAME</u>	Gilliland Env.			
42990	N	Mcf	\$1.8473	09/30/2024
<u>CUSTOMER NAME</u>	Crowell Env.			
42991	N	Mcf	\$1.8473	09/30/2024
<u>CUSTOMER NAME</u>	Truscott Env.			
42992	N	Mcf	\$1.8473	09/30/2024
<u>CUSTOMER NAME</u>	Thalia Env.			
42993	N	Mcf	\$1.8473	09/30/2024
<u>CUSTOMER NAME</u>	Gilliland Env.			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO: 9713

CITY ORDINANCE NO:

AMENDMENT(EXPLAIN): Pipeline Safety and Program Fee Pursuant to Texas Utilities Code 121.221

OTHER(EXPLAIN): Amend Annual Pipeline Safety Fee

SERVICES

<u>TYPE OF SERVICE</u>	<u>SERVICE DESCRIPTION</u>
B	Commercial Sales
<u>OTHER TYPE DESCRIPTION</u>	

PREPARER - PERSON FILING

RRC NO: 1355 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Taylor MIDDLE: Lynn LAST NAME: Lindsey

TITLE: Office Manager

ADDRESS LINE 1: 712 9th Street

ADDRESS LINE 2: PO Box 1072

CITY: Wellington STATE: TX ZIP: 79095 ZIP4: 1072

AREA CODE: 806 PHONE NO: 447-1377 EXTENSION:

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CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
GLGCP	<p data-bbox="289 405 633 457">Curtailment Plan Section 7.455 Curtailment Standards</p> <p data-bbox="289 495 1422 548">(a) Definitions. The following words and terms, when used in this section, shall have the following meanings, unless the context clearly indicates otherwise.</p> <p data-bbox="289 585 1487 695">(1) Balancing authority--The Electric Reliability Council of Texas or other responsible entity that integrates resource plans ahead of time, maintains electricity demand and resource balance within a balancing authority area, and supports interconnection frequency in real time for a power region in Texas.</p> <p data-bbox="289 703 909 728">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="289 737 1487 932">(3) Curtailment event--When a gas utility determines that its ability to deliver gas may become inadequate to support continuous service to firm customers on its system and it reduces deliveries to one or more firm customers. For the purposes of this section, an interruption of delivery or service to interruptible gas customers does not constitute a curtailment event. Prior to reducing deliveries to one or more firm customers, a gas utility interrupts deliveries to interruptible customers pursuant to mutually agreed upon contracts and/or tariffs.</p> <p data-bbox="289 940 1396 1024">(4) Electric generation facilities--Facilities registered with the applicable balancing authority including bulk power system assets, co-generation facilities, distributed generation, and or backup power systems.</p> <p data-bbox="289 1033 1383 1085">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="289 1094 1487 1171">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commission's jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="289 1180 1461 1289">(7) Human needs customers--Residences, hospitals, water and wastewater facilities, police, fire, military and civil defense facilities, and locations where people may congregate in an emergency, such as schools and places of worship. A human needs customer also includes small commercial customers that cannot practicably be curtailed without curtailing human needs.</p> <p data-bbox="289 1297 1461 1350">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="289 1388 1474 1682">(b) Applicability. This section takes effect on September 1, 2022. This section applies when any gas utility experiences a curtailment event affecting intrastate service on any of its intrastate natural gas pipelines. When a gas utility experiences a curtailment event, the gas utility shall curtail deliveries according to the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan pursuant to subsection (d) of this section. The curtailment priorities in this section apply to sales of natural gas owned by a gas utility and/or deliveries utilizing a gas utility's transportation capacity. The priorities in this section do not apply to sales of gas owned by an entity that is not a gas utility. The term "deliveries" in this section includes sales and/or transportation service.</p> <p data-bbox="289 1719 477 1745">(c) Priorities.</p> <p data-bbox="289 1782 1461 1860">(1) Unless a gas utility has an approved curtailment plan pursuant to subsection (d) of this section, a gas utility shall apply the following priorities in descending order during a curtailment event:</p>

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(A) firm deliveries to human needs customers and firm deliveries of natural gas to local distribution systems which serve human needs customers;

(B) firm deliveries to electric generation facilities;

(C) firm deliveries to industrial and commercial users of the minimum natural gas required to prevent physical harm and/or ensure critical safety to the plant facilities, to plant personnel, or the public when such protection cannot be achieved through the use of an alternate fuel;

(D) firm deliveries of natural gas to small industrials and regular commercial loads that use less than 3,000 Mcf per day;

(E) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material cannot be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed;

(F) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material can be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed; and

(G) firm deliveries to customers that are not covered by the priorities listed in subparagraphs (A) - (F) of this paragraph.

(2) Deliveries to customers within the same priority on the portion of the system which is subject to curtailment shall be curtailed to the extent practicable on a pro rata basis according to scheduled quantities. If a customer's end-use requirements fall under two or more priorities, then such requirements must be treated separately when applying this schedule of priorities to the extent practicable. Transportation customers have equivalent end-use priorities as sales customers.

(3) When applying the priorities of this section, a gas utility may rely on the representations of its customers and/or their end users regarding the nature of customers' deliveries.

(d) Curtailment plans. Order 489 and any curtailment plan approved by the Commission prior to the effective date of this section is superseded by this section. A gas utility may file its own curtailment plan for approval with the Oversight and Safety Division. A gas utility shall follow the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan on file with the Commission. The first three priorities in any individual curtailment plan must be consistent with the first three priorities listed in subsection (c)(1)(A) - (C) and (2) of this section. A gas utility shall provide to its customers notice of an application for a curtailment plan. A gas utility shall provide notice on the same day the gas utility files its application with the Commission. The gas utility may provide notice by hand delivery, by first class, certified, registered mail, commercial delivery service, electronic methods, or by such other manner as the Commission may require. The notice shall be in the form prescribed by the Commission. The Oversight and Safety Division may administratively approve the curtailment plan if no request for hearing is filed within thirty days of such notice. The Commission shall set the matter for hearing if it receives a timely request for hearing from a customer of the gas utility.

(e) Required tariff filings. Within 90 days of the effective date of this section, each gas utility shall electronically file with the Commission, in the manner prescribed by the Commission, tariffs that shall include either:

(1) the curtailment priorities as specified in this section; or

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(2) a curtailment plan approved by the Commission as specified in subsection (d) of this section.,

(f) Curtailment emergency contact information. Each gas utility shall maintain current curtailment emergency contact information with the Commission and shall submit curtailment emergency contact information on or before November 1 of each year.

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LINE EXTENSION POLICY

<u>POLICY ID</u>	<u>DESCRIPTION</u>
1253	<p>1) Main Line Extension Rate - Residential and Commercial:</p> <p>a. \$7.60 per foot for extending mains beyond the the 100 foot free limit established by GreenLight Gas or any other free limit in excess of 100 feet established by city franchise.</p> <p>b. Actual cost is limited to the cost for 4 pipe unless larger pipe size is necessary to provid adequate and satisfactory service. GreenLight Gas shall furnish and install as needed up to 100 feet (50 feet if mobile home) of distribution main per applicant without cost to the applicant. In arriving at the length of such main extension necessary to render service to an applicant, the distance shall be measured along lines of proper construction from the nearest distribution main to the center of the property served. Extensions past property already being served by GreenLight Gas, provided such footage does not exceed 50 feet, and extensions across dedicated streets, alleys, and railroad right-of-way, shall be made at the expense of GreenLight Gas and shall not be considered in arriving at the length of the extension to applicant.</p> <p>c. Extension to customer shall be based on actual cost per foot.</p> <p>2) Installing and Maintaining an Excess Flow Valve-Residential:</p> <p>A customer may request the installation of an excess flow valve on a new service line or on a service line being replaced provided that the service line will serve a single residence and operate continuously throughout the year at a pressure of not less than 10 psig. The customer will pay the actual cost incurred to install the excess flow valve. That cost will include the cost of the excess flow valve, the labor cost required to install the excess flow valve, and er associated costs. The estimated total cost to install an excess flow valve is \$50.00. This cost is based on installing the excess flow valve at the same time a service line is installed or replaced. The excess flow valve will be installed on the service line upstream of the customer's meter and as near as practical to the main.</p> <p>A customer requiring maintenance, repair, or replacement of an excess flow valve will be required to pay the actual cost of locating and repairing or replacing the excess flow valve. The cost to perform this service will normally range from \$200 to \$2,000, depending on the amount of work required. This cost will be determined on an individual project basis.</p> <p>This tariff is being filed in accordance with the U.S. Department of Transportation rule requiring the installation of an excess flow valve, if requested by a customer, on new or replaced service lines that operate continuously throughout the year at a pressure of not less than 10 psig and that serve a single residence. The rule further states that the customer will bear all costs of installing and maintaining the excess flow valve.</p> <p>3) Main Line Right-of-Way Tap Rate-Residetial: \$1,400 per tap charge for tapping a transmission main line in any environs area to connect a single residential customer shall be the system-wide average cost of making such taps, including overheads and any adjustment for income tax, for the fiscal year.</p>

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QUALITY OF SERVICE

QUAL_SERVICE ID	DESCRIPTION
7.45c	<p>(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.</p> <p>(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.</p> <p>(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.</p> <p>(6) Billing.</p> <p>(A) Bills for gas service shall be rendered monthly, unless otherwise authorized or unless service is rendered for a period less than a month. Bills shall be rendered as promptly as possible following the reading of meters.</p> <p>(B) The customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:</p> <p>(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;</p> <p>(ii) the number and kind of units billed;</p> <p>(iii) the applicable rate schedule title or code;</p> <p>(iv) the total base bill;</p> <p>(v) the total of any adjustments to the base bill and the amount of adjustments per billing unit;</p> <p>(vi) the date by which the customer must pay the bill to get prompt payment discount;</p> <p>(vii) the total amount due before and after any discount for prompt payment within a designated period;</p> <p>(viii) a distinct marking to identify an estimated bill.</p> <p>(C) Where there is good reason for doing so, estimated bills may be submitted, provided that an actual meter reading is taken at least every six months. For the second consecutive month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.</p> <p>(D) Disputed bills.</p> <p>(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility</p>

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prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

(ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer's usage for the same billing period during the preceding two years. Where no previous usage history exists, the average usage shall be estimated on the basis of usage levels of similar customers and under similar conditions.

(7) Meters.

(A) Meter requirements.

(i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.

(ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.

(iii) Standard type. No utility may furnish, set up, or put in use any meter which is not reliable and of a standard type which meets generally accepted industry standards; provided, however, special meters not necessarily conforming to such standard types may be used for investigation, testing, or experimental purposes.

(B) Meter records. Each utility must keep the following records:

(i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.

(ii) Records of meter tests. All meter tests must be properly referenced to the meter record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the date and kind of test made, by whom made, the error (or percentage of accuracy) at each load tested, and sufficient data to permit verification of all calculations.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. If no such test has been performed within the previous four years for the same customer at the same location, the test is to be performed without charge. If such a test has been performed for the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0% from accurate registration.

(v) Bill adjustments due to meter error.

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(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) the last test of the meter, whichever is shorter. Any resulting underbillings or overbillings are to be corrected in subsequent bills, unless service is terminated, in which event a monetary adjustment is to be made. This requirement for a correction may be foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility may make a charge for units used but not metered for a period not to exceed three months previous to the time the meter is found not to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to construct, install, operate, and maintain its plant, structures, equipment, and lines in accordance with the provisions of such codes and standards as are generally accepted by the industry, as modified by rule or regulation of the regulatory authority or otherwise by law, and in such manner to best accommodate the public and to prevent interference with service furnished by other public utilities insofar as practical.

(B) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified applicant for service within its service area as rapidly as practical. As a general policy, those applications not involving line extensions or new facilities should be filled within seven working days. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 days after an applicant has met credit requirements and made satisfactory arrangements for payment of any required construction charges, a report must be made to the regulatory authority listing the name of the applicant, location, and cause for delay. Unless such delays are due to causes which are reasonably beyond the control of the utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

7.45a Texas Administrative Code
TITLE 16
PART 1
CHAPTER 7
SUBCHAPTER B
ECONOMIC REGULATION RAILROAD COMMISSION OF TEXAS GAS UTILITIES DIVISION SUBSTANTIVE RULES RULE
Section 7.45 Quality of Service

For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial

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customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law.

(1) Continuity of service.

(A) Service interruptions.

(i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected.

(ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility shall issue instructions to its employees covering procedures to be followed in the event of an emergency in order to prevent or mitigate interruption or impairment of service.

(iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.

(B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence.

(C) Report to commission. The commission shall be notified in writing within 48 hours of interruptions in service affecting the entire system or any major division thereof lasting more than four hours. The notice shall also state the cause of such interruptions. If any service interruption is reported to the commission otherwise (for example, as a curtailment report or safety report), such other report is sufficient to comply with the terms of this paragraph.

(2) Customer relations.

(A) Information to customers. Each utility shall:

(i) maintain a current set of maps showing the physical locations of its facilities. All distribution facilities shall be labeled to indicate the size or any pertinent information which will accurately describe the utility's facilities. These maps, or such other maps as may be required by the regulatory authority, shall be kept by the utility in a central location and will be available for inspection by the regulatory authority during normal working hours. Each business office or service center shall have available up-to-date maps, plans, or records of its immediate area, with such other information as may be necessary to enable the utility to advise applicants and others entitled to the information as to the facilities available for serving that locality;

(ii) assist the customer or applicant in selecting the most economical rate schedule;

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) post a notice in a conspicuous place in each business office of the utility where applications for service are received informing the public that copies of the rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

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(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

- (I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;
 - (II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;
 - (III) the time allowed to pay outstanding bills;
 - (IV) grounds for termination of service;
 - (V) the steps the utility must take before terminating service;
 - (VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;
 - (VII) information on alternative payment plans offered by the utility;
 - (VIII) the steps necessary to have service reconnected after involuntary termination;
 - (IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;
 - (X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and
 - (XI) the customer's right to be instructed by the utility how to read his or her meter;
- (vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I) - (XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. It shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

7.45b (C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer pays current bills and a reasonable amount of the outstanding bill and agrees to pay the balance in reasonable installments until the bill is paid.

(ii) For purposes of determining reasonableness under these rules, the following shall

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be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer's signature and in bold-face print at least two sizes larger than any other used, that: "If you are not satisfied with this agreement, do not sign. If you are satisfied with this agreement, you give up your right to dispute the amount due under the agreement except for the utility's failure or refusal to comply with the terms of this agreement."

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, ??101.003(7), 101.003(8), and 121.001 - 121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility may decline to serve an applicant for whom service is available from previously installed facilities until such applicant has complied with the state and municipal regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is

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known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility for the same kind of service as that applied for; provided, however, that in the event the indebtedness of the applicant for service is in dispute, the applicant shall be served upon complying with the applicable deposit requirement.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

(i) delinquency in payment for service by a previous occupant of the premises to be served;

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

(iii) failure to pay a bill to correct previous underbilling due to misapplication of rates more than six months prior to the date of application;

(iv) violation of the utility's rules pertaining to operation of nonstandard equipment or unauthorized attachments which interfere with the service of others unless the customer has first been notified and been afforded reasonable opportunity to comply with these rules;

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

(vi) failure to pay the bill of another customer at the same address except where the change of customer identity is made to avoid or evade payment of a utility bill.

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0% for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection, with the words "Termination Notice" or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a

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reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

(iv) without notice where a known dangerous condition exists for as long as the condition exists;

(v) tampering with the utility company's meter or equipment or bypassing the same.

(E) Utility service may not be disconnected for any of the following reasons:

(i) delinquency in payment for service by a previous occupant of the premises;

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

(iii) failure to pay for a different type or class of utility service unless fee for such service is included on the same bill;

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

(v) failure to pay charges arising from an underbilling occurring due to any misapplication of rates more than six months prior to the current billings;

(vi) failure to pay charges arising from an underbilling due to any faulty metering, unless the meter has been tampered with or unless such underbilling charges are due;

(vii) failure to pay an estimated bill other than a bill rendered pursuant to an approved meter reading plan, unless the utility is unable to read the meter due to circumstances beyond its control.

(F) Unless a dangerous condition exists, or unless the customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the utility are not available to the public for the purpose of making collections and reconnecting service.

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer of any utility for the same kind of service within the last two years and is not delinquent in payment of any such utility service account and during the last 12 consecutive months of service did not have more than one occasion in which a bill for such utility service was paid after becoming delinquent and never had service disconnected for nonpayment;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to

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secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing a satisfactory credit rating by appropriate means, including, but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the utility, or ownership of substantial equity.

(B) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

(C) Amount of deposit and interest for residential service, and exemption from deposit.

(i) Each gas utility shall waive any deposit requirement for residential service for an applicant who has been determined to be a victim of family violence as defined in Texas Family Code, §71.004, by a family violence center, by treating medical personnel, by law enforcement agency personnel, or by a designee of the Attorney General in the Crime Victim Services Division of the Office of the Attorney General. This determination shall be evidenced by the applicant's submission of a certification letter developed by the Texas Council on Family Violence and made available on its web site.

(ii) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. If actual use is at least twice the amount of the estimated billings, a new deposit requirement may be calculated and an additional deposit may be required within two days. If such additional deposit is not made, the utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(iii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility or another utility for the same utility service which accrued within the last two years. No cash deposit shall be required of such applicant under these conditions.

(iv) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

(II) The deposit shall cease to draw interest on the date it is returned or credited to the customer's account.

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility may require a deposit sufficient to reasonably protect it against the assumed risk, provided such a policy is applied in a uniform and nondiscriminatory manner.

(E) Records of deposits.

(i) The utility shall keep records to show:

- (I) the name and address of each depositor;
- (II) the amount and date of the deposit; and
- (III) each transaction concerning the deposit.

(ii) The utility shall issue a receipt of deposit to each applicant from whom a deposit is received and shall provide means whereby a depositor may establish claim if the receipt is lost.

(iii) A record of each unclaimed deposit must be maintained for at least four years,

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during which time the utility shall make a reasonable effort to return the deposit.

(F) Refund of deposit.

(i) If service is not connected or after disconnection of service, the utility shall promptly and automatically refund the customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. The transfer of service from one premise to another within the service area of the utility shall not be deemed a disconnection within the meaning of these rules, and no additional deposit may be demanded unless permitted by these rules.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
316835	Collection		\$10.00 Collection Charge.
316836	CR CroC En		<p>CONNECTION AND RECONNECTION CHARGE-Crowell Env, Thalia Env, Truscott Env, & Gilliland Env:</p> <p>(a) Connection Charge-\$27.50 charge from 8:00AM to 5:00PM Monday through Friday to inauguration of gas service at now service location. Charge applies to first occupant and is exempt for a builder who uses gas temporarily during construction or for display purposes.</p> <p>(b) Reconnection Charge-\$27.50 charge from 8:00AM to 5:00PM Monday through Friday to re-inauguration of gas service where service has been discontinued for any reason at locations previously serviced by the company except where the only previous subscriber was the builder who used gas for construction or display purposes.</p> <p>The exception does not apply in towns, which also charge for connection of new service locations.</p> <p>The charge is not made to customers when service has been interrupted for reasons beyond their control.</p>
316833	Deposit22		<p>Residential and Commercial Deposit: Residential and Commercial Deposit amounts shall be calculated in the following manner. One-sixth of an estimated annual billing for average residential or commercial customers determined by June 30 of each year.</p>
316834	Ret Check		\$25.00 Returned Check charge.
316837	CR Crow En		<p>CONNECTION AND RECONNECTION CHARGE-Crowell Env, Thalia Env, Truscott Env, & Gilliland Env:</p> <p>(a) Connection Charge-\$50.00 charge will be applied Monday through Friday after 5:00PM and on Saturdays, Sundays, and Holidays to inauguration of gas service at now service location. Charge applies to first occupant and is exempt for a builder who uses gas temporarily during construction or for display purposes.</p> <p>b) Reconnection Charge-\$50.00 charge will be applied Monday through Friday after 5:00PM and on Saturdays, Sundays, and Holidays to re-inauguration of gas service where service has been discontinued for any reason at locations previously serviced by the company except where the only previous subscriber was the</p>

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builder who used gas for construction or display purposes.

The exception does not apply in towns, which also charge for connection of new service locations.

The charge is not made to customers when service has been interrupted for reasons beyond their control.

GAS SERVICES DIVISION
GSD - 1 TARIFF REPORT

RRC COID: 10047 COMPANY NAME: GREENLIGHT GAS, LLC

TARIFF CODE: DS RRC TARIFF NO: 36830

DESCRIPTION: Distribution Sales STATUS: A
 EFFECTIVE DATE: 01/27/2023 ORIGINAL CONTRACT DATE: RECEIVED DATE: 04/26/2024
 GAS CONSUMED: N AMENDMENT DATE: 04/01/2024 OPERATOR NO: 100929
 BILLS RENDERED: Y INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID DESCRIPTION
 Commercial Inc.

APPLICABLE TO: ALL CUSTOMERS IN THE CITIES OF CLARENDON, DODSON, ESTELLINE, HEDLEY, LAKEVIEW, MEMPHIS, PADUCAH AND WELLINGTON.

Application:
 Applicable to Commercial Customers for all natural gas provided at one point of delivery and measured through one meter.

Type of Service:
 Where service of the type desired by Customer is not already available at the point of delivery, additional charges and special contract arrangements between Company and Customer may be required prior to service being furnished. Monthly Rate: Customer`s monthly bill will be calculated by adding the following Customer and Mcf charges to the amounts listed below:

Customer Charge per Bill \$ 38.50 per month,
 Commodity Charge ` All Mcf \$0.4908 per Mcf.

Gas Cost Recovery: Plus an amount for gas costs and upstream transportation costs calculated to the nearest \$0.001 per Mcf as follows:

a. The volume factor shall be determined by the actual prior year`s ration of purchased volumes for ll sales customers on the transmission and distribution systems divided by sales volumes for all sales customers on the transmission and distribution systems. The volume factor shall be adjusted annually based upon the most recent year ended June 30. In no event shall the volume factor exceed 1.0526.

b. The weighted average cost of gas (WACOG) applicable to volumes purchased during the current month, expressed to the nearest \$.001 per Mcf.

In summary, the Gas Cost Adjustment (GCA) shall be determined to the nearest \$0.0001 per Mcf as follows: Gas Cost Adjustment = WACOG x Volume Factor.

Pipeline Safety Inspection Fee: Plus an amount for Railroad Commission required pipeline safety programs.

Gross Receipts Tax: Plus an amount pursuant to Sections 182.021-182.021-182.025 of the Texas Tax Code relating to gross receipt taxes

Franchise Fee: Plus an amount for franchise fees calculated in accordance with the franchise in effect for each municipality.

Surcharges: Plus an amount for surcharges calculated in accordance with the

GAS SERVICES DIVISION
GSD - 1 TARIFF REPORT

RRC COID: 10047 COMPANY NAME: GREENLIGHT GAS, LLC

TARIFF CODE: DS RRC TARIFF NO: 36830

RATE SCHEDULE

SCHEDULE ID

DESCRIPTION

applicable rider(s).

Agreement: An Agreement for Gas Service may be required. Customer Bills: Bills are due and payable when rendered and must be paid within fifteen days from monthly billing date (issuance). The amount of each monthly bill computed at the above stated rate shall be subject to the following tax adjustment: plus or minus an amount equivalent to the proportionate part of any new tax, or any tax increase or decrease, or any increase or decrease of any other governmental imposition, rental fee or charge (except state, county, city and special district ad valorem taxes and taxes on net income) levied, assessed or imposed subsequent to January 27, 2022, upon or allocable to GreenLight's distribution operations, by any new or amended law or ordinance.

Notice: Service hereunder and the rates for services provided are subject to the orders of regulatory bodies having jurisdiction and to the Companys Tariff for Gas Service.

Rate Case Expenses

RATE CASE EXPENSE SURCHARGE: The Rate Case Expense Surcharged shall be in effect beginning on or after 01/26/2018, and will continue for approximately four years until all of the rate case expenses approved by a regulatory authority with original jurisdiction are fully recovered.

The surcharge rate shall be \$0.03555 per MCF.

This surcharge is in addition to other rates and surcharges set forth in this tariff.

GUTAX

Gross Utility Tax - Each monthly bill shall be adjusted for the state gross utility tax imposed by Sections 182.021-182.025 of the Texas Tax Code. A gas utility tax of \$.00581 per Mcf will apply to the following cities: Clarendon, Paducah, Wellington, and Memphis.

Franchise Fee

FRANCHISE FEES:

- LAKEVIEW 2%,
- CLARENDON 2%,
- HEDLEY 3%,
- MEMPHIS 3%,
- WELLINGTON 4%,
- effective 4/23/13 DODSON 3%,
- effective 4/12/04 ESTELLINE 5%,
- effective 4/14/05 PADUCAH 5%,
- effective 8/8/06 CROWELL 5%:

Franchise Fees are recognized as a percentage of total revenues for natural gas service within a municipality. Franchise fees are not applicable to revenues for

GAS SERVICES DIVISION
 GSD - 1 TARIFF REPORT

RRC COID: 10047 COMPANY NAME: GREENLIGHT GAS, LLC

TARIFF CODE: DS RRC TARIFF NO: 36830

RATE SCHEDULE

SCHEDULE ID

DESCRIPTION

natural gas service to customers outside of a municipality: i.e., environs and unincorporated areas.

PS Fee

Pursuant to Texas Utilities Code, Section 122.211 the Commission established a pipeline safety inspection fee. The fee for 2024 is \$1.00. It will be collected from April 1, 2024 to April 30, 2024.

RATE ADJUSTMENT PROVISIONS

None

GAS SERVICES DIVISION
GSD - 1 TARIFF REPORT

RRC COID: 10047 COMPANY NAME: GREENLIGHT GAS, LLC

TARIFF CODE: DS RRC TARIFF NO: 36830

CUSTOMERS				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42968	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Clarendon Inc.			
42969	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Dodson Inc.			
42970	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Estelline Inc.			
42971	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Hedley Inc.			
42972	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Lakeview Inc.			
42973	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Memphis Inc.			
42974	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Paducah Inc.			
42975	N	Mcf	\$7.0450	01/31/2024
<u>CUSTOMER NAME</u>	Wellington Inc.			
42968	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Clarendon Inc.			
42969	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Dodson Inc.			
42970	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Estelline Inc.			
42971	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Hedley Inc.			
42972	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Lakeview Inc.			
42973	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Memphis Inc.			
42974	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Paducah Inc.			
42975	N	Mcf	\$5.5210	02/29/2024
<u>CUSTOMER NAME</u>	Wellington Inc.			
42968	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Clarendon Inc.			

GAS SERVICES DIVISION
GSD - 1 TARIFF REPORT

RRC COID: 10047 COMPANY NAME: GREENLIGHT GAS, LLC

TARIFF CODE: DS RRC TARIFF NO: 36830

CUSTOMERS				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42969	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Dodson Inc.			
42970	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Estelline Inc.			
42971	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Hedley Inc.			
42972	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Lakeview Inc.			
42973	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Memphis Inc.			
42974	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Paducah Inc.			
42975	N	Mcf	\$5.1290	03/31/2024
<u>CUSTOMER NAME</u>	Wellington Inc.			
42968	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Clarendon Inc.			
42969	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Dodson Inc.			
42970	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Estelline Inc.			
42971	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Hedley Inc.			
42972	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Lakeview Inc.			
42973	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Memphis Inc.			
42974	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Paducah Inc.			
42975	N	Mcf	\$5.2140	04/30/2024
<u>CUSTOMER NAME</u>	Wellington Inc.			
42968	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Clarendon Inc.			
42969	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Dodson Inc.			

GAS SERVICES DIVISION
GSD - 1 TARIFF REPORT

RRC COID: 10047 COMPANY NAME: GREENLIGHT GAS, LLC

TARIFF CODE: DS RRC TARIFF NO: 36830

CUSTOMERS				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42970	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Estelline Inc.			
42971	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Hedley Inc.			
42972	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Lakeview Inc.			
42973	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Memphis Inc.			
42974	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Paducah Inc.			
42975	N	Mcf	\$5.9960	05/31/2024
<u>CUSTOMER NAME</u>	Wellington Inc.			
42968	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Clarendon Inc.			
42969	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Dodson Inc.			
42970	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Estelline Inc.			
42971	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Hedley Inc.			
42972	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Lakeview Inc.			
42973	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Memphis Inc.			
42974	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Paducah Inc.			
42975	N	Mcf	\$6.6690	06/30/2024
<u>CUSTOMER NAME</u>	Wellington Inc.			
42970	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Estelline Inc.			
42971	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Hedley Inc.			
42972	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Lakeview Inc.			

GAS SERVICES DIVISION
GSD - 1 TARIFF REPORT

RRC COID: 10047 COMPANY NAME: GREENLIGHT GAS, LLC

TARIFF CODE: DS RRC TARIFF NO: 36830

CUSTOMERS				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42973	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Memphis Inc.			
42968	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Clarendon Inc.			
42969	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Dodson Inc.			
42974	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Paducah Inc.			
42975	N	Mcf	\$6.6070	12/31/2023
<u>CUSTOMER NAME</u>	Wellington Inc.			
42968	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Clarendon Inc.			
42969	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Dodson Inc.			
42970	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Estelline Inc.			
42971	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Hedley Inc.			
42972	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Lakeview Inc.			
42973	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Memphis Inc.			
42974	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Paducah Inc.			
42975	N	Mcf	\$6.2130	07/31/2024
<u>CUSTOMER NAME</u>	Wellington Inc.			
42968	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Clarendon Inc.			
42969	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Dodson Inc.			
42970	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Estelline Inc.			
42971	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Hedley Inc.			

RAILROAD COMMISSION OF TEXAS
 GAS SERVICES DIVISION
 GSD - 1 TARIFF REPORT

RRC COID: 10047 COMPANY NAME: GREENLIGHT GAS, LLC

TARIFF CODE: DS RRC TARIFF NO: 36830

CUSTOMERS

<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42972	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Lakeview Inc.			
42973	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Memphis Inc.			
42974	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Paducah Inc.			
42975	N	Mcf	\$4.4300	08/30/2024
<u>CUSTOMER NAME</u>	Wellington Inc.			
42968	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Clarendon Inc.			
42969	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Dodson Inc.			
42970	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Estelline Inc.			
42971	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Hedley Inc.			
42972	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Lakeview Inc.			
42973	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Memphis Inc.			
42974	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Paducah Inc.			
42975	N	Mcf	\$5.9660	09/30/2024
<u>CUSTOMER NAME</u>	Wellington Inc.			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT(EXPLAIN): Pipeline Safety and Program Fee Pursuant to Texas Utilities Code 121.221

OTHER(EXPLAIN): Amend Annual Pipeline Safety Fee

SERVICES

<u>TYPE OF SERVICE</u>	<u>SERVICE DESCRIPTION</u>
B	Commercial Sales
<u>OTHER TYPE DESCRIPTION</u>	

RRC COID: 10047 COMPANY NAME: GREENLIGHT GAS, LLC

TARIFF CODE: DS RRC TARIFF NO: 36830

PREPARER - PERSON FILING

RRC NO: 1355 ACTIVE FLAG: Y INACTIVE DATE:
FIRST NAME: Taylor MIDDLE: Lynn LAST NAME: Lindsey
TITLE: Office Manager
ADDRESS LINE 1: 712 9th Street
ADDRESS LINE 2: PO Box 1072
CITY: Wellington STATE: TX ZIP: 79095 ZIP4: 1072
AREA CODE: 806 PHONE NO: 447-1377 EXTENSION:

RRC COID: 10047 COMPANY NAME: GREENLIGHT GAS, LLC

TARIFF CODE: DS RRC TARIFF NO: 36830

CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
GLGCP	<p data-bbox="282 405 633 457">Curtailed Plan Section 7.455 Curtailed Standards</p> <p data-bbox="282 495 1424 548">(a) Definitions. The following words and terms, when used in this section, shall have the following meanings, unless the context clearly indicates otherwise.</p> <p data-bbox="282 585 1487 695">(1) Balancing authority--The Electric Reliability Council of Texas or other responsible entity that integrates resource plans ahead of time, maintains electricity demand and resource balance within a balancing authority area, and supports interconnection frequency in real time for a power region in Texas.</p> <p data-bbox="282 703 909 728">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="282 737 1487 932">(3) Curtailed event--When a gas utility determines that its ability to deliver gas may become inadequate to support continuous service to firm customers on its system and it reduces deliveries to one or more firm customers. For the purposes of this section, an interruption of delivery or service to interruptible gas customers does not constitute a curtailed event. Prior to reducing deliveries to one or more firm customers, a gas utility interrupts deliveries to interruptible customers pursuant to mutually agreed upon contracts and/or tariffs.</p> <p data-bbox="282 940 1398 1024">(4) Electric generation facilities--Facilities registered with the applicable balancing authority including bulk power system assets, co-generation facilities, distributed generation, and or backup power systems.</p> <p data-bbox="282 1033 1385 1085">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="282 1094 1487 1171">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commission's jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="282 1180 1463 1289">(7) Human needs customers--Residences, hospitals, water and wastewater facilities, police, fire, military and civil defense facilities, and locations where people may congregate in an emergency, such as schools and places of worship. A human needs customer also includes small commercial customers that cannot practicably be curtailed without curtailing human needs.</p> <p data-bbox="282 1297 1463 1350">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="282 1388 1474 1680">(b) Applicability. This section takes effect on September 1, 2022. This section applies when any gas utility experiences a curtailed event affecting intrastate service on any of its intrastate natural gas pipelines. When a gas utility experiences a curtailed event, the gas utility shall curtail deliveries according to the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailed plan pursuant to subsection (d) of this section. The curtailed priorities in this section apply to sales of natural gas owned by a gas utility and/or deliveries utilizing a gas utility's transportation capacity. The priorities in this section do not apply to sales of gas owned by an entity that is not a gas utility. The term "deliveries" in this section includes sales and/or transportation service.</p> <p data-bbox="282 1717 477 1743">(c) Priorities.</p> <p data-bbox="282 1780 1463 1858">(1) Unless a gas utility has an approved curtailed plan pursuant to subsection (d) of this section, a gas utility shall apply the following priorities in descending order during a curtailed event:</p>

GAS SERVICES DIVISION
GSD - 1 TARIFF REPORT

RRC COID: 10047 COMPANY NAME: GREENLIGHT GAS, LLC

TARIFF CODE: DS RRC TARIFF NO: 36830

(A) firm deliveries to human needs customers and firm deliveries of natural gas to local distribution systems which serve human needs customers;

(B) firm deliveries to electric generation facilities;

(C) firm deliveries to industrial and commercial users of the minimum natural gas required to prevent physical harm and/or ensure critical safety to the plant facilities, to plant personnel, or the public when such protection cannot be achieved through the use of an alternate fuel;

(D) firm deliveries of natural gas to small industrials and regular commercial loads that use less than 3,000 Mcf per day;

(E) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material cannot be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed;

(F) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material can be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed; and

(G) firm deliveries to customers that are not covered by the priorities listed in subparagraphs (A) - (F) of this paragraph.

(2) Deliveries to customers within the same priority on the portion of the system which is subject to curtailment shall be curtailed to the extent practicable on a pro rata basis according to scheduled quantities. If a customer's end-use requirements fall under two or more priorities, then such requirements must be treated separately when applying this schedule of priorities to the extent practicable. Transportation customers have equivalent end-use priorities as sales customers.

(3) When applying the priorities of this section, a gas utility may rely on the representations of its customers and/or their end users regarding the nature of customers' deliveries.

(d) Curtailment plans. Order 489 and any curtailment plan approved by the Commission prior to the effective date of this section is superseded by this section. A gas utility may file its own curtailment plan for approval with the Oversight and Safety Division. A gas utility shall follow the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan on file with the Commission. The first three priorities in any individual curtailment plan must be consistent with the first three priorities listed in subsection (c)(1)(A) - (C) and (2) of this section. A gas utility shall provide to its customers notice of an application for a curtailment plan. A gas utility shall provide notice on the same day the gas utility files its application with the Commission. The gas utility may provide notice by hand delivery, by first class, certified, registered mail, commercial delivery service, electronic methods, or by such other manner as the Commission may require. The notice shall be in the form prescribed by the Commission. The Oversight and Safety Division may administratively approve the curtailment plan if no request for hearing is filed within thirty days of such notice. The Commission shall set the matter for hearing if it receives a timely request for hearing from a customer of the gas utility.

(e) Required tariff filings. Within 90 days of the effective date of this section, each gas utility shall electronically file with the Commission, in the manner prescribed by the Commission, tariffs that shall include either:

(1) the curtailment priorities as specified in this section; or

RAILROAD COMMISSION OF TEXAS
GAS SERVICES DIVISION
GSD - 1 TARIFF REPORT

RRC COID: 10047	COMPANY NAME: GREENLIGHT GAS, LLC
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(2) a curtailment plan approved by the Commission as specified in subsection (d) of this section.,

(f) Curtailment emergency contact information. Each gas utility shall maintain current curtailment emergency contact information with the Commission and shall submit curtailment emergency contact information on or before November 1 of each year.

GAS SERVICES DIVISION
 GSD - 1 TARIFF REPORT

RRC COID: 10047 COMPANY NAME: GREENLIGHT GAS, LLC

TARIFF CODE: DS RRC TARIFF NO: 36830

LINE EXTENSION POLICY

<u>POLICY ID</u>	<u>DESCRIPTION</u>
1253	<p>1) Main Line Extension Rate - Residential and Commercial:</p> <p>a. \$7.60 per foot for extending mains beyond the the 100 foot free limit established by GreenLight Gas or any other free limit in excess of 100 feet established by city franchise.</p> <p>b. Actual cost is limited to the cost for 4 pipe unless larger pipe size is necessary to provid adequate and satisfactory service. GreenLight Gas shall furnish and install as needed up to 100 feet (50 feet if mobile home) of distribution main per applicant without cost to the applicant. In arriving at the length of such main extension necessary to render service to an applicant, the distance shall be measured along lines of proper construction from the nearest distribution main to the center of the property served. Extensions past property already being served by GreenLight Gas, provided such footage does not exceed 50 feet, and extensions across dedicated streets, alleys, and railroad right-of-way, shall be made at the expense of GreenLight Gas and shall not be considered in arriving at the length of the extension to applicant.</p> <p>c. Extension to customer shall be based on actual cost per foot.</p> <p>2) Installing and Maintaining an Excess Flow Valve-Residential:</p> <p>A customer may request the installation of an excess flow valve on a new service line or on a service line being replaced provided that the service line will serve a single residence and operate continuously throughout the year at a pressure of not less than 10 psig. The customer will pay the actual cost incurred to install the excess flow valve. That cost will include the cost of the excess flow valve, the labor cost required to install the excess flow valve, and er associated costs. The estimated total cost to install an excess flow valve is \$50.00. This cost is based on installing the excess flow valve at the same time a service line is installed or replaced. The excess flow valve will be installed on the service line upstream of the customer's meter and as near as practical to the main.</p> <p>A customer requiring maintenance, repair, or replacement of an excess flow valve will be required to pay the actual cost of locating and repairing or replacing the excess flow valve. The cost to perform this service will normally range from \$200 to \$2,000, depending on the amount of work required. This cost will be determined on an individual project basis.</p> <p>This tariff is being filed in accordance with the U.S. Department of Transportation rule requiring the installation of an excess flow valve, if requested by a customer, on new or replaced service lines that operate continuously throughout the year at a pressure of not less than 10 psig and that serve a single residence. The rule further states that the customer will bear all costs of installing and maintaining the excess flow valve.</p> <p>3) Main Line Right-of-Way Tap Rate-Residetial: \$1,400 per tap charge for tapping a transmission main line in any environs area to connect a single residential customer shall be the system-wide average cost of making such taps, including overheads and any adjustment for income tax, for the fiscal year.</p>

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QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
7.45a	<p>Texas Administrative Code TITLE 16 PART 1 CHAPTER 7 SUBCHAPTER B ECONOMIC REGULATION RAILROAD COMMISSION OF TEXAS GAS UTILITIES DIVISION SUBSTANTIVE RULES RULE Section 7.45 Quality of Service</p> <p>For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law.</p> <p>(1) Continuity of service.</p> <p>(A) Service interruptions.</p> <p>(i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected.</p> <p>(ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility shall issue instructions to its employees covering procedures to be followed in the event of an emergency in order to prevent or mitigate interruption or impairment of service.</p> <p>(iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.</p> <p>(B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence.</p> <p>(C) Report to commission. The commission shall be notified in writing within 48 hours of interruptions in service affecting the entire system or any major division thereof lasting more than four hours. The notice shall also state the cause of such interruptions. If any service interruption is reported to the commission otherwise (for example, as a curtailment report or safety report), such other report is sufficient to comply with the terms of this paragraph.</p> <p>(2) Customer relations.</p> <p>(A) Information to customers. Each utility shall:</p> <p>(i) maintain a current set of maps showing the physical locations of its facilities. All distribution facilities shall be labeled to indicate the size or any pertinent information which will accurately describe the utility's facilities. These maps, or such other maps as may be required by the regulatory authority, shall be kept by the utility in a central location</p>

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and will be available for inspection by the regulatory authority during normal working hours. Each business office or service center shall have available up-to-date maps, plans, or records of its immediate area, with such other information as may be necessary to enable the utility to advise applicants and others entitled to the information as to the facilities available for serving that locality;

(ii) assist the customer or applicant in selecting the most economical rate schedule;

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) post a notice in a conspicuous place in each business office of the utility where applications for service are received informing the public that copies of the rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I) - (XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. It shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

7.45b (C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial

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response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer pays current bills and a reasonable amount of the outstanding bill and agrees to pay the balance in reasonable installments until the bill is paid.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer's signature and in bold-face print at least two sizes larger than any other used, that: "If you are not satisfied with this agreement, do not sign. If you are satisfied with this agreement, you give up your right to dispute the amount due under the agreement except for the utility's failure or refusal to comply with the terms of this agreement."

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, ??101.003(7), 101.003(8), and 121.001 - 121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment

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date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility may decline to serve an applicant for whom service is available from previously installed facilities until such applicant has complied with the state and municipal regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility for the same kind of service as that applied for; provided, however, that in the event the indebtedness of the applicant for service is in dispute, the applicant shall be served upon complying with the applicable deposit requirement.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

(i) delinquency in payment for service by a previous occupant of the premises to be served;

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

(iii) failure to pay a bill to correct previous underbilling due to misapplication of rates more than six months prior to the date of application;

(iv) violation of the utility's rules pertaining to operation of nonstandard equipment or unauthorized attachments which interfere with the service of others unless the customer has first been notified and been afforded reasonable opportunity to comply with these rules;

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

(vi) failure to pay the bill of another customer at the same address except where the change of customer identity is made to avoid or evade payment of a utility bill.

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0% for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been

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given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection, with the words "Termination Notice" or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

(iv) without notice where a known dangerous condition exists for as long as the condition exists;

(v) tampering with the utility company's meter or equipment or bypassing the same.

(E) Utility service may not be disconnected for any of the following reasons:

(i) delinquency in payment for service by a previous occupant of the premises;

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

(iii) failure to pay for a different type or class of utility service unless fee for such service is included on the same bill;

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

(v) failure to pay charges arising from an underbilling occurring due to any misapplication of rates more than six months prior to the current billings;

(vi) failure to pay charges arising from an underbilling due to any faulty metering, unless the meter has been tampered with or unless such underbilling charges are due;

(vii) failure to pay an estimated bill other than a bill rendered pursuant to an approved meter reading plan, unless the utility is unable to read the meter due to circumstances beyond its control.

(F) Unless a dangerous condition exists, or unless the customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the utility are not available to the public for the purpose of making collections and reconnecting service.

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall

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sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer of any utility for the same kind of service within the last two years and is not delinquent in payment of any such utility service account and during the last 12 consecutive months of service did not have more than one occasion in which a bill for such utility service was paid after becoming delinquent and never had service disconnected for nonpayment;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing a satisfactory credit rating by appropriate means, including, but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the utility, or ownership of substantial equity.

(B) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

(C) Amount of deposit and interest for residential service, and exemption from deposit.

(i) Each gas utility shall waive any deposit requirement for residential service for an applicant who has been determined to be a victim of family violence as defined in Texas Family Code, §71.004, by a family violence center, by treating medical personnel, by law enforcement agency personnel, or by a designee of the Attorney General in the Crime Victim Services Division of the Office of the Attorney General. This determination shall be evidenced by the applicant's submission of a certification letter developed by the Texas Council on Family Violence and made available on its web site.

(ii) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. If actual use is at least twice the amount of the estimated billings, a new deposit requirement may be calculated and an additional deposit may be required within two days. If such additional deposit is not made, the utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(iii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility or another utility for the same utility service which accrued within the last two years. No cash deposit shall be required of such applicant under these conditions.

(iv) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

(II) The deposit shall cease to draw interest on the date it is returned or credited

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to the customer's account.

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility may require a deposit sufficient to reasonably protect it against the assumed risk, provided such a policy is applied in a uniform and nondiscriminatory manner.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

(II) the amount and date of the deposit; and

(III) each transaction concerning the deposit.

(ii) The utility shall issue a receipt of deposit to each applicant from whom a deposit is received and shall provide means whereby a depositor may establish claim if the receipt is lost.

(iii) A record of each unclaimed deposit must be maintained for at least four years, during which time the utility shall make a reasonable effort to return the deposit.

(F) Refund of deposit.

(i) If service is not connected or after disconnection of service, the utility shall promptly and automatically refund the customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. The transfer of service from one premise to another within the service area of the utility shall not be deemed a disconnection within the meaning of these rules, and no additional deposit may be demanded unless permitted by these rules.

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(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) Billing.

(A) Bills for gas service shall be rendered monthly, unless otherwise authorized or unless service is rendered for a period less than a month. Bills shall be rendered as promptly as possible following the reading of meters.

(B) The customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

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- (iv) the total base bill;
 - (v) the total of any adjustments to the base bill and the amount of adjustments per billing unit;
 - (vi) the date by which the customer must pay the bill to get prompt payment discount;
 - (vii) the total amount due before and after any discount for prompt payment within a designated period;
 - (viii) a distinct marking to identify an estimated bill.
- (C) Where there is good reason for doing so, estimated bills may be submitted, provided that an actual meter reading is taken at least every six months. For the second consecutive month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.
- (D) Disputed bills.
- (i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.
 - (ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer's usage for the same billing period during the preceding two years. Where no previous usage history exists, the average usage shall be estimated on the basis of usage levels of similar customers and under similar conditions.
- (7) Meters.
- (A) Meter requirements.
- (i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.
 - (ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.
 - (iii) Standard type. No utility may furnish, set up, or put in use any meter which is not reliable and of a standard type which meets generally accepted industry standards; provided, however, special meters not necessarily conforming to such standard types may be used for investigation, testing, or experimental purposes.
- (B) Meter records. Each utility must keep the following records:
- (i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.
 - (ii) Records of meter tests. All meter tests must be properly referenced to the meter

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record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the date and kind of test made, by whom made, the error (or percentage of accuracy) at each load tested, and sufficient data to permit verification of all calculations.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. If no such test has been performed within the previous four years for the same customer at the same location, the test is to be performed without charge. If such a test has been performed for the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0% from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) the last test of the meter, whichever is shorter. Any resulting underbillings or overbillings are to be corrected in subsequent bills, unless service is terminated, in which event a monetary adjustment is to be made. This requirement for a correction may be foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility may make a charge for units used but not metered for a period not to exceed three months previous to the time the meter is found not to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to construct, install, operate, and maintain its plant, structures, equipment, and lines in accordance with the provisions of such codes and standards as are generally accepted by the industry, as modified by rule or regulation of the regulatory authority or otherwise by law, and in such manner to best accommodate the public and to prevent interference with service furnished by other public utilities insofar as practical.

(B) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified applicant for service within its service area as rapidly as practical. As a general policy, those applications not involving line extensions or new facilities should be filled within seven

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working days. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 days after an applicant has met credit requirements and made satisfactory arrangements for payment of any required construction charges, a report must be made to the regulatory authority listing the name of the applicant, location, and cause for delay. Unless such delays are due to causes which are reasonably beyond the control of the utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
316841	Collection		\$10.00 Collection Charge.
316842	C&R Inc.		\$40.00 Connect fee and re-connect fee Monday through Friday, 8am- 5pm. \$62.50 Connect Fee and re-connect fee Monday through Friday 5pm-8am, all day Saturday, Sunday and Holidays.
316839	Deposit22		Residential and Commercial Deposit: Residential and Commercial Deposit amounts shall be calculated in the following manner. One-sixth of an estimated annual billing for average residential or commercial customers determined by June 30 of each year.
316840	Ret Check		\$25.00 Returned Check charge.

GAS SERVICES DIVISION
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RRC COID: 10047 COMPANY NAME: GREENLIGHT GAS, LLC

TARIFF CODE: DS RRC TARIFF NO: 36997

DESCRIPTION: Distribution Sales STATUS: A
 EFFECTIVE DATE: 06/01/2022 ORIGINAL CONTRACT DATE: RECEIVED DATE: 05/22/2023
 GAS CONSUMED: N AMENDMENT DATE: OPERATOR NO: 100929
 BILLS RENDERED: Y INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
TAX ADJ	Each monthly bill for all customers, as adjusted, shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes or any other governmental imposition, rental fee or charge levied that is based on any portion of revenue billed by PNG.
PS Fee	Pursuant to Texas Utilities Code, Section 122.211 the Commission established a pipeline safety inspection fee. The fee for 2023 is \$1.00
Lefors Cus	Applicability: Applicable to all customers and to customers not otherwise specifically provided for under any other rate schedule or served under a contract in an incorporated area or City area served by Panhandle Natural Gas, Inc. (PNG). This rate is only available to full requirements customers of PNG.
Cofs	Rate: Subject to applicable rate adjustment provisions listed below, the following rates are applicable to all consumers and to consumers not otherwise specifically provided for under any other rate schedule or served under a contract per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location. Customer Charge \$15.00. All Consumption @ \$0.375 per CCF, plus actual cost of gas (passed through to customer in Gas Cost Adjustment). The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.
GCA	Applicability: The consumption charge shall increase or decrease each month to pass through the actual cost of gas from PNG's gas suppliers. This clause shall apply to all customers served by PNG, except for customers purchasing gas at contract rates. This clause is intended to allow collection of PNG gas purchase costs in a manner that will ensure that all amounts billed to customers are fully reconciled with actual costs incurred.

RATE ADJUSTMENT PROVISIONS

None

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CUSTOMERS				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
43248	N	Mcf	\$6.4430	12/31/2022
<u>CUSTOMER NAME</u>	Lefors, Texas			
43248	N	Mcf	\$3.4660	08/31/2023
<u>CUSTOMER NAME</u>	Lefors, Texas			
43248	N	Mcf	\$2.9536	09/30/2023
<u>CUSTOMER NAME</u>	Lefors, Texas			
43248	N	Mcf	\$2.8759	10/31/2023
<u>CUSTOMER NAME</u>	Lefors, Texas			
43248	N	Mcf	\$3.7935	11/30/2023
<u>CUSTOMER NAME</u>	Lefors, Texas			
43248	N	Mcf	\$1.8334	04/30/2023
<u>CUSTOMER NAME</u>	Lefors, Texas			
43248	N	Mcf	\$3.1481	05/31/2023
<u>CUSTOMER NAME</u>	Lefors, Texas			
43248	N	Mcf	\$4.0114	06/30/2023
<u>CUSTOMER NAME</u>	Lefors, Texas			
43248	N	Mcf	\$3.7972	01/31/2023
<u>CUSTOMER NAME</u>	Lefors, Texas			
43248	N	Mcf	\$2.8064	02/28/2023
<u>CUSTOMER NAME</u>	Lefors, Texas			
43248	N	Mcf	\$1.5601	03/31/2023
<u>CUSTOMER NAME</u>	Lefors, Texas			
43248	N	Mcf	\$3.8805	07/31/2023
<u>CUSTOMER NAME</u>	Lefors, Texas			
43248	N	Mcf	\$4.7757	01/31/2024
<u>CUSTOMER NAME</u>	Lefors, Texas			
43248	N	Mcf	\$3.0516	02/29/2024
<u>CUSTOMER NAME</u>	Lefors, Texas			
43248	N	Mcf	\$2.2745	03/31/2024
<u>CUSTOMER NAME</u>	Lefors, Texas			
43248	N	Mcf	\$2.0086	04/30/2024
<u>CUSTOMER NAME</u>	Lefors, Texas			
43248	N	Mcf	\$2.7635	05/31/2024
<u>CUSTOMER NAME</u>	Lefors, Texas			

RAILROAD COMMISSION OF TEXAS
 GAS SERVICES DIVISION
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RRC COID: 10047 COMPANY NAME: GREENLIGHT GAS, LLC

TARIFF CODE: DS RRC TARIFF NO: 36997

CUSTOMERS

<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
43248	N	Mcf	\$3.0269	06/30/2024
<u>CUSTOMER NAME</u>	Lefors, Texas			
43248	N	Mcf	\$3.4005	12/31/2023
<u>CUSTOMER NAME</u>	Lefors, Texas			
43248	N	Mcf	\$3.2336	09/30/2024
<u>CUSTOMER NAME</u>	Lefors, Texas			

REASONS FOR FILING

NEW?: Y

RRC DOCKET NO:

CITY ORDINANCE NO: 2022-25-01

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): To establish a new tariff.

SERVICES

<u>TYPE OF SERVICE</u>	<u>SERVICE DESCRIPTION</u>
A	Residential Sales
<u>OTHER TYPE DESCRIPTION</u>	

PREPARER - PERSON FILING

RRC NO: 1355 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Taylor MIDDLE: Lynn LAST NAME: Lindsey

TITLE: Office Manager

ADDRESS LINE 1: 712 9th Street

ADDRESS LINE 2: PO Box 1072

CITY: Wellington STATE: TX ZIP: 79095 ZIP4: 1072

AREA CODE: 806 PHONE NO: 447-1377 EXTENSION:

GAS SERVICES DIVISION

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CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
GLGCP	<p data-bbox="282 405 633 457">Curtailed Plan Section 7.455 Curtailed Standards</p> <p data-bbox="282 495 1424 548">(a) Definitions. The following words and terms, when used in this section, shall have the following meanings, unless the context clearly indicates otherwise.</p> <p data-bbox="282 585 1487 695">(1) Balancing authority--The Electric Reliability Council of Texas or other responsible entity that integrates resource plans ahead of time, maintains electricity demand and resource balance within a balancing authority area, and supports interconnection frequency in real time for a power region in Texas.</p> <p data-bbox="282 703 909 728">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="282 737 1487 932">(3) Curtailed event--When a gas utility determines that its ability to deliver gas may become inadequate to support continuous service to firm customers on its system and it reduces deliveries to one or more firm customers. For the purposes of this section, an interruption of delivery or service to interruptible gas customers does not constitute a curtailed event. Prior to reducing deliveries to one or more firm customers, a gas utility interrupts deliveries to interruptible customers pursuant to mutually agreed upon contracts and/or tariffs.</p> <p data-bbox="282 940 1396 1024">(4) Electric generation facilities--Facilities registered with the applicable balancing authority including bulk power system assets, co-generation facilities, distributed generation, and or backup power systems.</p> <p data-bbox="282 1033 1385 1085">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="282 1094 1487 1171">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commission's jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="282 1180 1463 1289">(7) Human needs customers--Residences, hospitals, water and wastewater facilities, police, fire, military and civil defense facilities, and locations where people may congregate in an emergency, such as schools and places of worship. A human needs customer also includes small commercial customers that cannot practicably be curtailed without curtailing human needs.</p> <p data-bbox="282 1297 1463 1350">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="282 1388 1474 1680">(b) Applicability. This section takes effect on September 1, 2022. This section applies when any gas utility experiences a curtailed event affecting intrastate service on any of its intrastate natural gas pipelines. When a gas utility experiences a curtailed event, the gas utility shall curtail deliveries according to the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailed plan pursuant to subsection (d) of this section. The curtailed priorities in this section apply to sales of natural gas owned by a gas utility and/or deliveries utilizing a gas utility's transportation capacity. The priorities in this section do not apply to sales of gas owned by an entity that is not a gas utility. The term "deliveries" in this section includes sales and/or transportation service.</p> <p data-bbox="282 1717 477 1743">(c) Priorities.</p> <p data-bbox="282 1780 1463 1858">(1) Unless a gas utility has an approved curtailed plan pursuant to subsection (d) of this section, a gas utility shall apply the following priorities in descending order during a curtailed event:</p>

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(A) firm deliveries to human needs customers and firm deliveries of natural gas to local distribution systems which serve human needs customers;

(B) firm deliveries to electric generation facilities;

(C) firm deliveries to industrial and commercial users of the minimum natural gas required to prevent physical harm and/or ensure critical safety to the plant facilities, to plant personnel, or the public when such protection cannot be achieved through the use of an alternate fuel;

(D) firm deliveries of natural gas to small industrials and regular commercial loads that use less than 3,000 Mcf per day;

(E) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material cannot be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed;

(F) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material can be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed; and

(G) firm deliveries to customers that are not covered by the priorities listed in subparagraphs (A) - (F) of this paragraph.

(2) Deliveries to customers within the same priority on the portion of the system which is subject to curtailment shall be curtailed to the extent practicable on a pro rata basis according to scheduled quantities. If a customer's end-use requirements fall under two or more priorities, then such requirements must be treated separately when applying this schedule of priorities to the extent practicable. Transportation customers have equivalent end-use priorities as sales customers.

(3) When applying the priorities of this section, a gas utility may rely on the representations of its customers and/or their end users regarding the nature of customers' deliveries.

(d) Curtailment plans. Order 489 and any curtailment plan approved by the Commission prior to the effective date of this section is superseded by this section. A gas utility may file its own curtailment plan for approval with the Oversight and Safety Division. A gas utility shall follow the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan on file with the Commission. The first three priorities in any individual curtailment plan must be consistent with the first three priorities listed in subsection (c)(1)(A) - (C) and (2) of this section. A gas utility shall provide notice to its customers notice of an application for a curtailment plan. A gas utility shall provide notice on the same day the gas utility files its application with the Commission. The gas utility may provide notice by hand delivery, by first class, certified, registered mail, commercial delivery service, electronic methods, or by such other manner as the Commission may require. The notice shall be in the form prescribed by the Commission. The Oversight and Safety Division may administratively approve the curtailment plan if no request for hearing is filed within thirty days of such notice. The Commission shall set the matter for hearing if it receives a timely request for hearing from a customer of the gas utility.

(e) Required tariff filings. Within 90 days of the effective date of this section, each gas utility shall electronically file with the Commission, in the manner prescribed by the Commission, tariffs that shall include either:

(1) the curtailment priorities as specified in this section; or

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(2) a curtailment plan approved by the Commission as specified in subsection (d) of this section.,

(f) Curtailment emergency contact information. Each gas utility shall maintain current curtailment emergency contact information with the Commission and shall submit curtailment emergency contact information on or before November 1 of each year.

LINE EXTENSION POLICY

<u>POLICY ID</u>	<u>DESCRIPTION</u>
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QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
7.45a	<p>Texas Administrative Code TITLE 16 PART 1 CHAPTER 7 SUBCHAPTER B ECONOMIC REGULATION RAILROAD COMMISSION OF TEXAS GAS UTILITIES DIVISION SUBSTANTIVE RULES RULE Section 7.45 Quality of Service</p>

For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law.

(1) Continuity of service.

(A) Service interruptions.

(i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected.

(ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility shall issue instructions to its employees covering procedures to be followed in the event of an emergency in order to prevent or mitigate interruption or impairment of service.

(iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.

(B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence.

(C) Report to commission. The commission shall be notified in writing within 48 hours of interruptions in service affecting the entire system or any major division thereof lasting more than four hours. The notice shall also state the cause of such interruptions. If any service interruption is reported to the commission otherwise (for example, as a curtailment report or safety report), such other report is sufficient to comply with the terms of this paragraph.

(2) Customer relations.

(A) Information to customers. Each utility shall:

(i) maintain a current set of maps showing the physical locations of its facilities. All distribution facilities shall be labeled to indicate the size or any pertinent information which will accurately describe the utility's facilities. These maps, or such other maps as may be required by the regulatory authority, shall be kept by the utility in a central location

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and will be available for inspection by the regulatory authority during normal working hours. Each business office or service center shall have available up-to-date maps, plans, or records of its immediate area, with such other information as may be necessary to enable the utility to advise applicants and others entitled to the information as to the facilities available for serving that locality;

(ii) assist the customer or applicant in selecting the most economical rate schedule;

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) post a notice in a conspicuous place in each business office of the utility where applications for service are received informing the public that copies of the rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I) - (XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. It shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

7.45b (C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial

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response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer pays current bills and a reasonable amount of the outstanding bill and agrees to pay the balance in reasonable installments until the bill is paid.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer's signature and in bold-face print at least two sizes larger than any other used, that: "If you are not satisfied with this agreement, do not sign. If you are satisfied with this agreement, you give up your right to dispute the amount due under the agreement except for the utility's failure or refusal to comply with the terms of this agreement."

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, ??101.003(7), 101.003(8), and 121.001 - 121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment

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date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility may decline to serve an applicant for whom service is available from previously installed facilities until such applicant has complied with the state and municipal regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility for the same kind of service as that applied for; provided, however, that in the event the indebtedness of the applicant for service is in dispute, the applicant shall be served upon complying with the applicable deposit requirement.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

(i) delinquency in payment for service by a previous occupant of the premises to be served;

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

(iii) failure to pay a bill to correct previous underbilling due to misapplication of rates more than six months prior to the date of application;

(iv) violation of the utility's rules pertaining to operation of nonstandard equipment or unauthorized attachments which interfere with the service of others unless the customer has first been notified and been afforded reasonable opportunity to comply with these rules;

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

(vi) failure to pay the bill of another customer at the same address except where the change of customer identity is made to avoid or evade payment of a utility bill.

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0% for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been

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given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection, with the words "Termination Notice" or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

(iv) without notice where a known dangerous condition exists for as long as the condition exists;

(v) tampering with the utility company's meter or equipment or bypassing the same.

(E) Utility service may not be disconnected for any of the following reasons:

(i) delinquency in payment for service by a previous occupant of the premises;

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

(iii) failure to pay for a different type or class of utility service unless fee for such service is included on the same bill;

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

(v) failure to pay charges arising from an underbilling occurring due to any misapplication of rates more than six months prior to the current billings;

(vi) failure to pay charges arising from an underbilling due to any faulty metering, unless the meter has been tampered with or unless such underbilling charges are due;

(vii) failure to pay an estimated bill other than a bill rendered pursuant to an approved meter reading plan, unless the utility is unable to read the meter due to circumstances beyond its control.

(F) Unless a dangerous condition exists, or unless the customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the utility are not available to the public for the purpose of making collections and reconnecting service.

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall

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sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer of any utility for the same kind of service within the last two years and is not delinquent in payment of any such utility service account and during the last 12 consecutive months of service did not have more than one occasion in which a bill for such utility service was paid after becoming delinquent and never had service disconnected for nonpayment;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing a satisfactory credit rating by appropriate means, including, but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the utility, or ownership of substantial equity.

(B) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

(C) Amount of deposit and interest for residential service, and exemption from deposit.

(i) Each gas utility shall waive any deposit requirement for residential service for an applicant who has been determined to be a victim of family violence as defined in Texas Family Code, §71.004, by a family violence center, by treating medical personnel, by law enforcement agency personnel, or by a designee of the Attorney General in the Crime Victim Services Division of the Office of the Attorney General. This determination shall be evidenced by the applicant's submission of a certification letter developed by the Texas Council on Family Violence and made available on its web site.

(ii) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. If actual use is at least twice the amount of the estimated billings, a new deposit requirement may be calculated and an additional deposit may be required within two days. If such additional deposit is not made, the utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(iii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility or another utility for the same utility service which accrued within the last two years. No cash deposit shall be required of such applicant under these conditions.

(iv) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

(II) The deposit shall cease to draw interest on the date it is returned or credited

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to the customer's account.

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility may require a deposit sufficient to reasonably protect it against the assumed risk, provided such a policy is applied in a uniform and nondiscriminatory manner.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

(II) the amount and date of the deposit; and

(III) each transaction concerning the deposit.

(ii) The utility shall issue a receipt of deposit to each applicant from whom a deposit is received and shall provide means whereby a depositor may establish claim if the receipt is lost.

(iii) A record of each unclaimed deposit must be maintained for at least four years, during which time the utility shall make a reasonable effort to return the deposit.

(F) Refund of deposit.

(i) If service is not connected or after disconnection of service, the utility shall promptly and automatically refund the customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. The transfer of service from one premise to another within the service area of the utility shall not be deemed a disconnection within the meaning of these rules, and no additional deposit may be demanded unless permitted by these rules.

7.45c

(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) Billing.

(A) Bills for gas service shall be rendered monthly, unless otherwise authorized or unless service is rendered for a period less than a month. Bills shall be rendered as promptly as possible following the reading of meters.

(B) The customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

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- (iv) the total base bill;
 - (v) the total of any adjustments to the base bill and the amount of adjustments per billing unit;
 - (vi) the date by which the customer must pay the bill to get prompt payment discount;
 - (vii) the total amount due before and after any discount for prompt payment within a designated period;
 - (viii) a distinct marking to identify an estimated bill.
- (C) Where there is good reason for doing so, estimated bills may be submitted, provided that an actual meter reading is taken at least every six months. For the second consecutive month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.
- (D) Disputed bills.
- (i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.
 - (ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer's usage for the same billing period during the preceding two years. Where no previous usage history exists, the average usage shall be estimated on the basis of usage levels of similar customers and under similar conditions.
- (7) Meters.
- (A) Meter requirements.
- (i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.
 - (ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.
 - (iii) Standard type. No utility may furnish, set up, or put in use any meter which is not reliable and of a standard type which meets generally accepted industry standards; provided, however, special meters not necessarily conforming to such standard types may be used for investigation, testing, or experimental purposes.
- (B) Meter records. Each utility must keep the following records:
- (i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.
 - (ii) Records of meter tests. All meter tests must be properly referenced to the meter

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record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the date and kind of test made, by whom made, the error (or percentage of accuracy) at each load tested, and sufficient data to permit verification of all calculations.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. If no such test has been performed within the previous four years for the same customer at the same location, the test is to be performed without charge. If such a test has been performed for the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0% from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) the last test of the meter, whichever is shorter. Any resulting underbillings or overbillings are to be corrected in subsequent bills, unless service is terminated, in which event a monetary adjustment is to be made. This requirement for a correction may be foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility may make a charge for units used but not metered for a period not to exceed three months previous to the time the meter is found not to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to construct, install, operate, and maintain its plant, structures, equipment, and lines in accordance with the provisions of such codes and standards as are generally accepted by the industry, as modified by rule or regulation of the regulatory authority or otherwise by law, and in such manner to best accommodate the public and to prevent interference with service furnished by other public utilities insofar as practical.

(B) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified applicant for service within its service area as rapidly as practical. As a general policy, those applications not involving line extensions or new facilities should be filled within seven

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working days. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 days after an applicant has met credit requirements and made satisfactory arrangements for payment of any required construction charges, a report must be made to the regulatory authority listing the name of the applicant, location, and cause for delay. Unless such delays are due to causes which are reasonably beyond the control of the utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
311560	DepLefors		Applicable to all new customers: \$100.00
311561	TapFee		Applicable to all customers: \$500.00
311562	OthFees		Returned check fee: \$35.00, Connection or reconnection charge: \$15.00

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DESCRIPTION: Distribution Sales STATUS: A
 EFFECTIVE DATE: 07/01/2023 ORIGINAL CONTRACT DATE: RECEIVED DATE: 04/26/2024
 GAS CONSUMED: N AMENDMENT DATE: 04/01/2024 OPERATOR NO: 100929
 BILLS RENDERED: Y INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
PS Fee	Pursuant to Texas Utilities Code, Section 122.211 the Commission established a pipeline safety inspection fee. The fee for 2024 is \$1.00. It will be collected from April 1, 2024 to April 30, 2024.
Other Surcharges	OTHER SURCHARGES - SHAMROCK ENVIRONS. Greenlight Gas will recover other surcharges from jurisdictional customers as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, orders, rules, contracts or agreements.
GCA-Shamrock Env.	Gas Cost Adjustment - Shamrock Environs. Interest - The percentage of interest shall be the interest rate established by the Public Utility Commission, or such other agency or manner as determined by the Commission, under Chapter 183 of the Texas Utilities Code. Lost and Unaccounted For Gas - Lost and Unaccounted for Gas (LUG) shall represent volumes of gas metered into the distribution system and volumes of gas metered out of the distribution system at 14.65 p.s.i.a., which shall include distribution and non-distribution volumes. Greelight LUG shall not be included in these volumes. Purchased Gas Costs - The total cost of Purchase Volumes, as received into the Company's distribution system. Purchased Gas Factor (PGF) - A factor on each customer's monthly bill, expressed in dollars per Mcf, to reflect the Purchase Gas Costs, all as more specifically described herein. Purchase/Sales Ratio - A ratio determined by dividing the Company's Purchase Volumems metered into the distribution system during the twelve-month period ending June 30 of each year by the sum of the Company's Sales Volumes metered out of the distribution system, volumes of metered Company used gas, and losses of gas from the Company's systems that have been billed to third parties during the same period. Such ratio as determined shall in no event exceed 1.0526 i.e. 1/1(1-.05) unless expressly authorized by the applicable regulatory authority. Purchase Volumes - The volumes of gas, expressed in Mcf's and stated at 14.65 psia, received by the Company's distribution system from all sources, including monthly purchases and withdrawals from storage, if any, for use by general service customers. This quantity of gas shall not include LUG.

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DESCRIPTION

Reconciliation Amount - The net of any monthly imbalances during the period covered by the Reconciliation Review.

Reconciliation Component - The monthly amount to be refunded or passed through to customers, consisting of one-twelfth of the Reconciliation Amount.

Reconciliation Factor - A factor, expressed as a cost per Mcf on customer bills, reflecting the customer's share of the Reconciliation Component applicable to the period covered by the bill.

Reconciliation Review - An annual review of the Company's records covering each 12-month period ending June 30 to determine any imbalances between the Purchase Gas Cost and the Sales Amount.

Sales Amount - Sales Volumes, volumes of metered Company used gas, and losses of gas from the Company's system that have been billed to third parties, multiplied by the Purchased Gas Factor.

Sales Volumes - The volumes of gas metered to general service customers expressed in Mcf's and stated at 14.65 psia.

Weighted Average Cost of Gas - The Purchase Gas Costs invoiced by third parties divided by the Purchase Volumes, calculated on a monthly basis. Purchase Gas Cost Component (PGC). The Purchase Gas Cost shall be computed utilizing the following components for the distribution system customers: Cost of gas purchased. Credits, Refunds or Out of Period adjustments. Cost of gas withdrawn from storage. Interest on storage gas withdrawn. Upstream Gathering and Transportation Charges. Storage Deliverability Charges. Storage Capacity Charges. New taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills.

Greenlight shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. Greenlight gas shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor (PGF) Calculation. Each customer bill shall include a Purchased Gas Factor reflecting the estimated Weighted Average Cost of Gas, plus additional elements described in this section, during the period covered by the bill. The PGF shall be determined to the nearest \$0.001 per Mcf, and the following provisions shall apply: In addition to the estimated weighted average cost of gas for the current month's billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated Weighted Average Cost of Gas and the actual Weighted Average Cost of Gas during the previous billing period. The PGF shall also include a Reconciliation Factor, an amount reflecting the customer's share of any gas cost imbalances in the preceding reconciliation period. The PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill. The Purchased Gas Factor is expressed as a formula as follows: $(A +/- B) + C + D = E$.

Where:

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DESCRIPTION

- A = Estimated WACOG.
- B = Est. WACOG/Act. WACOG Difference.
- C = Reconciliation Factor.
- D = New Taxes.
- E = Total PGF.

Gas Cost Reconciliation (GCR). Greenlight shall keep accurate books and records of the Reconciliation Review, monthly Purchased Gas Factor reports to the Railroad Commission of Texas, and shall account for the Reconciliation Component and the Reconciliation Factors. A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes. Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia):

Unincorporated areas of the County of Wheeler 13.78: If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply: Greenlight Gas shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis. The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas. Interest shall be applied to each monthly imbalance shall accrue for each month of the review period. The interest rate shall be the same rate as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June). The sum of the monthly imbalances, plus interest, for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged. If the Reconciliation Review indicates a gas loss or gas gain of greater than 5% of that metered into the system, the following methodology shall apply: Greenlight Gas shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis for Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:

- 1) Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period.
- 2) Subtracting that result from 1, which when expressed as a percentage, becomes the Actual P/S Ratio.
- 3) Subtracting 5.26% from the Actual P/S Ratio, results in a Disallowance Factor for the review period.
- 4) Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the Weighted Average Cost of Gas for each month, will result in an amount to be disallowed each month.
- 5) The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net Jurisdictional Cost of Gas is

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DESCRIPTION

calculated by subtracting the Disallowed Amount calculated above. Interest shall be applied to each monthly imbalance and shall accrue for each month of the review period. The interest rate shall be the rate in effect during the last month of the audit period (June). The sum of the monthly imbalances, plus interest, for the period under review shall be the Reconciliation Amount or the total amount to be refunded/surcharged. Reconciliation Factor Calculation (RFC) The Reconciliation Amount shall be divided by 12, resulting in the Reconciliation Component. The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review. The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf. Any under or over collection from the prior month may be factored in subsequent months? Reconciliation Component. Each month during the reconciliation period, the PGF on customer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period.

Tax-Env

Tax Adjustment - Environs.

REVENUE RELATED TAX ADJUSTMENT.

Each monthly bill for a jurisdictional customer, as adjusted, shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by West Texas Gas.

Res. Shamrock Env.

Residential Service Rate - Environs.

Applicability:

Applicable to a residential customer or builder in a single dwelling, or in a dwelling unit of a multiple dwelling or residential apartment, for domestic purposes in an unincorporated or environs area. A residential consumer includes an individually metered residential unit or dwelling and builders prior to sale or resale of a property for domestic purposes. This rate is only available to full requirements customers.

Cost of Service Rate:

During each monthly billing period:

Subject to applicable rate adjustment provisions listed below, the following rates are applicable to Residential consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location.

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RATE SCHEDULE	
SCHEDULE ID	DESCRIPTION
	Customer Charge \$17.00. All Consumption @ \$4.84 per Mcf.

RATE ADJUSTMENT PROVISIONS
None

CUSTOMERS				
RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
43364	N	Mcf	\$4.2100	01/31/2024
<u>CUSTOMER NAME</u>	Res. Shamrock Env.			
43364	N	Mcf	\$2.6599	02/29/2024
<u>CUSTOMER NAME</u>	Res. Shamrock Env.			
43364	N	Mcf	\$2.0000	03/31/2024
<u>CUSTOMER NAME</u>	Res. Shamrock Env.			
43364	N	Mcf	\$1.5404	04/30/2024
<u>CUSTOMER NAME</u>	Res. Shamrock Env.			
43364	N	Mcf	\$2.3393	05/31/2024
<u>CUSTOMER NAME</u>	Res. Shamrock Env.			
43364	N	Mcf	\$2.6204	06/30/2024
<u>CUSTOMER NAME</u>	Res. Shamrock Env.			
43364	N	Mcf	\$3.8700	12/31/2023
<u>CUSTOMER NAME</u>	Res. Shamrock Env.			
43364	N	Mcf	\$2.1797	07/31/2024
<u>CUSTOMER NAME</u>	Res. Shamrock Env.			
43364	N	Mcf	\$2.7298	09/30/2024
<u>CUSTOMER NAME</u>	Res. Shamrock Env.			

REASONS FOR FILING
NEW?: N
RRC DOCKET NO:
CITY ORDINANCE NO:
AMENDMENT(EXPLAIN): Pipeline Safety and Program Fee Pursuant to Texas Utilities Code 121.221
OTHER(EXPLAIN): Amend Annual Pipeline Safety Fee

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SERVICES

<u>TYPE OF SERVICE</u>	<u>SERVICE DESCRIPTION</u>
A	Residential Sales
<u>OTHER TYPE DESCRIPTION</u>	

PREPARER - PERSON FILING

RRC NO: 1355 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Taylor MIDDLE: Lynn LAST NAME: Lindsey

TITLE: Office Manager

ADDRESS LINE 1: 712 9th Street

ADDRESS LINE 2: PO Box 1072

CITY: Wellington STATE: TX ZIP: 79095 ZIP4: 1072

AREA CODE: 806 PHONE NO: 447-1377 EXTENSION:

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CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
GLGCP	<p data-bbox="282 405 633 457">Curtailment Plan Section 7.455 Curtailment Standards</p> <p data-bbox="282 495 1424 548">(a) Definitions. The following words and terms, when used in this section, shall have the following meanings, unless the context clearly indicates otherwise.</p> <p data-bbox="282 585 1487 695">(1) Balancing authority--The Electric Reliability Council of Texas or other responsible entity that integrates resource plans ahead of time, maintains electricity demand and resource balance within a balancing authority area, and supports interconnection frequency in real time for a power region in Texas.</p> <p data-bbox="282 703 909 728">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="282 735 1487 932">(3) Curtailment event--When a gas utility determines that its ability to deliver gas may become inadequate to support continuous service to firm customers on its system and it reduces deliveries to one or more firm customers. For the purposes of this section, an interruption of delivery or service to interruptible gas customers does not constitute a curtailment event. Prior to reducing deliveries to one or more firm customers, a gas utility interrupts deliveries to interruptible customers pursuant to mutually agreed upon contracts and/or tariffs.</p> <p data-bbox="282 940 1398 1024">(4) Electric generation facilities--Facilities registered with the applicable balancing authority including bulk power system assets, co-generation facilities, distributed generation, and or backup power systems.</p> <p data-bbox="282 1031 1385 1083">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="282 1092 1487 1173">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commission's jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="282 1180 1463 1291">(7) Human needs customers--Residences, hospitals, water and wastewater facilities, police, fire, military and civil defense facilities, and locations where people may congregate in an emergency, such as schools and places of worship. A human needs customer also includes small commercial customers that cannot practicably be curtailed without curtailing human needs.</p> <p data-bbox="282 1297 1463 1350">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="282 1388 1474 1680">(b) Applicability. This section takes effect on September 1, 2022. This section applies when any gas utility experiences a curtailment event affecting intrastate service on any of its intrastate natural gas pipelines. When a gas utility experiences a curtailment event, the gas utility shall curtail deliveries according to the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan pursuant to subsection (d) of this section. The curtailment priorities in this section apply to sales of natural gas owned by a gas utility and/or deliveries utilizing a gas utility's transportation capacity. The priorities in this section do not apply to sales of gas owned by an entity that is not a gas utility. The term "deliveries" in this section includes sales and/or transportation service.</p> <p data-bbox="282 1715 477 1740">(c) Priorities.</p> <p data-bbox="282 1776 1463 1858">(1) Unless a gas utility has an approved curtailment plan pursuant to subsection (d) of this section, a gas utility shall apply the following priorities in descending order during a curtailment event:</p>

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(A) firm deliveries to human needs customers and firm deliveries of natural gas to local distribution systems which serve human needs customers;

(B) firm deliveries to electric generation facilities;

(C) firm deliveries to industrial and commercial users of the minimum natural gas required to prevent physical harm and/or ensure critical safety to the plant facilities, to plant personnel, or the public when such protection cannot be achieved through the use of an alternate fuel;

(D) firm deliveries of natural gas to small industrials and regular commercial loads that use less than 3,000 Mcf per day;

(E) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material cannot be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed;

(F) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material can be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed; and

(G) firm deliveries to customers that are not covered by the priorities listed in subparagraphs (A) - (F) of this paragraph.

(2) Deliveries to customers within the same priority on the portion of the system which is subject to curtailment shall be curtailed to the extent practicable on a pro rata basis according to scheduled quantities. If a customer's end-use requirements fall under two or more priorities, then such requirements must be treated separately when applying this schedule of priorities to the extent practicable. Transportation customers have equivalent end-use priorities as sales customers.

(3) When applying the priorities of this section, a gas utility may rely on the representations of its customers and/or their end users regarding the nature of customers' deliveries.

(d) Curtailment plans. Order 489 and any curtailment plan approved by the Commission prior to the effective date of this section is superseded by this section. A gas utility may file its own curtailment plan for approval with the Oversight and Safety Division. A gas utility shall follow the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan on file with the Commission. The first three priorities in any individual curtailment plan must be consistent with the first three priorities listed in subsection (c)(1)(A) - (C) and (2) of this section. A gas utility shall provide to its customers notice of an application for a curtailment plan. A gas utility shall provide notice on the same day the gas utility files its application with the Commission. The gas utility may provide notice by hand delivery, by first class, certified, registered mail, commercial delivery service, electronic methods, or by such other manner as the Commission may require. The notice shall be in the form prescribed by the Commission. The Oversight and Safety Division may administratively approve the curtailment plan if no request for hearing is filed within thirty days of such notice. The Commission shall set the matter for hearing if it receives a timely request for hearing from a customer of the gas utility.

(e) Required tariff filings. Within 90 days of the effective date of this section, each gas utility shall electronically file with the Commission, in the manner prescribed by the Commission, tariffs that shall include either:

(1) the curtailment priorities as specified in this section; or

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(2) a curtailment plan approved by the Commission as specified in subsection (d) of this section.,

(f) Curtailment emergency contact information. Each gas utility shall maintain current curtailment emergency contact information with the Commission and shall submit curtailment emergency contact information on or before November 1 of each year.

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LINE EXTENSION POLICY

<u>POLICY ID</u>	<u>DESCRIPTION</u>
1253	<p>1) Main Line Extension Rate - Residential and Commercial:</p> <p>a. \$7.60 per foot for extending mains beyond the the 100 foot free limit established by GreenLight Gas or any other free limit in excess of 100 feet established by city franchise.</p> <p>b. Actual cost is limited to the cost for 4 pipe unless larger pipe size is necessary to provid adequate and satisfactory service. GreenLight Gas shall furnish and install as needed up to 100 feet (50 feet if mobile home) of distribution main per applicant without cost to the applicant. In arriving at the length of such main extension necessary to render service to an applicant, the distance shall be measured along lines of proper construction from the nearest distribution main to the center of the property served. Extensions past property already being served by GreenLight Gas, provided such footage does not exceed 50 feet, and extensions across dedicated streets, alleys, and railroad right-of-way, shall be made at the expense of GreenLight Gas and shall not be considered in arriving at the length of the extension to applicant.</p> <p>c. Extension to customer shall be based on actual cost per foot.</p> <p>2) Installing and Maintaining an Excess Flow Valve-Residential:</p> <p>A customer may request the installation of an excess flow valve on a new service line or on a service line being replaced provided that the service line will serve a single residence and operate continuously throughout the year at a pressure of not less than 10 psig. The customer will pay the actual cost incurred to install the excess flow valve. That cost will include the cost of the excess flow valve, the labor cost required to install the excess flow valve, and er associated costs. The estimated total cost to install an excess flow valve is \$50.00. This cost is based on installing the excess flow valve at the same time a service line is installed or replaced. The excess flow valve will be installed on the service line upstream of the customer's meter and as near as practical to the main.</p> <p>A customer requiring maintenance, repair, or replacement of an excess flow valve will be required to pay the actual cost of locating and repairing or replacing the excess flow valve. The cost to perform this service will normally range from \$200 to \$2,000, depending on the amount of work required. This cost will be determined on an individual project basis.</p> <p>This tariff is being filed in accordance with the U.S. Department of Transportation rule requiring the installation of an excess flow valve, if requested by a customer, on new or replaced service lines that operate continuously throughout the year at a pressure of not less than 10 psig and that serve a single residence. The rule further states that the customer will bear all costs of installing and maintaining the excess flow valve.</p> <p>3) Main Line Right-of-Way Tap Rate-Residetial: \$1,400 per tap charge for tapping a transmission main line in any environs area to connect a single residential customer shall be the system-wide average cost of making such taps, including overheads and any adjustment for income tax, for the fiscal year.</p>

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QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
7.45a	<p>Texas Administrative Code TITLE 16 PART 1 CHAPTER 7 SUBCHAPTER B ECONOMIC REGULATION RAILROAD COMMISSION OF TEXAS GAS UTILITIES DIVISION SUBSTANTIVE RULES RULE Section 7.45 Quality of Service</p>

For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law.

(1) Continuity of service.

(A) Service interruptions.

(i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected.

(ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility shall issue instructions to its employees covering procedures to be followed in the event of an emergency in order to prevent or mitigate interruption or impairment of service.

(iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.

(B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence.

(C) Report to commission. The commission shall be notified in writing within 48 hours of interruptions in service affecting the entire system or any major division thereof lasting more than four hours. The notice shall also state the cause of such interruptions. If any service interruption is reported to the commission otherwise (for example, as a curtailment report or safety report), such other report is sufficient to comply with the terms of this paragraph.

(2) Customer relations.

(A) Information to customers. Each utility shall:

(i) maintain a current set of maps showing the physical locations of its facilities. All distribution facilities shall be labeled to indicate the size or any pertinent information which will accurately describe the utility's facilities. These maps, or such other maps as may be required by the regulatory authority, shall be kept by the utility in a central location

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and will be available for inspection by the regulatory authority during normal working hours. Each business office or service center shall have available up-to-date maps, plans, or records of its immediate area, with such other information as may be necessary to enable the utility to advise applicants and others entitled to the information as to the facilities available for serving that locality;

(ii) assist the customer or applicant in selecting the most economical rate schedule;

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification;

(iv) post a notice in a conspicuous place in each business office of the utility where applications for service are received informing the public that copies of the rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection;

(v) upon request inform its customers as to the method of reading meters;

(vi) provide to new customers, at the time service is initiated or as an insert in the first billing, a pamphlet or information packet containing the following information. This information shall be provided in English and Spanish as necessary to adequately inform the customers; provided, however, the regulatory authority upon application and a showing of good cause may exempt the utility from the requirement that the information be provided in Spanish:

(I) the customer's right to information concerning rates and services and the customer's right to inspect or obtain at reproduction cost a copy of the applicable tariffs and service rules;

(II) the customer's right to have his or her meter checked without charge under paragraph (7) of this section, if applicable;

(III) the time allowed to pay outstanding bills;

(IV) grounds for termination of service;

(V) the steps the utility must take before terminating service;

(VI) how the customer can resolve billing disputes with the utility and how disputes and health emergencies may affect termination of service;

(VII) information on alternative payment plans offered by the utility;

(VIII) the steps necessary to have service reconnected after involuntary termination;

(IX) the appropriate regulatory authority with whom to register a complaint and how to contact such authority;

(X) the hours, addresses, and telephone numbers of utility offices where bills may be paid and information may be obtained; and

(XI) the customer's right to be instructed by the utility how to read his or her meter;

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(I) - (XI) of this subparagraph. This notice may be accomplished by use of a billing insert or a printed statement upon the bill itself.

(B) Customer complaints. Upon complaint to the utility by residential or small commercial customers either at its office, by letter, or by telephone, the utility shall promptly make a suitable investigation and advise the complainant of the results thereof. It shall keep a record of all complaints which shall show the name and address of the complainant, the date and nature of the complaint, and the adjustment or disposition thereof for a period of one year subsequent to the final disposition of the complaint.

7.45b (C) Utility response. Upon receipt of a complaint, either by letter or by telephone, from the regulatory authority on behalf of a customer, the utility shall make a suitable investigation and advise the regulatory authority and complainant of the results thereof. An initial

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response must be made by the next working day. The utility must make a final and complete response within 15 days from the date of the complaint, unless additional time is granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

(D) Deferred payment plan. The utility is encouraged to offer a deferred payment plan for delinquent residential accounts. If such a plan is offered, it shall conform to the following guidelines:

(i) Every deferred payment plan entered into due to the customer's inability to pay the outstanding bill in full must provide that service will not be discontinued if the customer pays current bills and a reasonable amount of the outstanding bill and agrees to pay the balance in reasonable installments until the bill is paid.

(ii) For purposes of determining reasonableness under these rules, the following shall be considered: size of delinquent account; customer's ability to pay; customer's payment history; time that the debt has been outstanding; reasons why debt has been outstanding; and other relevant factors concerning the circumstances of the customer.

(iii) A deferred payment plan, if reduced to writing, offered by a utility shall state, immediately preceding the space provided for the customer's signature and in bold-face print at least two sizes larger than any other used, that: "If you are not satisfied with this agreement, do not sign. If you are satisfied with this agreement, you give up your right to dispute the amount due under the agreement except for the utility's failure or refusal to comply with the terms of this agreement."

(iv) A deferred payment plan may include a one-time 5.0% penalty for late payment on the original amount of the outstanding bill with no prompt payment discount allowed except in cases where the outstanding bill is unusually high as a result of the utility's error (such as an inaccurately estimated bill or an incorrectly read meter). A deferred payment plan shall not include a finance charge.

(v) If a customer for utility service has not fulfilled terms of a deferred payment agreement or refuses to sign the same if it is reduced to writing, the utility shall have the right to disconnect pursuant to disconnection rules herein and, under such circumstances, it shall not be required to offer a subsequent negotiation of a deferred payment agreement prior to disconnection.

(vi) Any utility which institutes a deferred payment plan shall not refuse a customer participation in such a program on the basis of race, color, creed, sex, marital status, age, or any other form of discrimination prohibited by law.

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

(I) a utility that assesses late payment charges on residential customers and that suspends service before the 26th day after the date of the bill for which collection action is taken;

(II) utility bills issued on or after August 30, 1993; and

(III) an elderly person, as defined in clause (ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

(I) Elderly person--A person who is 60 years of age or older.

(II) Utility--A gas utility or municipally owned utility, as defined in Texas Utilities Code, ??101.003(7), 101.003(8), and 121.001 - 121.006.

(iii) An elderly person may request that the utility implement the delay for either the most recent utility bill or for the most recent utility bill and each subsequent utility bill.

(iv) On request of an elderly person, a utility shall delay without penalty the payment

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date of a bill for providing utility services to that person until the 25th day after the date on which the bill is issued.

(v) The utility may require the requesting person to present reasonable proof that the person is 60 years of age or older.

(vi) Every utility shall notify its customers of this delayed payment option no less often than yearly. A utility may include this notice with other information provided pursuant to subparagraph (A) of this paragraph.

(3) Refusal of service.

(A) Compliance by applicant. Any utility may decline to serve an applicant for whom service is available from previously installed facilities until such applicant has complied with the state and municipal regulations and approved rules and regulations of the utility on file with the commission governing the service applied for or for the following reasons.

(i) Applicant's facilities inadequate. If the applicant's installation or equipment is known to be hazardous or of such character that satisfactory service cannot be given.

(ii) For indebtedness. If the applicant is indebted to any utility for the same kind of service as that applied for; provided, however, that in the event the indebtedness of the applicant for service is in dispute, the applicant shall be served upon complying with the applicable deposit requirement.

(iii) Refusal to make deposit. For refusal to make a deposit if applicant is required to make a deposit under these rules.

(B) Applicant's recourse. In the event that the utility shall refuse to serve an applicant under the provisions of these rules, the utility must inform the applicant of the basis of its refusal and that the applicant may file a complaint with the municipal regulatory authority or commission, whichever is appropriate.

(C) Insufficient grounds for refusal to serve. The following shall not constitute sufficient cause for refusal of service to a present customer or applicant:

(i) delinquency in payment for service by a previous occupant of the premises to be served;

(ii) failure to pay for merchandise or charges for nonutility service purchased from the utility;

(iii) failure to pay a bill to correct previous underbilling due to misapplication of rates more than six months prior to the date of application;

(iv) violation of the utility's rules pertaining to operation of nonstandard equipment or unauthorized attachments which interfere with the service of others unless the customer has first been notified and been afforded reasonable opportunity to comply with these rules;

(v) failure to pay a bill of another customer as guarantor thereof unless the guarantee was made in writing to the utility as a condition precedent to service; and

(vi) failure to pay the bill of another customer at the same address except where the change of customer identity is made to avoid or evade payment of a utility bill.

(4) Discontinuance of service.

(A) The due date of the bill for utility service shall not be less than 15 days after issuance, or such other period of time as may be provided by order of the regulatory authority. A bill for utility service is delinquent if unpaid by the due date.

(B) A utility may offer an inducement for prompt payment of bills by allowing a discount in the amount of 5.0% for payment of bills within 10 days after their issuance. This provision shall not apply where it conflicts with existing orders or ordinances of the appropriate regulatory authority.

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)(D) of this section has not been entered into within five working days after the bill has become delinquent and proper notice has been

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given. Proper notice consists of a deposit in the United States mail, postage prepaid, or hand delivery to the customer at least five working days prior to the stated date of disconnection, with the words "Termination Notice" or similar language prominently displayed on the notice. The notice shall be provided in English and Spanish as necessary to adequately inform the customer, and shall include the date of termination, the hours, address, and telephone number where payment may be made, and a statement that if a health or other emergency exists, the utility may be contacted concerning the nature of the emergency and the relief available, if any, to meet such emergency.

(D) Utility service may be disconnected for any of the following reasons:

(i) failure to pay a delinquent account or failure to comply with the terms of a deferred payment plan for installment payment of a delinquent account;

(ii) violation of the utility's rules pertaining to the use of service in a manner which interferes with the service of others or the operation of nonstandard equipment, if a reasonable attempt has been made to notify the customer and the customer is provided with a reasonable opportunity to remedy the situation;

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph (5) of this section;

(iv) without notice where a known dangerous condition exists for as long as the condition exists;

(v) tampering with the utility company's meter or equipment or bypassing the same.

(E) Utility service may not be disconnected for any of the following reasons:

(i) delinquency in payment for service by a previous occupant of the premises;

(ii) failure to pay for merchandise or charges for nonutility service by the utility;

(iii) failure to pay for a different type or class of utility service unless fee for such service is included on the same bill;

(iv) failure to pay the account of another customer as guarantor thereof, unless the utility has in writing the guarantee as a condition precedent to service;

(v) failure to pay charges arising from an underbilling occurring due to any misapplication of rates more than six months prior to the current billings;

(vi) failure to pay charges arising from an underbilling due to any faulty metering, unless the meter has been tampered with or unless such underbilling charges are due;

(vii) failure to pay an estimated bill other than a bill rendered pursuant to an approved meter reading plan, unless the utility is unable to read the meter due to circumstances beyond its control.

(F) Unless a dangerous condition exists, or unless the customer requests disconnection, service shall not be disconnected on a day, or on a day immediately preceding a day, when personnel of the utility are not available to the public for the purpose of making collections and reconnecting service.

(G) No utility may abandon a customer without written approval from the regulatory authority.

(H) No utility may discontinue service to a delinquent residential customer permanently residing in an individually metered dwelling unit when that customer establishes that discontinuance of service will result in some person residing at that residence becoming seriously ill or more seriously ill if the service is discontinued. Any customer seeking to avoid termination of service under this section must make a written request supported by a written statement from a licensed physician. Both the request and the statement must be received by the utility not more than five working days after the date of delinquency of the bill. The prohibition against service termination provided by this section shall last 20 days from the date of receipt by the utility of the request and statement or such lesser period as may be agreed upon by the utility and the customer. The customer who makes such request shall

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sign an installment agreement which provides for payment of such service along with timely payments for subsequent monthly billings.

(5) Applicant deposit.

(A) Establishment of credit for residential applicants. Each utility may require a residential applicant for service to satisfactorily establish credit but such establishment of credit shall not relieve the customer from complying with rules for prompt payment of bills. Subject to these rules, a residential applicant shall not be required to pay a deposit:

(i) if the residential applicant has been a customer of any utility for the same kind of service within the last two years and is not delinquent in payment of any such utility service account and during the last 12 consecutive months of service did not have more than one occasion in which a bill for such utility service was paid after becoming delinquent and never had service disconnected for nonpayment;

(ii) if the residential applicant furnishes in writing a satisfactory guarantee to secure payment of bills for the service required; or

(iii) if the residential applicant furnishes in writing a satisfactory credit rating by appropriate means, including, but not limited to, the production of generally acceptable credit cards, letters of credit reference, the names of credit references which may be quickly and inexpensively contacted by the utility, or ownership of substantial equity.

(B) Reestablishment of credit. Every applicant who has previously been a customer of the utility and whose service has been discontinued for nonpayment of bills shall be required before service is rendered to pay all his amounts due the utility or execute a written deferred payment agreement, if offered, and reestablish credit as provided in subparagraph (A) of this paragraph.

(C) Amount of deposit and interest for residential service, and exemption from deposit.

(i) Each gas utility shall waive any deposit requirement for residential service for an applicant who has been determined to be a victim of family violence as defined in Texas Family Code, §71.004, by a family violence center, by treating medical personnel, by law enforcement agency personnel, or by a designee of the Attorney General in the Crime Victim Services Division of the Office of the Attorney General. This determination shall be evidenced by the applicant's submission of a certification letter developed by the Texas Council on Family Violence and made available on its web site.

(ii) The required deposit shall not exceed an amount equivalent to one-sixth of the estimated annual billings. If actual use is at least twice the amount of the estimated billings, a new deposit requirement may be calculated and an additional deposit may be required within two days. If such additional deposit is not made, the utility may disconnect service under the standard disconnection procedure for failure to comply with deposit requirements.

(iii) All applicants for residential service who are 65 years of age or older will be considered as having established credit if such applicant does not have an outstanding account balance with the utility or another utility for the same utility service which accrued within the last two years. No cash deposit shall be required of such applicant under these conditions.

(iv) Each utility which requires deposits to be made by its customers shall pay a minimum interest on such deposits according to the rate as established by law. If refund of deposit is made within 30 days of receipt of deposit, no interest payment is required. If the utility retains the deposit more than 30 days, payment of interest shall be made retroactive to the date of deposit.

(I) Payment of interest to the customer shall be annually or at the time the deposit is returned or credited to the customer's account.

(II) The deposit shall cease to draw interest on the date it is returned or credited

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to the customer's account.

(D) Deposits for temporary or seasonal service and for weekend or seasonal residences. The utility may require a deposit sufficient to reasonably protect it against the assumed risk, provided such a policy is applied in a uniform and nondiscriminatory manner.

(E) Records of deposits.

(i) The utility shall keep records to show:

(I) the name and address of each depositor;

(II) the amount and date of the deposit; and

(III) each transaction concerning the deposit.

(ii) The utility shall issue a receipt of deposit to each applicant from whom a deposit is received and shall provide means whereby a depositor may establish claim if the receipt is lost.

(iii) A record of each unclaimed deposit must be maintained for at least four years, during which time the utility shall make a reasonable effort to return the deposit.

(F) Refund of deposit.

(i) If service is not connected or after disconnection of service, the utility shall promptly and automatically refund the customer's deposit plus accrued interest on the balance, if any, in excess of the unpaid bills for service furnished. The transfer of service from one premise to another within the service area of the utility shall not be deemed a disconnection within the meaning of these rules, and no additional deposit may be demanded unless permitted by these rules.

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(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer's account.

(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.

(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility's decision, of the customer's right to file a complaint with the regulatory authority thereon.

(6) Billing.

(A) Bills for gas service shall be rendered monthly, unless otherwise authorized or unless service is rendered for a period less than a month. Bills shall be rendered as promptly as possible following the reading of meters.

(B) The customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section:

(i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

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- (iv) the total base bill;
 - (v) the total of any adjustments to the base bill and the amount of adjustments per billing unit;
 - (vi) the date by which the customer must pay the bill to get prompt payment discount;
 - (vii) the total amount due before and after any discount for prompt payment within a designated period;
 - (viii) a distinct marking to identify an estimated bill.
- (C) Where there is good reason for doing so, estimated bills may be submitted, provided that an actual meter reading is taken at least every six months. For the second consecutive month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.
- (D) Disputed bills.
- (i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.
 - (ii) Notwithstanding any other subsection of this section, the customer shall not be required to pay the disputed portion of the bill which exceeds the amount of that customer's average usage for the billing period at current rates until the earlier of the following: resolution of the dispute or the expiration of the 60-day period beginning on the day the disputed bill is issued. For purposes of this section only, the customer's average usage for the billing period shall be the average of the customer's usage for the same billing period during the preceding two years. Where no previous usage history exists, the average usage shall be estimated on the basis of usage levels of similar customers and under similar conditions.
- (7) Meters.
- (A) Meter requirements.
- (i) Use of meter. All gas sold by a utility must be charged for by meter measurements, except where otherwise provided for by applicable law, regulation of the regulatory authority, or tariff.
 - (ii) Installation by utility. Unless otherwise authorized by the regulatory authority, each utility must provide and install and will continue to own and maintain all meters necessary for measurement of gas delivered to its customers.
 - (iii) Standard type. No utility may furnish, set up, or put in use any meter which is not reliable and of a standard type which meets generally accepted industry standards; provided, however, special meters not necessarily conforming to such standard types may be used for investigation, testing, or experimental purposes.
- (B) Meter records. Each utility must keep the following records:
- (i) Meter equipment records. Each utility must keep a record of all its meters, showing the customer's address and date of the last test.
 - (ii) Records of meter tests. All meter tests must be properly referenced to the meter

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record provided for therein. The record of each test made on request of a customer must show the identifying number and constants of the meter, the standard meter and other measuring devices used, the date and kind of test made, by whom made, the error (or percentage of accuracy) at each load tested, and sufficient data to permit verification of all calculations.

(iii) Meter readings--meter unit location. In general, each meter must indicate clearly the units of service for which charge is made to the customer.

(iv) Meter tests on request of customer.

(I) Each utility must, upon request of a customer, make a test of the accuracy of the meter serving that customer. The utility must inform the customer of the time and place of the test and permit the customer or his authorized representative to be present if the customer so desires. If no such test has been performed within the previous four years for the same customer at the same location, the test is to be performed without charge. If such a test has been performed for the same customer at the same location within the previous four years, the utility is entitled to charge a fee for the test not to exceed \$15 or such other fee for the testing of meters as may be set forth in the utility's tariff properly on file with the regulatory authority. The customer must be properly informed of the result of any test on a meter that serves him.

(II) Notwithstanding subclause (I) of this clause, if the meter is found to be more than nominally defective, to either the customer's or the utility's disadvantage, any fee charged for a meter test must be refunded to the customer. More than nominally defective means a deviation of more than 2.0% from accurate registration.

(v) Bill adjustments due to meter error.

(I) If any meter test reveals a meter to be more than nominally defective, the utility must correct previous readings consistent with the inaccuracy found in the meter for the period of either:

(-a-) the last six months; or

(-b-) the last test of the meter, whichever is shorter. Any resulting underbillings or overbillings are to be corrected in subsequent bills, unless service is terminated, in which event a monetary adjustment is to be made. This requirement for a correction may be foregone by the utility if the error is to the utility's disadvantage.

(II) If a meter is found not to register for any period of time, the utility may make a charge for units used but not metered for a period not to exceed three months previous to the time the meter is found not to be registering. The determination of amounts used but not metered is to be based on consumption during other like periods by the same customer at the same location, when available, and on consumption under similar conditions at the same location or of other similarly situated customers, when not available.

(8) New construction.

(A) Standards of construction. Each utility is to construct, install, operate, and maintain its plant, structures, equipment, and lines in accordance with the provisions of such codes and standards as are generally accepted by the industry, as modified by rule or regulation of the regulatory authority or otherwise by law, and in such manner to best accommodate the public and to prevent interference with service furnished by other public utilities insofar as practical.

(B) Line extension and construction charges. Every utility must file its extension policy. The policy must be consistent, nondiscriminatory, and is subject to the approval of the regulatory authority. No contribution in aid of construction may be required of any customer except as provided for in extension policy.

(C) Response to request for service. Every gas utility must serve each qualified applicant for service within its service area as rapidly as practical. As a general policy, those applications not involving line extensions or new facilities should be filled within seven

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working days. Those applications for individual residential service requiring line extensions should be filled within 90 days unless unavailability of materials or other causes beyond the control of the utility result in unavoidable delays. In the event that residential service is delayed in excess of 90 days after an applicant has met credit requirements and made satisfactory arrangements for payment of any required construction charges, a report must be made to the regulatory authority listing the name of the applicant, location, and cause for delay. Unless such delays are due to causes which are reasonably beyond the control of the utility, a delay in excess of 90 days may be found to constitute a refusal to serve.

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SERVICE CHARGES

RRC CHARGE NO.	CHARGE ID	CHARGE AMOUNT	SERVICE PROVIDED
316850	Returnd Ck		Returned Check and Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of \$25.00.
316848	AH_Special		<p>Shamrock Env.</p> <p>After-Hours and Special Handling - In addition to the initiation of service fee, a fee shall be charged to any applicant whose request to initiate service cannot be completed during normal business hours or requires special handling. Applicant shall be advised that an additional fee will be charged and must agree to pay such a charge. Any fees assessed will reflect actual time incurred at \$20.00 per hour during business hours and \$30.00 per hour for after hours, plus the actual cost of materials and any incidental (third party) expenses.</p> <p>Special Handling - The Company may, at customer`s request, provide special handling in order to meet the Customer`s requirements for a fee based on the rates indicated for Special handling may include such assistance as calling the customer in advance or making other special arrangements (such as A.M. or P.M. scheduling) for access to the customer`s premises.</p> <p>Expedited Service - If the customer requires that the order be worked after hours for their convenience of if the customer requires expedited service, the charge shall be based on the rates indicated in the service charge for after hours service work on customer premises. The customer`s request for expedited service may then be scheduled at any time to fit the Company`s work schedule but the after-hours charge shall be collected as long as any other work is done on overtime.</p> <p>Special Call Out - If the initiation of service order requires special call out, the customer shall be charged based on the rates indicated in service charge for after hours service work on customer`s premises.</p>
316851	Coll Fee		Collection Fee - A fee of \$20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a company representative who attempts collection of payment from customer.
316852	Recon Fees		Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated

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316849	Meter Test	<p>and then re-initiated unless terminated in error by the Company. Business Hours \$50.00, After Hours \$70.00.</p> <p>Customer Requested Meter Test - Whenever the Company is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Meters - 275 cubic feet per hour or less \$25.00, 276 to 1500 cubic feet per hour \$30.00, 1501 to 3000 cubic feet per hour \$35.00, 3001 to 5000 cubic feet per hour \$45.00, over 5000 cubic feet per hour \$60.00. Orifice Meters - All sizes \$40.00. The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.</p>
316853	Temp Ser F	<p>Temporary Service Fee - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified in service charge. This service does not include extension of mains.</p>
316854	Spec Read	<p>Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged \$20.00.</p>
316855	No Access	<p>No Access - A fee of \$20.00 will be charged to customer who schedules an appointment but fails to appear or company personnel cannot access property to perform the service requested.</p>
316856	Tampering	<p>Tampering Fee - Customers who tamper with their meters will be assessed a charge of \$150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified in 4.1.1c. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.</p>
316857	Extension	<p>Extension Fee - In the event the cost of extending mains in an incorporated area exceeds the free limit established by the Franchise Agreement for domestic and non-domestic customers in the area, customers shall pay the actual cost of the extension, based on costs calculated in accordance with the rates</p>

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316858	Cus Dep	<p>specified in Section 4.1.1 (c) above, less the free limit. In the event the Franchise Agreement does not establish a free limit, and in all unincorporated areas, the customers shall pay the actual cost of the extension, less a \$150.00 credit, based on costs calculated in accordance with the rates specified above.</p>
316859	Con Chg	<p>Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage.</p> <p>Connection Charge \$50.00 Business Hours (8AM to 5PM, Monday-Friday, except holidays) and \$70.00 After Hours (All hours not associated with Business Hours). A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.</p>
316860	Read In	<p>Read In for Change Charge - A read in fee of \$20.00 will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when only a meter reading is required.</p>