

GAS SERVICES DIVISION  
 GSD - 1 TARIFF REPORT

RRC COID: 2304 COMPANY NAME: ROCKIN M GAS LLC

TARIFF CODE: DS RRC TARIFF NO: 36856

DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/16/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

**RATE SCHEDULE**

SCHEDULE ID                      DESCRIPTION  
 Commercial Environs

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.

Commercial Environs1

APPLICATION OF SCHEDULE -

1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the unincorporated environs of Devers, Douglass, Hull, Livingston, Mt. Enterprise, Nome, Raywood, and Wildwood. Service under this Tariff is subject to the original jurisdiction of the Railroad Commission of Texas. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.

2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Railroad Commission of Texas. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer's volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer's classification, the questions shall be resolved by reference to the coding of the Customer's primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government's Office of Management and Budget.

3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff: Company: Rockin M Gas. Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company. Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.

The Commission: The Railroad Commission of Texas.

The Regulatory Authority: The Railroad Commission of Texas.

Consumer: Any person or organization receiving and using gas from the Company for

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his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.

Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A - Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE - MINIMUM MONTHLY: \$35.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA.

COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

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RATE CASE EXPENSE SURCHARGE - The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

PSF 2023

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection

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CRR

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

8) CRR Scheduled Adjustment Date - January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

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9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells naturals gas to the public and that is subject to the Commissions jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such calculation without any limitation in order to give effect to any merger, acquisition, disposition, divestiture, spin-off or other transaction that would impact a Participating Gas Utility's share of the total aggregate Normalized Sales Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

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15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.

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C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [ \$1.10/Mcf ] [ \$0.11/Ccf ], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: ( A \* ( 1 - B ) )

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.

Step 2: Determination of CRR Charge

(D) Total CRR Charge Rate Revenue Requirement for Applicable Period

(E) CRR Charge per Normalized Sales Volumes (Mcf): ( D / C )

Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing

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Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commission's review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to

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the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period



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but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:

- (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,
- (b) the revenues produced by the operation of this Cost of Gas Clause,
- (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and
- (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST of GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the Regulatory Authority which shall include but not be limited to:

- (a) the Cost of Purchased Gas,
- (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,
- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),

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(g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,

(h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and

(i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

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>
42506	N	ccf	\$.6043	09/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Douglass Environs			
42506	N	ccf	\$.4636	10/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Douglass Environs			
42506	N	ccf	\$.6280	03/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Douglass Environs			
42506	N	ccf	\$.4760	12/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Douglass Environs			
42506	N	ccf	\$.5118	11/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Douglass Environs			
42506	N	ccf	\$.5976	01/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Douglass Environs			
42506	N	ccf	\$.4494	09/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Douglass Environs			
42506	N	ccf	\$.6512	02/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Douglass Environs			
42506	N	ccf	\$.5428	10/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Douglass Environs			
42506	N	ccf	\$.5159	11/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Douglass Environs			
42506	N	ccf	\$.5385	12/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Douglass Environs			
42506	N	ccf	\$.4905	01/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Douglass Environs			
42506	N	ccf	\$.5784	08/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Douglass Environs			
42506	N	ccf	\$.5526	03/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Douglass Environs			
42506	N	ccf	\$.2509	04/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Douglass Environs			
42506	N	ccf	\$.3450	05/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Douglass Environs			
42506	N	ccf	\$.6582	06/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Douglass Environs			

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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>
42506	N	ccf	\$.7001	07/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Douglass Environs			
42506	N	ccf	\$.5600	02/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Douglass Environs			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): Update tariff to include rate schedule

SERVICES

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

PREPARER - PERSON FILING

RRC NO: 1318 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid

TITLE: Office and Compliance Mgr

ADDRESS LINE 1: 207 W Mill St

ADDRESS LINE 2:

CITY: Livingston STATE: TX ZIP: 77351 ZIP4:

AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:

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**CURTAILMENT PLAN**

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p>7.455 Curtailment Standards.</p> <p>(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>(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>(2) Commission--The Railroad Commission of Texas.</p> <p>(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>(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>(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p>(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p>(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>(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p>(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>

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(c) Priorities.

(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:

(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

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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

(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

POLICY ID	DESCRIPTION
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>



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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

#### 1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

#### 2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall

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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

### 3 ALLOWANCE FOR NEW BUSINESS:

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

### 4. ADVANCES:

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

### 5 CONSTRUCTION OF FACILITIES:

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

### 6 REVIEW OF ADVANCES:

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate

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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.

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**QUALITY OF SERVICE**

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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"> <li>(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;</li> <li>(ii) the number and kind of units billed;</li> <li>(iii) the applicable rate schedule title or code;</li> <li>(iv) the total base bill;</li> <li>(v) the total of any adjustments to the base bill and the amount of adjustments per billing unit;</li> <li>(vi) the date by which the customer must pay the bill to get prompt payment discount;</li> <li>(vii) the total amount due before and after any discount for prompt payment within a designated period;</li> <li>(viii) a distinct marking to identify an estimated bill.</li> </ul> <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"> <li>(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.</li> <li>(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</li> </ul>

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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

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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities

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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule

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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

QOS001

TEXAS ADMINISTRATIVE CODE  
TITLE 16 ECONOMIC REGULATION  
PART 1 RAILROAD COMMISSION OF TEXAS  
CHAPTER 7 GAS SERVICES  
SUBCHAPTER B SPECIAL PROCEDURAL RULES  
RULE 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 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



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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;

(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;

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(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.

(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 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

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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.

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(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.

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(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.

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(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 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;

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(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 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

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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

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(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.

(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.



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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
318971	SF-3		Customer requested reading of meter for any purpose other than initiation of service. \$20.00
318972	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
318973	SF-5		Restore service after termination for nonpayment. \$40.00
318974	SF-6		After hours reconnect fee. \$60.00
318975	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
318976	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
318977	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
318978	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
318979	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
318980	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
318981	SF-13		Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road

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		crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. \$3.00/foot
318982	SF-14	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot
318983	SF-15	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
318984	SF-16	Set meter at existing tap. \$25.00
318985	SF-17	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
318986	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
318987	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
318988	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
318989	SF-21	Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00
318990	SF-23	Turning service on or off at customers request (per trip). \$25.00
318991	SF-24	Returned Check Charge. \$30.00
318992	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
318993	SF-26	Online Transaction Fee. \$3.25
318969	SF-1	Institution of Service - Charged to any Applicant for

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318970	SF-2	the cost involved in institution of service. This fee shall be charged when only a meter reading is required. \$50.00
		Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00

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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/16/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

**RATE SCHEDULE**

<u>SCHEDULE ID</u>	<u>DESCRIPTION</u>
Commercial Environs	<p>PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.</p>
Commercial Environs1	<p>APPLICATION OF SCHEDULE -</p> <p>1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the unincorporated environs of Devers, Douglass, Hull, Livingston, Mt. Enterprise, Nome, Raywood, and Wildwood. Service under this Tariff is subject to the original jurisdiction of the Railroad Commission of Texas. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.</p> <p>2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Railroad Commission of Texas. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer's volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer's classification, the questions shall be resolved by reference to the coding of the Customer's primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government's Office of Management and Budget.</p> <p>3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff: Company: Rockin M Gas. Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company. Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.</p> <p>The Commission: The Railroad Commission of Texas.</p> <p>The Regulatory Authority: The Railroad Commission of Texas.</p> <p>Consumer: Any person or organization receiving and using gas from the Company for</p>

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.

Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A - Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE - MINIMUM MONTHLY: \$35.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA.

COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE - The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

PSF 2023

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

CRR

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

8) CRR Scheduled Adjustment Date - January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

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9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells naturals gas to the public and that is subject to the Commissions jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such calculation without any limitation in order to give effect to any merger, acquisition, disposition, divestiture, spin-off or other transaction that would impact a Participating Gas Utility's share of the total aggregate Normalized Sales Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

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15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.



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C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [ \$1.10/Mcf ] [ \$0.11/Ccf ], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: ( A \* ( 1 - B ) )

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.

Step 2: Determination of CRR Charge

(D) Total CRR Charge Rate Revenue Requirement for Applicable Period

(E) CRR Charge per Normalized Sales Volumes (Mcf): ( D / C )

Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing

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Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commission's review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to

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the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period

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but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:  
 (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,  
 (b) the revenues produced by the operation of this Cost of Gas Clause,  
 (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and  
 (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST of GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the Regulatory Authority which shall include but not be limited to:

- (a) the Cost of Purchased Gas,
- (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,
- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),

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(g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,

(h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and

(i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

**RATE ADJUSTMENT PROVISIONS**

None

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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42505	N	ccf	\$.6043	09/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise Environs			
42505	N	ccf	\$.4636	10/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise Environs			
42505	N	ccf	\$.6280	03/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise Environs			
42505	N	ccf	\$.4760	12/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise Environs			
42505	N	ccf	\$.5118	11/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise Environs			
42505	N	ccf	\$.5976	01/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise Environs			
42505	N	ccf	\$.4494	09/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise Environs			
42505	N	ccf	\$.6512	02/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise Environs			
42505	N	ccf	\$.5428	10/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise Environs			
42505	N	ccf	\$.5159	11/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise Environs			
42505	N	ccf	\$.5385	12/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise Environs			
42505	N	ccf	\$.4905	01/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise Environs			
42505	N	ccf	\$.5784	08/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise Environs			
42505	N	ccf	\$.5526	03/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise Environs			

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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>
42505	N	ccf	\$.2509	04/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise Environs			
42505	N	ccf	\$.3450	05/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise Environs			
42505	N	ccf	\$.6582	06/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise Environs			
42505	N	ccf	\$.7001	07/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise Environs			
42505	N	ccf	\$.5600	02/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise Environs			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): Update tariff to include rate schedule

SERVICES

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

PREPARER - PERSON FILING

RRC NO: 1318 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid

TITLE: Office and Compliance Mgr

ADDRESS LINE 1: 207 W Mill St

ADDRESS LINE 2:

CITY: Livingston STATE: TX ZIP: 77351 ZIP4:

AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:

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**CURTAILMENT PLAN**

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p data-bbox="282 405 654 430">7.455 Curtailment Standards.</p> <p data-bbox="282 466 1437 520">(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="282 556 1487 667">(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="282 703 922 728">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="282 764 1487 961">(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="282 997 1409 1083">(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 1119 1385 1173">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="282 1209 1487 1295">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="282 1331 1463 1442">(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 1478 1474 1533">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="282 1568 1487 1858">(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>



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(c) Priorities.

(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:

(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

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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

(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

POLICY ID	DESCRIPTION
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>

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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall

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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

#### 3 ALLOWANCE FOR NEW BUSINESS:

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

#### 4. ADVANCES:

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

#### 5 CONSTRUCTION OF FACILITIES:

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

#### 6 REVIEW OF ADVANCES:

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate

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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.

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## QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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 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.</p> <p>(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</p>

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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



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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities

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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule

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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

QOS001

TEXAS ADMINISTRATIVE CODE  
 TITLE 16 ECONOMIC REGULATION  
 PART 1 RAILROAD COMMISSION OF TEXAS  
 CHAPTER 7 GAS SERVICES  
 SUBCHAPTER B SPECIAL PROCEDURAL RULES  
 RULE 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 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

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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;

(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;

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(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.

(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 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

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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.

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(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.

QOS002

(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.

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(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 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;



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(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 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

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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

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(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.

(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.

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## SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
319075	SF-3		Customer requested reading of meter for any purpose other than initiation of service. \$20.00
319076	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
319077	SF-5		Restore service after termination for nonpayment. \$40.00
319078	SF-6		After hours reconnect fee. \$60.00
319079	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
319080	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
319081	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
319082	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
319083	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
319084	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
319085	SF-13		Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road

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		crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. \$3.00/foot
319086	SF-14	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot
319087	SF-15	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
319088	SF-16	Set meter at existing tap. \$25.00
319089	SF-17	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
319090	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
319091	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
319092	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
319093	SF-21	Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00
319094	SF-23	Turning service on or off at customers request (per trip). \$25.00
319095	SF-24	Returned Check Charge. \$30.00
319096	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
319097	SF-26	Online Transaction Fee. \$3.25
319073	SF-1	Institution of Service - Charged to any Applicant for

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the cost involved in institution of service. This fee shall be charged when only a meter reading is required. \$50.00

319074 SF-2

Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00

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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/23/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

**RATE SCHEDULE**

SCHEDULE ID                      DESCRIPTION

Mt Enterprise - FF

Mt Enterprise Incorporated Customers shall be charged a Franchise Fee of 2% on their monthly bills.

Commercial Inc

APPLICATION OF SCHEDULE -

1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the incorporated municipalities of Devers, Livingston, Mt. Enterprise, and Nome. Service under this Tariff is subject to the original jurisdiction of the municipalities of Devers, Livingston, Mt. Enterprise, and Nome. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.

2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Municipality. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer`s volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer`s classification, the questions shall be resolved by reference to the coding of the Customer`s primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government`s Office of Management and Budget.

3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff:

Company: Rockin M Gas. Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company.

Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.

The Commission: The Railroad Commission of Texas.

The Regulatory Authority: City Council of the City of Devers, City of Livingston, City of Mt. Enterprise, and City of Nome.

Consumer: Any person or organization receiving and using gas from the Company for

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his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.  
 Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A - Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE -

MINIMUM MONTHLY: \$35.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE -The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

PSF 2023

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection



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Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

**PSF 2024**

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.

**CRR**

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

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7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

8) CRR Scheduled Adjustment Date ` January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells natural gas to the public and that is subject to the Commission's jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such

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calculation without any limitation in order to give effect to any merger, acquisition, disposition, divestiture, spin-off or other transaction that would impact a Participating Gas Utility's share of the total aggregate Normalized Sales Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance

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with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.

C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [\$1.10/Mcf] [\$0.11/Ccf], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: (A \* (1 - B))

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.

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DESCRIPTION

Step 2: Determination of CRR Charge

(D) Total CRR Charge Rate Revenue Requirement for Applicable Period

(E) CRR Charge per Normalized Sales Volumes (Mcf): (D / C)

Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commissions review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate

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amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

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5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:  
 (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,  
 (b) the revenues produced by the operation of this Cost of Gas Clause,  
 (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and  
 (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST of GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the

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Regulatory Authority which shall include but not be limited to:

- (a) the Cost of Purchased Gas,
- (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,
- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),
- (g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,
- (h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and
- (i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

**RATE ADJUSTMENT PROVISIONS**

None



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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42504	N	ccf	\$.6043	09/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise, Inc.			
42504	N	ccf	\$.4636	10/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise, Inc.			
42504	N	ccf	\$.6280	03/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise, Inc.			
42504	N	ccf	\$.4760	12/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise, Inc.			
42504	N	ccf	\$.5118	11/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise, Inc.			
42504	N	ccf	\$.5976	01/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise, Inc.			
42504	N	ccf	\$.4494	09/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise, Inc.			
42504	N	ccf	\$.6512	02/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise, Inc.			
42504	N	ccf	\$.5428	10/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise, Inc.			
42504	N	ccf	\$.5159	11/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise, Inc.			
42504	N	ccf	\$.5385	12/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise, Inc.			
42504	N	ccf	\$.4905	01/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise, Inc.			
42504	N	ccf	\$.5784	08/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise, Inc.			
42504	N	ccf	\$.5526	03/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise, Inc.			
42504	N	ccf	\$.2509	04/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise, Inc.			
42504	N	ccf	\$.3450	05/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise, Inc.			
42504	N	ccf	\$.6582	06/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise, Inc.			

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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>
42504	N	ccf	\$.7001	07/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise, Inc.			
42504	N	ccf	\$.5600	02/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Mt. Enterprise, Inc.			

**REASONS FOR FILING**

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): Update tariff to include rate schedule

**SERVICES**

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

**PREPARER - PERSON FILING**

RRC NO: 1318 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid

TITLE: Office and Compliance Mgr

ADDRESS LINE 1: 207 W Mill St

ADDRESS LINE 2:

CITY: Livingston STATE: TX ZIP: 77351 ZIP4:

AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:

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## CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p>7.455 Curtailment Standards.</p> <p>(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>(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>(2) Commission--The Railroad Commission of Texas.</p> <p>(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>(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>(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p>(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p>(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>(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p>(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>

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(c) Priorities.

(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:

(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

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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

(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

POLICY ID	DESCRIPTION
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>

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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

#### 1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

#### 2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall

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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

### 3 ALLOWANCE FOR NEW BUSINESS:

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

### 4. ADVANCES:

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

### 5 CONSTRUCTION OF FACILITIES:

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

### 6 REVIEW OF ADVANCES:

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate



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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.

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QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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 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.</p> <p>(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</p>

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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

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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities

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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule

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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

QOS001

TEXAS ADMINISTRATIVE CODE  
 TITLE 16 ECONOMIC REGULATION  
 PART 1 RAILROAD COMMISSION OF TEXAS  
 CHAPTER 7 GAS SERVICES  
 SUBCHAPTER B SPECIAL PROCEDURAL RULES  
 RULE 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 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

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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;

(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;

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(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.

(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 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



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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.

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(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.

QOS002

(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.

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(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 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;

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(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 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

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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

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(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.

(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.

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## SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
319794	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
319795	SF-5		Restore service after termination for nonpayment. \$40.00
319796	SF-6		After hours reconnect fee. \$60.00
319797	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
319798	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
319799	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
319800	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
319801	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
319802	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
319803	SF-13		Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically

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		wet areas. \$3.00/foot
319804	SF-14	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot
319805	SF-15	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
319806	SF-16	Set meter at existing tap. \$25.00
319807	SF-17	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
319808	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
319809	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
319810	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
319811	SF-21	Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00
319812	SF-23	Turning service on or off at customers request (per trip). \$25.00
319813	SF-24	Returned Check Charge. \$30.00
319814	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
319815	SF-26	Online Transaction Fee. \$3.25
319791	SF-1	Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when only a meter reading is



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319792	SF-2	<p>required. \$50.00</p> <p>Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00</p>
319793	SF-3	<p>Customer requested reading of meter for any purpose other than initiation of service. \$20.00</p>

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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/16/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

**RATE SCHEDULE**

SCHEDULE ID                      DESCRIPTION  
 Commercial Environs

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.

Commercial Environs1

APPLICATION OF SCHEDULE -

1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the unincorporated environs of Devers, Douglass, Hull, Livingston, Mt. Enterprise, Nome, Raywood, and Wildwood. Service under this Tariff is subject to the original jurisdiction of the Railroad Commission of Texas. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.

2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Railroad Commission of Texas. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer's volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer's classification, the questions shall be resolved by reference to the coding of the Customer's primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government's Office of Management and Budget.

3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff: Company: Rockin M Gas. Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company. Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.

The Commission: The Railroad Commission of Texas.

The Regulatory Authority: The Railroad Commission of Texas.

Consumer: Any person or organization receiving and using gas from the Company for

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his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.

Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A - Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE - MINIMUM MONTHLY: \$35.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA.

COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE - The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

PSF 2023

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection

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Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

CRR

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

8) CRR Scheduled Adjustment Date - January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

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9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells naturals gas to the public and that is subject to the Commissions jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such calculation without any limitation in order to give effect to any merger, acquisition, disposition, divesture, spin-off or other transaction that would impact a Participating Gas Utilitys share of the total aggregate Normalized Sales Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

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15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.

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C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [ \$1.10/Mcf ] [ \$0.11/Ccf ], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: ( A \* ( 1 - B ) )

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.

Step 2: Determination of CRR Charge

(D) Total CRR Charge Rate Revenue Requirement for Applicable Period

(E) CRR Charge per Normalized Sales Volumes (Mcf): ( D / C )

Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing

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Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commission's review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to



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the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:  
 (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,  
 (b) the revenues produced by the operation of this Cost of Gas Clause,  
 (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and  
 (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST of GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the Regulatory Authority which shall include but not be limited to:

- (a) the Cost of Purchased Gas,
- (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,
- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),

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(g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,

(h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and

(i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

**RATE ADJUSTMENT PROVISIONS**

None

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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42503	N	ccf	\$.4636	10/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Wildwood Resort City Environs			
42503	N	ccf	\$.6280	03/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Wildwood Resort City Environs			
42503	N	ccf	\$.4760	12/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Wildwood Resort City Environs			
42503	N	ccf	\$.5118	11/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Wildwood Resort City Environs			
42503	N	ccf	\$.6043	09/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Wildwood Resort City Environs			
42503	N	ccf	\$.5976	01/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Wildwood Resort City Environs			
42503	N	ccf	\$.4494	09/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Wildwood Resort City Environs			
42503	N	ccf	\$.6512	02/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Wildwood Resort City Environs			
42503	N	ccf	\$.5428	10/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Wildwood Resort City Environs			
42503	N	ccf	\$.5159	11/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Wildwood Resort City Environs			
42503	N	ccf	\$.5385	12/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Wildwood Resort City Environs			
42503	N	ccf	\$.4905	01/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Wildwood Resort City Environs			
42503	N	ccf	\$.5784	08/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Wildwood Resort City Environs			
42503	N	ccf	\$.5526	03/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Wildwood Resort City Environs			

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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>
42503	N	ccf	\$.2509	04/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Wildwood Resort City Environs			
42503	N	ccf	\$.3450	05/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Wildwood Resort City Environs			
42503	N	ccf	\$.6582	06/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Wildwood Resort City Environs			
42503	N	ccf	\$.7001	07/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Wildwood Resort City Environs			
42503	N	ccf	\$.5600	02/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Wildwood Resort City Environs			

**REASONS FOR FILING**

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): Update tariff to include rate schedule

**SERVICES**

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

**PREPARER - PERSON FILING**

RRC NO: 1318 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid

TITLE: Office and Compliance Mgr

ADDRESS LINE 1: 207 W Mill St

ADDRESS LINE 2:

CITY: Livingston STATE: TX ZIP: 77351 ZIP4:

AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:

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**CURTAILMENT PLAN**

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p data-bbox="289 401 654 428">7.455 Curtailment Standards.</p> <p data-bbox="289 464 1433 516">(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="289 552 1487 663">(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="289 699 920 726">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="289 762 1487 957">(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="289 993 1409 1083">(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 1119 1385 1171">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="289 1207 1487 1297">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="289 1333 1463 1444">(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 1480 1474 1533">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="289 1568 1487 1856">(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>

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(c) Priorities.

(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:

(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

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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

(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>
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>

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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

#### 1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

#### 2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall

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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

**3 ALLOWANCE FOR NEW BUSINESS:**

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

**4. ADVANCES:**

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

**5 CONSTRUCTION OF FACILITIES:**

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

**6 REVIEW OF ADVANCES:**

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate

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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.

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**QUALITY OF SERVICE**

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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 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.</p> <p>(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</p>

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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

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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities

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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule



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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

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TEXAS ADMINISTRATIVE CODE  
 TITLE 16 ECONOMIC REGULATION  
 PART 1 RAILROAD COMMISSION OF TEXAS  
 CHAPTER 7 GAS SERVICES  
 SUBCHAPTER B SPECIAL PROCEDURAL RULES  
 RULE 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 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

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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;

(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;

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(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.

(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 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

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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.

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(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.

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(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.

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(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 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;

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(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 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

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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



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(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.

(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.

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## SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
319257	SF-3		Customer requested reading of meter for any purpose other than initiation of service. \$20.00
319258	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
319259	SF-5		Restore service after termination for nonpayment. \$40.00
319260	SF-6		After hours reconnect fee. \$60.00
319261	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
319262	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
319263	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
319264	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
319265	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
319266	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
319267	SF-13		Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road

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		crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. \$3.00/foot
319268	SF-14	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot
319269	SF-15	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
319270	SF-16	Set meter at existing tap. \$25.00
319271	SF-17	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
319272	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
319273	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
319274	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
319275	SF-21	Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00
319276	SF-23	Turning service on or off at customers request (per trip). \$25.00
319277	SF-24	Returned Check Charge. \$30.00
319278	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
319279	SF-26	Online Transaction Fee. \$3.25
319255	SF-1	Institution of Service - Charged to any Applicant for

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319256	SF-2	the cost involved in institution of service. This fee shall be charged when only a meter reading is required. \$50.00
		Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00

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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/16/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

**RATE SCHEDULE**

SCHEDULE ID                      DESCRIPTION  
 Commercial Environs

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.

Commercial Environs1

APPLICATION OF SCHEDULE -

1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the unincorporated environs of Devers, Douglass, Hull, Livingston, Mt. Enterprise, Nome, Raywood, and Wildwood. Service under this Tariff is subject to the original jurisdiction of the Railroad Commission of Texas. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.

2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Railroad Commission of Texas. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer's volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer's classification, the questions shall be resolved by reference to the coding of the Customer's primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government's Office of Management and Budget.

3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff: Company: Rockin M Gas. Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company. Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.

The Commission: The Railroad Commission of Texas.

The Regulatory Authority: The Railroad Commission of Texas.

Consumer: Any person or organization receiving and using gas from the Company for

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his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.

Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A - Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE - MINIMUM MONTHLY: \$35.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA.

COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE - The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

PSF 2023

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection

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Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

CRR

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

8) CRR Scheduled Adjustment Date - January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

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9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells naturals gas to the public and that is subject to the Commissions jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such calculation without any limitation in order to give effect to any merger, acquisition, disposition, divesture, spin-off or other transaction that would impact a Participating Gas Utilitys share of the total aggregate Normalized Sales Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.



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15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.

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C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [ \$1.10/Mcf ] [ \$0.11/Ccf ], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: ( A \* ( 1 - B ) )

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.

Step 2: Determination of CRR Charge

(D) Total CRR Charge Rate Revenue Requirement for Applicable Period

(E) CRR Charge per Normalized Sales Volumes (Mcf): ( D / C )

Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing

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Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commission's review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to

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the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period

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but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:

- (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,
- (b) the revenues produced by the operation of this Cost of Gas Clause,
- (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and
- (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST OF GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the Regulatory Authority which shall include but not be limited to:

- (a) the Cost of Purchased Gas,
- (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,
- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),

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(g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,

(h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and

(i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

RATE ADJUSTMENT PROVISIONS

None

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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42498	N	ccf	\$.6043	09/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Hull Environs			
42498	N	ccf	\$.4636	10/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Hull Environs			
42498	N	ccf	\$.6280	03/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Hull Environs			
42498	N	ccf	\$.4760	12/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Hull Environs			
42498	N	ccf	\$.5118	11/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Hull Environs			
42498	N	ccf	\$.5976	01/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Hull Environs			
42498	N	ccf	\$.4494	09/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Hull Environs			
42498	N	ccf	\$.6512	02/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Hull Environs			
42498	N	ccf	\$.5428	10/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Hull Environs			
42498	N	ccf	\$.5159	11/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Hull Environs			
42498	N	ccf	\$.5385	12/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Hull Environs			
42498	N	ccf	\$.4905	01/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Hull Environs			
42498	N	ccf	\$.5784	08/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Hull Environs			
42498	N	ccf	\$.5526	03/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Hull Environs			
42498	N	ccf	\$.2509	04/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Hull Environs			
42498	N	ccf	\$.3450	05/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Hull Environs			
42498	N	ccf	\$.6582	06/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Hull Environs			

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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>
42498	N	ccf	\$.7001	07/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Hull Environs			
42498	N	ccf	\$.5600	02/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Hull Environs			

**REASONS FOR FILING**

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): Update tariff to include rate schedule

**SERVICES**

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

**PREPARER - PERSON FILING**

RRC NO: 1318 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid

TITLE: Office and Compliance Mgr

ADDRESS LINE 1: 207 W Mill St

ADDRESS LINE 2:

CITY: Livingston STATE: TX ZIP: 77351 ZIP4:

AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:



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**CURTAILMENT PLAN**

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p data-bbox="282 405 654 430">7.455 Curtailment Standards.</p> <p data-bbox="282 464 1437 520">(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="282 554 1487 667">(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="282 701 922 726">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="282 760 1487 961">(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="282 995 1409 1087">(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 1121 1385 1171">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="282 1205 1487 1297">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="282 1331 1463 1444">(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 1478 1474 1528">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="282 1562 1487 1864">(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>

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(c) Priorities.

(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:

(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

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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

(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

POLICY ID	DESCRIPTION
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>

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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

#### 1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

#### 2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall

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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

#### 3 ALLOWANCE FOR NEW BUSINESS:

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

#### 4. ADVANCES:

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

#### 5 CONSTRUCTION OF FACILITIES:

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

#### 6 REVIEW OF ADVANCES:

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate

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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.

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QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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 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.</p> <p>(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</p>



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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

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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities

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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule

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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

QOS001

TEXAS ADMINISTRATIVE CODE  
 TITLE 16 ECONOMIC REGULATION  
 PART 1 RAILROAD COMMISSION OF TEXAS  
 CHAPTER 7 GAS SERVICES  
 SUBCHAPTER B SPECIAL PROCEDURAL RULES  
 RULE 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 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

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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;

(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;

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(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.

(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 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

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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.

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(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.

QOS002

(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.



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(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 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;

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(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 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

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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

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(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.

(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.

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
319023	SF-3		Customer requested reading of meter for any purpose other than initiation of service. \$20.00
319024	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
319025	SF-5		Restore service after termination for nonpayment. \$40.00
319026	SF-6		After hours reconnect fee. \$60.00
319027	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
319028	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
319029	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
319030	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
319031	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
319032	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
319033	SF-13		Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road

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		crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. \$3.00/foot
319034	SF-14	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot
319035	SF-15	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
319036	SF-16	Set meter at existing tap. \$25.00
319037	SF-17	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
319038	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
319039	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
319040	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
319041	SF-21	Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00
319042	SF-23	Turning service on or off at customers request (per trip). \$25.00
319043	SF-24	Returned Check Charge. \$30.00
319044	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
319045	SF-26	Online Transaction Fee. \$3.25
319021	SF-1	Institution of Service - Charged to any Applicant for

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319022	SF-2	the cost involved in institution of service. This fee shall be charged when only a meter reading is required. \$50.00	Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00
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DESCRIPTION: Distribution Sales STATUS: A  
EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/16/2024  
GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
BILLS RENDERED: N INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID                      DESCRIPTION  
Commercial Environs

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.

Commercial Environs1

APPLICATION OF SCHEDULE -

1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the unincorporated environs of Devers, Douglass, Hull, Livingston, Mt. Enterprise, Nome, Raywood, and Wildwood. Service under this Tariff is subject to the original jurisdiction of the Railroad Commission of Texas. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.

2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Railroad Commission of Texas. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer's volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer's classification, the questions shall be resolved by reference to the coding of the Customer's primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government's Office of Management and Budget.

3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff: Company: Rockin M Gas. Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company. Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.

The Commission: The Railroad Commission of Texas.

The Regulatory Authority: The Railroad Commission of Texas.

Consumer: Any person or organization receiving and using gas from the Company for



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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.

Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A - Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE - MINIMUM MONTHLY: \$35.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA.

COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE - The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

PSF 2023

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection

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Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

CRR

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

8) CRR Scheduled Adjustment Date - January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

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9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells naturals gas to the public and that is subject to the Commissions jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such calculation without any limitation in order to give effect to any merger, acquisition, disposition, divestiture, spin-off or other transaction that would impact a Participating Gas Utility's share of the total aggregate Normalized Sales Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

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15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.

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C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [ \$1.10/Mcf ] [ \$0.11/Ccf ], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: ( A \* ( 1 - B ) )

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.

Step 2: Determination of CRR Charge

(D) Total CRR Charge Rate Revenue Requirement for Applicable Period

(E) CRR Charge per Normalized Sales Volumes (Mcf): ( D / C )

Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing

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Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commission's review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to

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the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period

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but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:  
 (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,  
 (b) the revenues produced by the operation of this Cost of Gas Clause,  
 (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and  
 (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST of GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the Regulatory Authority which shall include but not be limited to:

- (a) the Cost of Purchased Gas,
- (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,
- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),



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(g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,

(h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and

(i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

**RATE ADJUSTMENT PROVISIONS**

None

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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42496	N	ccf	\$.6043	09/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Devers Environs			
42496	N	ccf	\$.4636	10/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers Environs			
42496	N	ccf	\$.6280	03/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Devers Environs			
42496	N	ccf	\$.4760	12/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers Environs			
42496	N	ccf	\$.5118	11/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers Environs			
42496	N	ccf	\$.5976	01/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Devers Environs			
42496	N	ccf	\$.4494	09/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers Environs			
42496	N	ccf	\$.6512	02/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Devers Environs			
42496	N	ccf	\$.5428	10/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Devers Environs			
42496	N	ccf	\$.5159	11/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Devers Environs			
42496	N	ccf	\$.5385	12/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Devers Environs			
42496	N	ccf	\$.4905	01/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers Environs			
42496	N	ccf	\$.5784	08/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers Environs			
42496	N	ccf	\$.5526	03/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers Environs			
42496	N	ccf	\$.2509	04/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers Environs			
42496	N	ccf	\$.3450	05/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers Environs			
42496	N	ccf	\$.6582	06/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers Environs			

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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>
42496	N	ccf	\$.7001	07/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers Environs			
42496	N	ccf	\$.5600	02/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers Environs			

**REASONS FOR FILING**

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): Update tariff to include rate schedule

**SERVICES**

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

**PREPARER - PERSON FILING**

RRC NO: 1318 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid

TITLE: Office and Compliance Mgr

ADDRESS LINE 1: 207 W Mill St

ADDRESS LINE 2:

CITY: Livingston STATE: TX ZIP: 77351 ZIP4:

AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:

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**CURTAILMENT PLAN**

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p>7.455 Curtailment Standards.</p> <p>(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>(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>(2) Commission--The Railroad Commission of Texas.</p> <p>(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>(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>(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p>(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p>(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>(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p>(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>

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(c) Priorities.

(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:

(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

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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

(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

POLICY ID	DESCRIPTION
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>

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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

#### 1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

#### 2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall



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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

**3 ALLOWANCE FOR NEW BUSINESS:**

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

**4. ADVANCES:**

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

**5 CONSTRUCTION OF FACILITIES:**

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

**6 REVIEW OF ADVANCES:**

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate

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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.

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## QUALITY OF SERVICE

QUAL\_SERVICE ID      DESCRIPTION

QOS001      TEXAS ADMINISTRATIVE CODE  
 TITLE 16 ECONOMIC REGULATION  
 PART 1 RAILROAD COMMISSION OF TEXAS  
 CHAPTER 7 GAS SERVICES  
 SUBCHAPTER B SPECIAL PROCEDURAL RULES  
 RULE 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 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

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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;

(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

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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.

(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 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

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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

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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.

QOS002 (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.

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(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 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



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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 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.

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(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.

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(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.

(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.

QOS003

(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;

(iv) the total base bill;

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(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.

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(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.

(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.

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(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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

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(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

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## SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
318919	SF-3		Customer requested reading of meter for any purpose other than initiation of service. \$20.00
318920	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
318921	SF-5		Restore service after termination for nonpayment. \$40.00
318922	SF-6		After hours reconnect fee. \$60.00
318923	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
318924	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
318925	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
318926	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
318927	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
318928	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
318929	SF-13		Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road



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		crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. \$3.00/foot
318930	SF-14	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot
318931	SF-15	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
318932	SF-16	Set meter at existing tap. \$25.00
318933	SF-17	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
318934	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
318935	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
318936	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
318937	SF-21	Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00
318938	SF-23	Turning service on or off at customers request (per trip). \$25.00
318939	SF-24	Returned Check Charge. \$30.00
318940	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
318941	SF-26	Online Transaction Fee. \$3.25
318917	SF-1	Institution of Service - Charged to any Applicant for

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318918	SF-2	the cost involved in institution of service. This fee shall be charged when only a meter reading is required. \$50.00
		Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00

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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/23/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

**RATE SCHEDULE**

<u>SCHEDULE ID</u>	<u>DESCRIPTION</u>
Devers - FF	Devers Incorporated Customers shall be charged a Franchise Fee of 2% on their monthly bills.
Commercial Inc	APPLICATION OF SCHEDULE -  1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the incorporated municipalities of Devers, Livingston, Mt. Enterprise, and Nome. Service under this Tariff is subject to the original jurisdiction of the municipalities of Devers, Livingston, Mt. Enterprise, and Nome. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.  2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Municipality. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer`s volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer`s classification, the questions shall be resolved by reference to the coding of the Customer`s primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government`s Office of Management and Budget.  3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff:  Company: Rockin M Gas. Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company.  Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.  The Commission: The Railroad Commission of Texas.  The Regulatory Authority: City Council of the City of Devers, City of Livingston, City of Mt. Enterprise, and City of Nome.  Consumer: Any person or organization receiving and using gas from the Company for

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his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.  
Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A - Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE -

MINIMUM MONTHLY: \$35.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE -The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

PSF 2023

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection

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Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

**PSF 2024**

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.

**CRR**

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

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7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

8) CRR Scheduled Adjustment Date ` January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells natural gas to the public and that is subject to the Commission's jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such

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calculation without any limitation in order to give effect to any merger, acquisition, disposition, divestiture, spin-off or other transaction that would impact a Participating Gas Utility's share of the total aggregate Normalized Sales Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance

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with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.

C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [\$1.10/Mcf] [\$0.11/Ccf], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: (A \* (1 - B))

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.



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Step 2: Determination of CRR Charge

(D) Total CRR Charge Rate Revenue Requirement for Applicable Period

(E) CRR Charge per Normalized Sales Volumes (Mcf): (D / C)

Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commissions review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate

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amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

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5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:  
 (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,  
 (b) the revenues produced by the operation of this Cost of Gas Clause,  
 (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and  
 (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST of GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the

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Regulatory Authority which shall include but not be limited to:

- (a) the Cost of Purchased Gas,
- (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,
- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),
- (g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,
- (h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and
- (i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

**RATE ADJUSTMENT PROVISIONS**

None

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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42494	N	ccf	\$.6043	09/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Devers, INC			
42494	N	ccf	\$.4636	10/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers, INC			
42494	N	ccf	\$.6280	03/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Devers, INC			
42494	N	ccf	\$.4760	12/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers, INC			
42494	N	ccf	\$.5118	11/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers, INC			
42494	N	ccf	\$.5976	01/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Devers, INC			
42494	N	ccf	\$.4494	09/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers, INC			
42494	N	ccf	\$.6512	02/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Devers, INC			
42494	N	ccf	\$.5428	10/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Devers, INC			
42494	N	ccf	\$.5159	11/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Devers, INC			
42494	N	ccf	\$.5385	12/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Devers, INC			
42494	N	ccf	\$.4905	01/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers, INC			
42494	N	ccf	\$.5784	08/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers, INC			
42494	N	ccf	\$.5526	03/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers, INC			
42494	N	ccf	\$.2509	04/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers, INC			
42494	N	ccf	\$.3450	05/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers, INC			
42494	N	ccf	\$.6582	06/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers, INC			

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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>
42494	N	ccf	\$.7001	07/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers, INC			
42494	N	ccf	\$.5600	02/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Devers, INC			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): Update tariff to include rate schedule

SERVICES

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

PREPARER - PERSON FILING

RRC NO: 1318 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid

TITLE: Office and Compliance Mgr

ADDRESS LINE 1: 207 W Mill St

ADDRESS LINE 2:

CITY: Livingston STATE: TX ZIP: 77351 ZIP4:

AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:

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**CURTAILMENT PLAN**

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p data-bbox="282 405 654 430">7.455 Curtailment Standards.</p> <p data-bbox="282 464 1435 520">(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="282 554 1487 667">(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="282 701 922 726">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="282 760 1487 961">(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="282 995 1409 1083">(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 1117 1383 1173">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="282 1207 1487 1295">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="282 1329 1461 1442">(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 1476 1474 1533">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="282 1566 1487 1856">(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>

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(c) Priorities.

(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:

(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



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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

(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

POLICY ID	DESCRIPTION
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>

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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

#### 1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

#### 2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall

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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

### 3 ALLOWANCE FOR NEW BUSINESS:

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

### 4. ADVANCES:

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

### 5 CONSTRUCTION OF FACILITIES:

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

### 6 REVIEW OF ADVANCES:

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate

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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.

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**QUALITY OF SERVICE**

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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 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.</p> <p>(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</p>

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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

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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities



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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule

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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

QOS001

TEXAS ADMINISTRATIVE CODE  
 TITLE 16 ECONOMIC REGULATION  
 PART 1 RAILROAD COMMISSION OF TEXAS  
 CHAPTER 7 GAS SERVICES  
 SUBCHAPTER B SPECIAL PROCEDURAL RULES  
 RULE 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 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

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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;

(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;

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(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.

(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 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

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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.

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(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.

QOS002

(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.

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(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 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;

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(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 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



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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

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(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.

(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.

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## SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
319846	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
319847	SF-5		Restore service after termination for nonpayment. \$40.00
319848	SF-6		After hours reconnect fee. \$60.00
319849	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
319850	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
319851	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
319852	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
319853	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
319854	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
319855	SF-13		Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically

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		wet areas. \$3.00/foot
319856	SF-14	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot
319857	SF-15	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
319858	SF-16	Set meter at existing tap. \$25.00
319859	SF-17	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
319860	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
319861	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
319862	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
319863	SF-21	Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00
319864	SF-23	Turning service on or off at customers request (per trip). \$25.00
319865	SF-24	Returned Check Charge. \$30.00
319866	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
319867	SF-26	Online Transaction Fee. \$3.25
319843	SF-1	Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when only a meter reading is

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319844	SF-2	<p>required. \$50.00</p> <p>Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00</p>
319845	SF-3	<p>Customer requested reading of meter for any purpose other than initiation of service. \$20.00</p>

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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/16/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID DESCRIPTION

Commercial Environs

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.

Commercial Environs1

APPLICATION OF SCHEDULE -

1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the unincorporated environs of Devers, Douglass, Hull, Livingston, Mt. Enterprise, Nome, Raywood, and Wildwood. Service under this Tariff is subject to the original jurisdiction of the Railroad Commission of Texas. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.

2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Railroad Commission of Texas. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer's volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer's classification, the questions shall be resolved by reference to the coding of the Customer's primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government's Office of Management and Budget.

3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff: Company: Rockin M Gas. Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company. Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.

The Commission: The Railroad Commission of Texas.

The Regulatory Authority: The Railroad Commission of Texas.

Consumer: Any person or organization receiving and using gas from the Company for

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his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.

Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A - Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE - MINIMUM MONTHLY: \$35.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA.

COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE - The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

PSF 2023

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection

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Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

CRR

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

8) CRR Scheduled Adjustment Date - January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.



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9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells naturals gas to the public and that is subject to the Commissions jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such calculation without any limitation in order to give effect to any merger, acquisition, disposition, divesture, spin-off or other transaction that would impact a Participating Gas Utilitys share of the total aggregate Normalized Sales Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

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15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.

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C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [ \$1.10/Mcf ] [ \$0.11/Ccf ], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: ( A \* ( 1 - B ) )

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.

Step 2: Determination of CRR Charge

(D) Total CRR Charge Rate Revenue Requirement for Applicable Period

(E) CRR Charge per Normalized Sales Volumes (Mcf): ( D / C )

Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing

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Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commission's review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to

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the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period

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but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:

- (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,
- (b) the revenues produced by the operation of this Cost of Gas Clause,
- (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and
- (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST of GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the Regulatory Authority which shall include but not be limited to:

- (a) the Cost of Purchased Gas,
- (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,
- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),

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(g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,

(h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and

(i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

**RATE ADJUSTMENT PROVISIONS**

None

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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42492	N	ccf	\$.4636	10/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome Environs			
42492	N	ccf	\$.6280	03/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Nome Environs			
42492	N	ccf	\$.4760	12/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome Environs			
42492	N	ccf	\$.5118	11/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome Environs			
42492	N	ccf	\$.6043	09/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Nome Environs			
42492	N	ccf	\$.5976	01/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Nome Environs			
42492	N	ccf	\$.4494	09/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome Environs			
42492	N	ccf	\$.6512	02/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Nome Environs			
42492	N	ccf	\$.5428	10/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Nome Environs			
42492	N	ccf	\$.5159	11/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Nome Environs			
42492	N	ccf	\$.5385	12/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Nome Environs			
42492	N	ccf	\$.4905	01/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome Environs			
42492	N	ccf	\$.5784	08/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome Environs			
42492	N	ccf	\$.5526	03/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome Environs			
42492	N	ccf	\$.2509	04/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome Environs			
42492	N	ccf	\$.3450	05/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome Environs			
42492	N	ccf	\$.6582	06/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome Environs			



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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>
42492	N	ccf	\$.7001	07/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome Environs			
42492	N	ccf	\$.5600	02/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome Environs			

**REASONS FOR FILING**

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): Update tariff to include rate schedule

**SERVICES**

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

**PREPARER - PERSON FILING**

RRC NO: 1318 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid

TITLE: Office and Compliance Mgr

ADDRESS LINE 1: 207 W Mill St

ADDRESS LINE 2:

CITY: Livingston STATE: TX ZIP: 77351 ZIP4:

AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:

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**CURTAILMENT PLAN**

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p data-bbox="289 405 654 434">7.455 Curtailment Standards.</p> <p data-bbox="289 468 1433 522">(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="289 556 1487 669">(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="289 703 922 732">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="289 766 1487 968">(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 1001 1409 1089">(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 1123 1385 1178">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="289 1211 1487 1299">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="289 1333 1463 1446">(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 1480 1474 1535">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="289 1568 1487 1862">(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>

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(c) Priorities.

(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:

(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

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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

(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

POLICY ID	DESCRIPTION
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>

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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

#### 1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

#### 2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall

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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

#### 3 ALLOWANCE FOR NEW BUSINESS:

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

#### 4. ADVANCES:

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

#### 5 CONSTRUCTION OF FACILITIES:

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

#### 6 REVIEW OF ADVANCES:

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate

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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.



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## QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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 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.</p> <p>(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</p>

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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

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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities

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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule

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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

QOS001

TEXAS ADMINISTRATIVE CODE  
 TITLE 16 ECONOMIC REGULATION  
 PART 1 RAILROAD COMMISSION OF TEXAS  
 CHAPTER 7 GAS SERVICES  
 SUBCHAPTER B SPECIAL PROCEDURAL RULES  
 RULE 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 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

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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;

(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;

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(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.

(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 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

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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.



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(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.

QOS002

(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.

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(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 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;

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(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 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

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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

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(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.

(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.

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## SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
319127	SF-3		Customer requested reading of meter for any purpose other than initiation of service. \$20.00
319128	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
319129	SF-5		Restore service after termination for nonpayment. \$40.00
319130	SF-6		After hours reconnect fee. \$60.00
319131	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
319132	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
319133	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
319134	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
319135	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
319136	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
319137	SF-13		Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road

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		crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. \$3.00/foot
319141	SF-17	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
319142	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
319143	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
319144	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
319145	SF-21	Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00
319146	SF-23	Turning service on or off at customers request (per trip). \$25.00
319147	SF-24	Returned Check Charge. \$30.00
319148	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
319149	SF-26	Online Transaction Fee. \$3.25
319125	SF-1	Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when only a meter reading is required. \$50.00
319126	SF-2	Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00
319138	SF-14	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically

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		wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot
319139	SF-15	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
319140	SF-16	Set meter at existing tap. \$25.00



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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/23/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

**RATE SCHEDULE**

SCHEDULE ID                      DESCRIPTION

Nome - FF

Nome Incorporated Customers shall be charged a Franchise Fee of 2% on their monthly bills.

Commercial Inc

APPLICATION OF SCHEDULE -

1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the incorporated municipalities of Devers, Livingston, Mt. Enterprise, and Nome. Service under this Tariff is subject to the original jurisdiction of the municipalities of Devers, Livingston, Mt. Enterprise, and Nome. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.

2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Municipality. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer`s volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer`s classification, the questions shall be resolved by reference to the coding of the Customer`s primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government`s Office of Management and Budget.

3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff:

Company: Rockin M Gas. Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company.

Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.

The Commission: The Railroad Commission of Texas.

The Regulatory Authority: City Council of the City of Devers, City of Livingston, City of Mt. Enterprise, and City of Nome.

Consumer: Any person or organization receiving and using gas from the Company for

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his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.  
 Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A - Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE -

MINIMUM MONTHLY: \$35.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE -The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

PSF 2023

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection

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Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

**PSF 2024**

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.

**CRR**

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

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7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

8) CRR Scheduled Adjustment Date ` January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells natural gas to the public and that is subject to the Commission's jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such

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calculation without any limitation in order to give effect to any merger, acquisition, disposition, divestiture, spin-off or other transaction that would impact a Participating Gas Utility's share of the total aggregate Normalized Sales Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance

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with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.

C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [\$1.10/Mcf] [\$0.11/Ccf], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected:  $(A * (1 - B))$

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.

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Step 2: Determination of CRR Charge  
 (D) Total CRR Charge Rate Revenue Requirement for Applicable Period  
 (E) CRR Charge per Normalized Sales Volumes (Mcf): (D / C)  
 Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commissions review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate

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amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.



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5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:  
 (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,  
 (b) the revenues produced by the operation of this Cost of Gas Clause,  
 (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and  
 (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST of GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

Regulatory Authority which shall include but not be limited to:

- (a) the Cost of Purchased Gas,
- (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,
- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),
- (g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,
- (h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and
- (i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

**RATE ADJUSTMENT PROVISIONS**

None

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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42490	N	ccf	\$.6043	09/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Nome, INC			
42490	N	ccf	\$.4636	10/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome, INC			
42490	N	ccf	\$.6280	03/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Nome, INC			
42490	N	ccf	\$.4760	12/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome, INC			
42490	N	ccf	\$.5118	11/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome, INC			
42490	N	ccf	\$.5976	01/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Nome, INC			
42490	N	ccf	\$.4494	09/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome, INC			
42490	N	ccf	\$.6512	02/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Nome, INC			
42490	N	ccf	\$.5428	10/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Nome, INC			
42490	N	ccf	\$.5159	11/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Nome, INC			
42490	N	ccf	\$.5385	12/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Nome, INC			
42490	N	ccf	\$.4905	01/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome, INC			
42490	N	ccf	\$.5784	08/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome, INC			
42490	N	ccf	\$.5526	03/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome, INC			
42490	N	ccf	\$.2509	04/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome, INC			
42490	N	ccf	\$.3450	05/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome, INC			
42490	N	ccf	\$.6582	06/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome, INC			

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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>
42490	N	ccf	\$.7001	07/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome, INC			
42490	N	ccf	\$.5600	02/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Nome, INC			

**REASONS FOR FILING**

**NEW?: N**

**RRC DOCKET NO:**

**CITY ORDINANCE NO:**

**AMENDMENT (EXPLAIN):**

**OTHER (EXPLAIN): Update tariff to include rate schedule**

**SERVICES**

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

**PREPARER - PERSON FILING**

**RRC NO: 1318 ACTIVE FLAG: Y INACTIVE DATE:**

**FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid**

**TITLE: Office and Compliance Mgr**

**ADDRESS LINE 1: 207 W Mill St**

**ADDRESS LINE 2:**

**CITY: Livingston STATE: TX ZIP: 77351 ZIP4:**

**AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:**

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**CURTAILMENT PLAN**

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p data-bbox="289 405 654 430">7.455 Curtailment Standards.</p> <p data-bbox="289 468 1433 520">(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="289 558 1487 667">(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="289 705 922 730">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="289 768 1487 961">(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="289 999 1409 1087">(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 1125 1385 1171">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="289 1209 1487 1297">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="289 1335 1463 1444">(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 1482 1474 1528">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="289 1566 1487 1860">(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>

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(c) Priorities.

(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:

(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

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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

(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>
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>



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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall

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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

#### 3 ALLOWANCE FOR NEW BUSINESS:

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

#### 4. ADVANCES:

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

#### 5 CONSTRUCTION OF FACILITIES:

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

#### 6 REVIEW OF ADVANCES:

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate

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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.

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## QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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 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.</p> <p>(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</p>

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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

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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities

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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule

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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

QOS001

TEXAS ADMINISTRATIVE CODE  
TITLE 16 ECONOMIC REGULATION  
PART 1 RAILROAD COMMISSION OF TEXAS  
CHAPTER 7 GAS SERVICES  
SUBCHAPTER B SPECIAL PROCEDURAL RULES  
RULE 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 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



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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;

(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;

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(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.

(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 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

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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.

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(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.

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(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.

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(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 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;

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(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 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

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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

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(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.

(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.



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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
319742	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
319743	SF-5		Restore service after termination for nonpayment. \$40.00
319744	SF-6		After hours reconnect fee. \$60.00
319745	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
319746	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
319747	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
319748	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
319749	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
319750	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
319751	SF-13		Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically

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		wet areas. \$3.00/foot
319752	SF-14	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot
319753	SF-15	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
319754	SF-16	Set meter at existing tap. \$25.00
319755	SF-17	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
319756	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
319757	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
319758	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
319759	SF-21	Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00
319760	SF-23	Turning service on or off at customers request (per trip). \$25.00
319761	SF-24	Returned Check Charge. \$30.00
319762	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
319763	SF-26	Online Transaction Fee. \$3.25
319739	SF-1	Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when only a meter reading is

GAS SERVICES DIVISION

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319740	SF-2	<p>required. \$50.00</p> <p>Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00</p>
319741	SF-3	<p>Customer requested reading of meter for any purpose other than initiation of service. \$20.00</p>

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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/16/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID                      DESCRIPTION  
 Commercial Environs

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.

Commercial Environs1

APPLICATION OF SCHEDULE -

1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the unincorporated environs of Devers, Douglass, Hull, Livingston, Mt. Enterprise, Nome, Raywood, and Wildwood. Service under this Tariff is subject to the original jurisdiction of the Railroad Commission of Texas. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.

2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Railroad Commission of Texas. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer's volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer's classification, the questions shall be resolved by reference to the coding of the Customer's primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government's Office of Management and Budget.

3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff: Company: Rockin M Gas. Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company. Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.

The Commission: The Railroad Commission of Texas.

The Regulatory Authority: The Railroad Commission of Texas.

Consumer: Any person or organization receiving and using gas from the Company for

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his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.

Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A - Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE - MINIMUM MONTHLY: \$35.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA.

COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE - The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

PSF 2023

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection

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Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

CRR

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

8) CRR Scheduled Adjustment Date - January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

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9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells naturals gas to the public and that is subject to the Commissions jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such calculation without any limitation in order to give effect to any merger, acquisition, disposition, divestiture, spin-off or other transaction that would impact a Participating Gas Utility's share of the total aggregate Normalized Sales Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

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15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.



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C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [ \$1.10/Mcf ] [ \$0.11/Ccf ], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: ( A \* ( 1 - B ) )

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.

Step 2: Determination of CRR Charge

(D) Total CRR Charge Rate Revenue Requirement for Applicable Period

(E) CRR Charge per Normalized Sales Volumes (Mcf): ( D / C )

Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing

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Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commission's review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to

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the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period

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but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:  
 (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,  
 (b) the revenues produced by the operation of this Cost of Gas Clause,  
 (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and  
 (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST of GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the Regulatory Authority which shall include but not be limited to:

- (a) the Cost of Purchased Gas,
- (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,
- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),

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(g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,

(h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and

(i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

**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>
42488	N	ccf	\$.4636	10/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Raywood Environs			
42488	N	ccf	\$.6280	03/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Raywood Environs			
42488	N	ccf	\$.4760	12/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Raywood Environs			
42488	N	ccf	\$.5118	11/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Raywood Environs			
42488	N	ccf	\$.5428	10/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Raywood Environs			
42488	N	ccf	\$.5976	01/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Raywood Environs			
42488	N	ccf	\$.4494	09/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Raywood Environs			
42488	N	ccf	\$.6512	02/01/2025
<u>CUSTOMER NAME</u>	Commercial Customers of Raywood Environs			
42488	N	ccf	\$.5159	11/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Raywood Environs			
42488	N	ccf	\$.6043	09/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Raywood Environs			
42488	N	ccf	\$.5385	12/01/2023
<u>CUSTOMER NAME</u>	Commercial Customers of Raywood Environs			
42488	N	ccf	\$.4905	01/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Raywood Environs			
42488	N	ccf	\$.5784	08/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Raywood Environs			
42488	N	ccf	\$.5526	03/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Raywood Environs			
42488	N	ccf	\$.2509	04/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Raywood Environs			
42488	N	ccf	\$.3450	05/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Raywood Environs			
42488	N	ccf	\$.6582	06/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Raywood Environs			

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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>
42488	N	ccf	\$.7001	07/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Raywood Environs			
42488	N	ccf	\$.5600	02/01/2024
<u>CUSTOMER NAME</u>	Commercial Customers of Raywood Environs			

**REASONS FOR FILING**

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): Update tariff to include rate schedule

**SERVICES**

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

**PREPARER - PERSON FILING**

RRC NO: 1318 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid

TITLE: Office and Compliance Mgr

ADDRESS LINE 1: 207 W Mill St

ADDRESS LINE 2:

CITY: Livingston STATE: TX ZIP: 77351 ZIP4:

AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:

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**CURTAILMENT PLAN**

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p>7.455 Curtailment Standards.</p> <p>(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>(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>(2) Commission--The Railroad Commission of Texas.</p> <p>(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>(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>(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p>(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p>(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>(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p>(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>



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(c) Priorities.

(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:

(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

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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

(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

POLICY ID	DESCRIPTION
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>

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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

#### 1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

#### 2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall

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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

#### 3 ALLOWANCE FOR NEW BUSINESS:

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

#### 4. ADVANCES:

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

#### 5 CONSTRUCTION OF FACILITIES:

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

#### 6 REVIEW OF ADVANCES:

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate

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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.

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QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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 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.</p> <p>(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</p>

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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



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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities

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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule

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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

QOS001

TEXAS ADMINISTRATIVE CODE  
 TITLE 16 ECONOMIC REGULATION  
 PART 1 RAILROAD COMMISSION OF TEXAS  
 CHAPTER 7 GAS SERVICES  
 SUBCHAPTER B SPECIAL PROCEDURAL RULES  
 RULE 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 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

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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;

(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;

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(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.

(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 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

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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.

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(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.

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(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.

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(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 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;



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(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 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

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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

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(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.

(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.

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
319231	SF-3		Customer requested reading of meter for any purpose other than initiation of service. \$20.00
319232	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
319233	SF-5		Restore service after termination for nonpayment. \$40.00
319234	SF-6		After hours reconnect fee. \$60.00
319235	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
319236	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
319237	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
319238	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
319239	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
319240	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
319241	SF-13		Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road

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		crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. \$3.00/foot
319243	SF-15	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
319244	SF-16	Set meter at existing tap. \$25.00
319245	SF-17	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
319246	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
319247	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
319248	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
319249	SF-21	Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00
319250	SF-23	Turning service on or off at customers request (per trip). \$25.00
319251	SF-24	Returned Check Charge. \$30.00
319252	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
319253	SF-26	Online Transaction Fee. \$3.25
319229	SF-1	Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when only a meter reading is required. \$50.00
319230	SF-2	Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00
319242	SF-14	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines

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up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot

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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/16/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID                      DESCRIPTION  
 Commercial Environs

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.

Commercial Environs1

APPLICATION OF SCHEDULE -

1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the unincorporated environs of Devers, Douglass, Hull, Livingston, Mt. Enterprise, Nome, Raywood, and Wildwood. Service under this Tariff is subject to the original jurisdiction of the Railroad Commission of Texas. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.

2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Railroad Commission of Texas. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer's volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer's classification, the questions shall be resolved by reference to the coding of the Customer's primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government's Office of Management and Budget.

3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff: Company: Rockin M Gas. Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company. Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.

The Commission: The Railroad Commission of Texas.

The Regulatory Authority: The Railroad Commission of Texas.

Consumer: Any person or organization receiving and using gas from the Company for

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.

Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A - Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE - MINIMUM MONTHLY: \$35.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA.

COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE - The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

PSF 2023

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection



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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

CRR

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

8) CRR Scheduled Adjustment Date - January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

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9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells naturals gas to the public and that is subject to the Commissions jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such calculation without any limitation in order to give effect to any merger, acquisition, disposition, divesture, spin-off or other transaction that would impact a Participating Gas Utilitys share of the total aggregate Normalized Sales Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

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15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.

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C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [ \$1.10/Mcf ] [ \$0.11/Ccf ], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: ( A \* ( 1 - B ) )

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.

Step 2: Determination of CRR Charge

(D) Total CRR Charge Rate Revenue Requirement for Applicable Period

(E) CRR Charge per Normalized Sales Volumes (Mcf): ( D / C )

Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing

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Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commission's review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to

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the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period

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but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:  
 (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,  
 (b) the revenues produced by the operation of this Cost of Gas Clause,  
 (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and  
 (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST of GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the Regulatory Authority which shall include but not be limited to:

- (a) the Cost of Purchased Gas,
- (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,
- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),

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(g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,

(h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and

(i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

**RATE ADJUSTMENT PROVISIONS**

None



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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42485	N	ccf	\$.5900	07/01/2022
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.4110	07/01/2024
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.2800	05/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.3920	06/01/2024
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.3620	05/01/2024
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.4430	04/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.3910	04/01/2024
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.6340	03/01/2024
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.3450	03/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.3970	02/01/2024
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.7840	08/01/2022
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.6210	01/01/2024
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.5720	02/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.4180	12/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.7440	10/01/2022
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.5740	11/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.4460	01/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			

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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42485	N	ccf	\$.3850	10/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.4340	09/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.4540	12/01/2022
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.3120	08/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.7710	11/01/2022
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.3850	07/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.5390	09/01/2022
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.3770	06/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.5780	08/01/2024
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.4883	11/01/2024
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.5570	04/01/2025
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.4654	01/01/2025
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.5900	07/01/2022
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.4110	07/01/2024
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.2800	05/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.3920	06/01/2024
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.3620	05/01/2024
<u>CUSTOMER NAME</u>	Commercial Polk County			

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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42485	N	ccf	\$.4430	04/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.3910	04/01/2024
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.6340	03/01/2024
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.3450	03/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.3970	02/01/2024
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.7840	08/01/2022
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.6210	01/01/2024
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.5720	02/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.4180	12/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.7440	10/01/2022
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.5740	11/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.4460	01/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.3850	10/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.5180	09/01/2024
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.4340	09/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.4540	12/01/2022
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.3120	08/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			

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<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42485	N	ccf	\$.7710	11/01/2022
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.3850	07/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.5390	09/01/2022
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.3770	06/01/2023
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.5780	08/01/2024
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.6016	02/01/2025
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.3566	10/01/2024
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.5147	12/01/2024
<u>CUSTOMER NAME</u>	Commercial Polk County			
42485	N	ccf	\$.6124	03/01/2025
<u>CUSTOMER NAME</u>	Commercial Polk County			

**REASONS FOR FILING**

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): Update tariff to include rate schedule

**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: 1318 ACTIVE FLAG: Y INACTIVE DATE:  
FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid  
TITLE: Office and Compliance Mgr  
ADDRESS LINE 1: 207 W Mill St  
ADDRESS LINE 2:  
CITY: Livingston STATE: TX ZIP: 77351 ZIP4:  
AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:

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**CURTAILMENT PLAN**

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p data-bbox="282 403 654 432">7.455 Curtailment Standards.</p> <p data-bbox="282 464 1438 520">(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="282 554 1490 667">(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="282 701 922 730">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="282 764 1490 961">(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="282 995 1409 1087">(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 1121 1385 1171">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="282 1205 1490 1297">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="282 1331 1466 1444">(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 1478 1479 1528">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="282 1562 1490 1864">(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>

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(c) Priorities.

(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:

(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

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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

(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

POLICY ID	DESCRIPTION
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>

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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

#### 1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

#### 2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall

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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

#### 3 ALLOWANCE FOR NEW BUSINESS:

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

#### 4. ADVANCES:

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

#### 5 CONSTRUCTION OF FACILITIES:

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

#### 6 REVIEW OF ADVANCES:

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate

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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.

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QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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 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.</p> <p>(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</p>

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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

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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities

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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule



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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

QOS001

TEXAS ADMINISTRATIVE CODE  
 TITLE 16 ECONOMIC REGULATION  
 PART 1 RAILROAD COMMISSION OF TEXAS  
 CHAPTER 7 GAS SERVICES  
 SUBCHAPTER B SPECIAL PROCEDURAL RULES  
 RULE 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 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

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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;

(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;

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(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.

(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 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

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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.

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(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.

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(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.

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(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 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;

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(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 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

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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



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(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.

(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.

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
319179	SF-3		Customer requested reading of meter for any purpose other than initiation of service. \$20.00
319180	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
319181	SF-5		Restore service after termination for nonpayment. \$40.00
319182	SF-6		After hours reconnect fee. \$60.00
319183	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
319184	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
319185	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
319186	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
319187	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
319188	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
319189	SF-13		Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road

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		crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. \$3.00/foot
319190	SF-14	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot
319195	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
319196	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
319197	SF-21	Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00
319198	SF-23	Turning service on or off at customers request (per trip). \$25.00
319199	SF-24	Returned Check Charge. \$30.00
319200	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
319201	SF-26	Online Transaction Fee. \$3.25
319177	SF-1	Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when only a meter reading is required. \$50.00
319178	SF-2	Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00
319191	SF-15	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
319192	SF-16	Set meter at existing tap. \$25.00

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319193	SF-17	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
319194	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr

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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/16/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

**RATE SCHEDULE**

SCHEDULE ID                      DESCRIPTION

**Residential Environs**

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.

**Residential Environ1**

APPLICATION OF SCHEDULE -

1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the unincorporated environs of Devers, Douglass, Hull, Livingston, Mt. Enterprise, Nome, Raywood, and Wildwood. Service under this Tariff is subject to the original jurisdiction of the Railroad Commission of Texas. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.

2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Railroad Commission of Texas. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer's volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer's classification, the questions shall be resolved by reference to the coding of the Customer's primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government's Office of Management and Budget.

3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff:

Company: Rockin M Gas.

Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company.

Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

The Commission: The Railroad Commission of Texas.

The Regulatory Authority: The Railroad Commission of Texas.

Consumer: Any person or organization receiving and using gas from the Company for his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.

Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A - Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE, MINIMUM MONTHLY: \$18.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA,

COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE - The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

**PSF 2023**

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

**CRR**

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

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8) CRR Scheduled Adjustment Date ` January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells natural gas to the public and that is subject to the Commissions jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such calculation without any limitation in order to give effect to any merger, acquisition, disposition, divestiture, spin-off or other transaction that would impact a Participating Gas Utilitys share of the total aggregate Normalized Sales



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Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to

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pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.

C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [\$1.10/Mcf] [\$0.11/Ccf], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: (A \* (1 - B))

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.

Step 2: Determination of CRR Charge

(D) Total CRR Charge Rate Revenue Requirement for Applicable Period

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(E) CRR Charge per Normalized Sales Volumes (Mcf): (D / C)  
 Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commissions review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

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If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known

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volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:  
 (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,  
 (b) the revenues produced by the operation of this Cost of Gas Clause,  
 (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and  
 (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST OF GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the Regulatory Authority which shall include but not be limited to:  
 (a) the Cost of Purchased Gas,  
 (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,

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- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),
- (g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,
- (h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and
- (i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

**RATE ADJUSTMENT PROVISIONS**

None

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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42502	N	ccf	\$.4636	10/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Wildwood Resort City Environs			
42502	N	ccf	\$.6280	03/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Wildwood Resort City Environs			
42502	N	ccf	\$.4760	12/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Wildwood Resort City Environs			
42502	N	ccf	\$.5118	11/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Wildwood Resort City Environs			
42502	N	ccf	\$.6043	09/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Wildwood Resort City Environs			
42502	N	ccf	\$.5976	01/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Wildwood Resort City Environs			
42502	N	ccf	\$.4494	09/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Wildwood Resort City Environs			
42502	N	ccf	\$.6512	02/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Wildwood Resort City Environs			
42502	N	ccf	\$.5428	10/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Wildwood Resort City Environs			
42502	N	ccf	\$.5159	11/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Wildwood Resort City Environs			
42502	N	ccf	\$.5385	12/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Wildwood Resort City Environs			
42502	N	ccf	\$.4905	01/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Wildwood Resort City Environs			
42502	N	ccf	\$.5784	08/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Wildwood Resort City Environs			
42502	N	ccf	\$.5526	03/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Wildwood Resort City Environs			

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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>
42502	N	ccf	\$.2509	04/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Wildwood Resort City Environs			
42502	N	ccf	\$.3450	05/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Wildwood Resort City Environs			
42502	N	ccf	\$.6582	06/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Wildwood Resort City Environs			
42502	N	ccf	\$.7001	07/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Wildwood Resort City Environs			
42502	N	ccf	\$.5600	02/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Wildwood Resort City Environs			

**REASONS FOR FILING**

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): Update tariff to include rate schedule

**SERVICES**

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

**PREPARER - PERSON FILING**

RRC NO: 1318 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid

TITLE: Office and Compliance Mgr

ADDRESS LINE 1: 207 W Mill St

ADDRESS LINE 2:

CITY: Livingston STATE: TX ZIP: 77351 ZIP4:

AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:



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**CURTAILMENT PLAN**

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p data-bbox="289 401 657 428">7.455 Curtailment Standards.</p> <p data-bbox="289 464 1437 520">(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="289 556 1485 667">(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="289 703 917 730">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="289 766 1485 961">(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="289 997 1404 1087">(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 1123 1388 1171">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="289 1207 1485 1297">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="289 1333 1469 1444">(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 1480 1485 1528">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="289 1564 1485 1864">(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>

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(c) Priorities.

(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:

(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

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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

(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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RRC COID: 2304 COMPANY NAME: ROCKIN M GAS LLC

TARIFF CODE: DS RRC TARIFF NO: 36867

LINE EXTENSION POLICY

POLICY ID	DESCRIPTION
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>

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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

#### 1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

#### 2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall

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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

**3 ALLOWANCE FOR NEW BUSINESS:**

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

**4. ADVANCES:**

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

**5 CONSTRUCTION OF FACILITIES:**

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

**6 REVIEW OF ADVANCES:**

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate

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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.

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QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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 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.</p> <p>(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</p>



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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

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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities

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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule

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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

QOS001

TEXAS ADMINISTRATIVE CODE  
 TITLE 16 ECONOMIC REGULATION  
 PART 1 RAILROAD COMMISSION OF TEXAS  
 CHAPTER 7 GAS SERVICES  
 SUBCHAPTER B SPECIAL PROCEDURAL RULES  
 RULE 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 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

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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;

(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;

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(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.

(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 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

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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.

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(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.

QOS002

(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.



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(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 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;

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(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 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

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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

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(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.

(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.

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
319283	SF-3		Customer requested reading of meter for any purpose other than initiation of service. \$20.00
319284	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
319285	SF-5		Restore service after termination for nonpayment. \$40.00
319286	SF-6		After hours reconnect fee. \$60.00
319287	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
319288	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
319289	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
319290	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
319291	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
319292	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
319293	SF-13		Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road

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		crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. \$3.00/foot
319294	SF-14	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot
319295	SF-15	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
319296	SF-16	Set meter at existing tap. \$25.00
319297	SF-17	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
319298	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
319299	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
319300	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
319301	SF-21	Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00
319302	SF-23	Turning service on or off at customers request (per trip). \$25.00
319303	SF-24	Returned Check Charge. \$30.00
319304	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
319305	SF-26	Online Transaction Fee. \$3.25
319281	SF-1	Institution of Service - Charged to any Applicant for

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319282	SF-2	the cost involved in institution of service. This fee shall be charged when only a meter reading is required. \$50.00
		Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00

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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/16/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

**RATE SCHEDULE**

SCHEDULE ID                      DESCRIPTION  
 Residential Environs

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.

Residential Environs1

APPLICATION OF SCHEDULE -

1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the unincorporated environs of Devers, Douglass, Hull, Livingston, Mt. Enterprise, Nome, Raywood, and Wildwood. Service under this Tariff is subject to the original jurisdiction of the Railroad Commission of Texas. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.

2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Railroad Commission of Texas. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer's volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer's classification, the questions shall be resolved by reference to the coding of the Customer's primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government's Office of Management and Budget.

3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff:

Company: Rockin M Gas.

Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company.

Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.



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The Commission: The Railroad Commission of Texas.

The Regulatory Authority: The Railroad Commission of Texas.

Consumer: Any person or organization receiving and using gas from the Company for his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.

Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A - Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE, MINIMUM MONTHLY: \$18.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA,

COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE - The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

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PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

**PSF 2023**

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

**CRR**

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

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8) CRR Scheduled Adjustment Date ` January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells natural gas to the public and that is subject to the Commissions jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such calculation without any limitation in order to give effect to any merger, acquisition, disposition, divestiture, spin-off or other transaction that would impact a Participating Gas Utilitys share of the total aggregate Normalized Sales

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Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to

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pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.

C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [\$1.10/Mcf] [\$0.11/Ccf], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: (A \* (1 - B))

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.

Step 2: Determination of CRR Charge

(D) Total CRR Charge Rate Revenue Requirement for Applicable Period

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(E) CRR Charge per Normalized Sales Volumes (Mcf): (D / C)  
 Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commissions review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

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If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known

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volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:  
 (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,  
 (b) the revenues produced by the operation of this Cost of Gas Clause,  
 (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and  
 (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST OF GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the Regulatory Authority which shall include but not be limited to:  
 (a) the Cost of Purchased Gas,  
 (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,



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- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),
- (g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,
- (h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and
- (i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

RATE ADJUSTMENT PROVISIONS

None

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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42501	N	ccf	\$.6043	09/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Douglass Environs			
42501	N	ccf	\$.4636	10/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Douglass Environs			
42501	N	ccf	\$.6280	03/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Douglass Environs			
42501	N	ccf	\$.4760	12/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Douglass Environs			
42501	N	ccf	\$.5118	11/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Douglass Environs			
42501	N	ccf	\$.5976	01/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Douglass Environs			
42501	N	ccf	\$.4494	09/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Douglass Environs			
42501	N	ccf	\$.6512	02/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Douglass Environs			
42501	N	ccf	\$.5428	10/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Douglass Environs			
42501	N	ccf	\$.5159	11/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Douglass Environs			
42501	N	ccf	\$.5385	12/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Douglass Environs			
42501	N	ccf	\$.4905	01/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Douglass Environs			
42501	N	ccf	\$.5784	08/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Douglass Environs			
42501	N	ccf	\$.5526	03/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Douglass Environs			
42501	N	ccf	\$.2509	04/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Douglass Environs			
42501	N	ccf	\$.3450	05/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Douglass Environs			
42501	N	ccf	\$.6582	06/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Douglass Environs			

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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>
42501	N	ccf	\$.7001	07/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Douglass Environs			
42501	N	ccf	\$.5600	02/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Douglass Environs			

**REASONS FOR FILING**

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): Update tariff to include rate schedule

**SERVICES**

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

**PREPARER - PERSON FILING**

RRC NO: 1318 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid

TITLE: Office and Compliance Mgr

ADDRESS LINE 1: 207 W Mill St

ADDRESS LINE 2:

CITY: Livingston STATE: TX ZIP: 77351 ZIP4:

AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:

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**CURTAILMENT PLAN**

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p>7.455 Curtailment Standards.</p> <p>(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>(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>(2) Commission--The Railroad Commission of Texas.</p> <p>(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>(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>(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p>(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p>(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>(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p>(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>

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(c) Priorities.

(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:

(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

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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

(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>
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>

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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall



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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

### 3 ALLOWANCE FOR NEW BUSINESS:

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

### 4. ADVANCES:

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

### 5 CONSTRUCTION OF FACILITIES:

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

### 6 REVIEW OF ADVANCES:

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate

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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.

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QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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 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.</p> <p>(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</p>

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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

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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities

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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule

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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

QOS001

TEXAS ADMINISTRATIVE CODE  
 TITLE 16 ECONOMIC REGULATION  
 PART 1 RAILROAD COMMISSION OF TEXAS  
 CHAPTER 7 GAS SERVICES  
 SUBCHAPTER B SPECIAL PROCEDURAL RULES  
 RULE 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 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

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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;

(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;



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(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.

(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 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

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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.

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(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.

QOS002

(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.

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(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 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;

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(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 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

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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

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(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.

(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.

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
318997	SF-3		Customer requested reading of meter for any purpose other than initiation of service. \$20.00
318998	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
318999	SF-5		Restore service after termination for nonpayment. \$40.00
319000	SF-6		After hours reconnect fee. \$60.00
319001	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
319002	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
319003	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
319004	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
319005	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
319006	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
319007	SF-13		Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road



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		crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. \$3.00/foot
319008	SF-14	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot
319009	SF-15	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
319010	SF-16	Set meter at existing tap. \$25.00
319011	SF-17	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
319012	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
319013	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
319014	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
319015	SF-21	Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00
319016	SF-23	Turning service on or off at customers request (per trip). \$25.00
319017	SF-24	Returned Check Charge. \$30.00
319018	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
319019	SF-26	Online Transaction Fee. \$3.25
318995	SF-1	Institution of Service - Charged to any Applicant for

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318996	SF-2	the cost involved in institution of service. This fee shall be charged when only a meter reading is required. \$50.00
		Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00

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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/16/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID                      DESCRIPTION  
 Residential Environs

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.

Residential Environs1

APPLICATION OF SCHEDULE -

1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the unincorporated environs of Devers, Douglass, Hull, Livingston, Mt. Enterprise, Nome, Raywood, and Wildwood. Service under this Tariff is subject to the original jurisdiction of the Railroad Commission of Texas. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.

2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Railroad Commission of Texas. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer's volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer's classification, the questions shall be resolved by reference to the coding of the Customer's primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government's Office of Management and Budget.

3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff:

Company: Rockin M Gas.

Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company.

Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.

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The Commission: The Railroad Commission of Texas.

The Regulatory Authority: The Railroad Commission of Texas.

Consumer: Any person or organization receiving and using gas from the Company for his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.

Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A - Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE, MINIMUM MONTHLY: \$18.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA,

COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE - The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

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PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

**PSF 2023**

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

**CRR**

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

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8) CRR Scheduled Adjustment Date ` January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells natural gas to the public and that is subject to the Commissions jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such calculation without any limitation in order to give effect to any merger, acquisition, disposition, divestiture, spin-off or other transaction that would impact a Participating Gas Utility's share of the total aggregate Normalized Sales

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Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to

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pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.

C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [\$1.10/Mcf] [\$0.11/Ccf], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: (A \* (1 - B))

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.

Step 2: Determination of CRR Charge

(D) Total CRR Charge Rate Revenue Requirement for Applicable Period



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(E) CRR Charge per Normalized Sales Volumes (Mcf): (D / C)  
 Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commissions review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

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If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known

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volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:

- (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,
- (b) the revenues produced by the operation of this Cost of Gas Clause,
- (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and
- (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST OF GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the Regulatory Authority which shall include but not be limited to:

- (a) the Cost of Purchased Gas,
- (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,

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- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),
- (g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,
- (h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and
- (i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

**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>
42500	N	ccf	\$.6043	09/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise Environs			
42500	N	ccf	\$.4636	10/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise Environs			
42500	N	ccf	\$.6280	03/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise Environs			
42500	N	ccf	\$.4760	12/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise Environs			
42500	N	ccf	\$.5118	11/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise Environs			
42500	N	ccf	\$.5976	01/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise Environs			
42500	N	ccf	\$.4494	09/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise Environs			
42500	N	ccf	\$.6512	02/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise Environs			
42500	N	ccf	\$.5428	10/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise Environs			
42500	N	ccf	\$.5159	11/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise Environs			
42500	N	ccf	\$.5385	12/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise Environs			
42500	N	ccf	\$.4905	01/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise Environs			
42500	N	ccf	\$.5784	08/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise Environs			
42500	N	ccf	\$.5526	03/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise Environs			

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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>
42500	N	ccf	\$.2509	04/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise Environs			
42500	N	ccf	\$.3450	05/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise Environs			
42500	N	ccf	\$.6582	06/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise Environs			
42500	N	ccf	\$.7001	07/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise Environs			
42500	N	ccf	\$.5600	02/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise Environs			

**REASONS FOR FILING**

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): Update tariff to include rate schedule

**SERVICES**

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

**PREPARER - PERSON FILING**

RRC NO: 1318 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid

TITLE: Office and Compliance Mgr

ADDRESS LINE 1: 207 W Mill St

ADDRESS LINE 2:

CITY: Livingston STATE: TX ZIP: 77351 ZIP4:

AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:

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## CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p>7.455 Curtailment Standards.</p> <p>(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>(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>(2) Commission--The Railroad Commission of Texas.</p> <p>(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>(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>(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p>(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p>(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>(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p>(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>

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(c) Priorities.

(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:

(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



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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

(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

POLICY ID	DESCRIPTION
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>

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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

#### 1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

#### 2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall

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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

**3 ALLOWANCE FOR NEW BUSINESS:**

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

**4. ADVANCES:**

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

**5 CONSTRUCTION OF FACILITIES:**

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

**6 REVIEW OF ADVANCES:**

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate

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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.

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QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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 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.</p> <p>(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</p>

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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

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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities



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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule

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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

QOS001

TEXAS ADMINISTRATIVE CODE  
 TITLE 16 ECONOMIC REGULATION  
 PART 1 RAILROAD COMMISSION OF TEXAS  
 CHAPTER 7 GAS SERVICES  
 SUBCHAPTER B SPECIAL PROCEDURAL RULES  
 RULE 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 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

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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;

(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;

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(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.

(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 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

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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.

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(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.

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(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.

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(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 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;

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(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 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



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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

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(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.

(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.

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
319101	SF-3		Customer requested reading of meter for any purpose other than initiation of service. \$20.00
319102	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
319103	SF-5		Restore service after termination for nonpayment. \$40.00
319104	SF-6		After hours reconnect fee. \$60.00
319105	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
319106	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
319107	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
319108	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
319109	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
319110	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
319111	SF-13		Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road

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		crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. \$3.00/foot
319112	SF-14	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot
319113	SF-15	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
319114	SF-16	Set meter at existing tap. \$25.00
319115	SF-17	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
319116	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
319117	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
319118	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
319119	SF-21	Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00
319120	SF-23	Turning service on or off at customers request (per trip). \$25.00
319121	SF-24	Returned Check Charge. \$30.00
319122	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
319123	SF-26	Online Transaction Fee. \$3.25
319099	SF-1	Institution of Service - Charged to any Applicant for

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319100	SF-2	the cost involved in institution of service. This fee shall be charged when only a meter reading is required. \$50.00
		Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00

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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/23/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
Mt Enterprise - FF	Mt Enterprise Incorporated Customers shall be charged a Franchise Fee of 2% on their monthly bills.
Residential Inc	APPLICATION OF SCHEDULE -  1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the incorporated municipalities of Devers, Livingston, Mt. Enterprise, and Nome. Service under this Tariff is subject to the original jurisdiction of the municipalities of Devers, Livingston, Mt. Enterprise, and Nome. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.  2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Municipality. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer`s volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer`s classification, the questions shall be resolved by reference to the coding of the Customer`s primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government`s Office of Management and Budget.  3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff:  Company: Rockin M Gas. Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company.  Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.  The Commission: The Railroad Commission of Texas.  The Regulatory Authority: City Council of the City of Devers, City of Livingston, City of Mt. Enterprise, and the City of Nome.  Consumer: Any person or organization receiving and using gas from the Company for

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his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.

Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A- Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE MINIMUM MONTHLY: \$18.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA

COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE - The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

PSF 2023

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection

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Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

**PSF 2024**

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.

**CRR**

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).



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7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

8) CRR Scheduled Adjustment Date ` January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells natural gas to the public and that is subject to the Commission's jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such

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calculation without any limitation in order to give effect to any merger, acquisition, disposition, divestiture, spin-off or other transaction that would impact a Participating Gas Utility's share of the total aggregate Normalized Sales Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance

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with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.

C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [\$1.10/Mcf] [\$0.11/Ccf], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: (A \* (1 - B))

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.

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Step 2: Determination of CRR Charge  
 (D) Total CRR Charge Rate Revenue Requirement for Applicable Period  
 (E) CRR Charge per Normalized Sales Volumes (Mcf): (D / C)  
 Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commissions review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate

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amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

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5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:  
 (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,  
 (b) the revenues produced by the operation of this Cost of Gas Clause,  
 (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and  
 (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST of GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the

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Regulatory Authority which shall include but not be limited to:

- (a) the Cost of Purchased Gas,
- (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,
- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),
- (g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,
- (h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and
- (i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

**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>
42499	N	ccf	\$.6043	09/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise, INC			
42499	N	ccf	\$.6280	03/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise, INC			
42499	N	ccf	\$.4760	12/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise, INC			
42499	N	ccf	\$.5118	11/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise, INC			
42499	N	ccf	\$.5976	01/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise, INC			
42499	N	ccf	\$.4494	09/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise, INC			
42499	N	ccf	\$.6512	02/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise, INC			
42499	N	ccf	\$.4636	10/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise, INC			
42499	N	ccf	\$.5428	10/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise, INC			
42499	N	ccf	\$.5159	11/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise, INC			
42499	N	ccf	\$.5385	12/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise, INC			
42499	N	ccf	\$.4905	01/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise, INC			
42499	N	ccf	\$.5784	08/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise, INC			
42499	N	ccf	\$.5526	03/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise, INC			
42499	N	ccf	\$.2509	04/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise, INC			
42499	N	ccf	\$.3450	05/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise, INC			
42499	N	ccf	\$.6582	06/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise, INC			



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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>
42499	N	ccf	\$.7001	07/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise, INC			
42499	N	ccf	\$.5600	02/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Mt. Enterprise, INC			

**REASONS FOR FILING**

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): Update tariff to include rate schedule

**SERVICES**

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

**PREPARER - PERSON FILING**

RRC NO: 1318 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid

TITLE: Office and Compliance Mgr

ADDRESS LINE 1: 207 W Mill St

ADDRESS LINE 2:

CITY: Livingston STATE: TX ZIP: 77351 ZIP4:

AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:

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**CURTAILMENT PLAN**

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p data-bbox="289 405 654 430">7.455 Curtailment Standards.</p> <p data-bbox="289 468 1433 520">(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="289 558 1487 667">(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="289 705 922 730">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="289 768 1487 961">(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="289 999 1409 1087">(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 1125 1385 1171">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="289 1209 1487 1297">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="289 1335 1463 1444">(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 1482 1474 1528">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="289 1566 1487 1864">(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>

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(c) Priorities.

(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:

(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

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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

(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

POLICY ID	DESCRIPTION
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>

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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

#### 1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

#### 2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall

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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

**3 ALLOWANCE FOR NEW BUSINESS:**

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

**4. ADVANCES:**

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

**5 CONSTRUCTION OF FACILITIES:**

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

**6 REVIEW OF ADVANCES:**

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate

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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.



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## QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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 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.</p> <p>(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</p>

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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

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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities

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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule

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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

QOS001

TEXAS ADMINISTRATIVE CODE  
TITLE 16 ECONOMIC REGULATION  
PART 1 RAILROAD COMMISSION OF TEXAS  
CHAPTER 7 GAS SERVICES  
SUBCHAPTER B SPECIAL PROCEDURAL RULES  
RULE 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 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

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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;

(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;

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(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.

(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 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

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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.



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(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.

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(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.

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(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 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;

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(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 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

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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

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(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.

(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.

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## SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
319768	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
319769	SF-5		Restore service after termination for nonpayment. \$40.00
319770	SF-6		After hours reconnect fee. \$60.00
319771	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
319772	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
319773	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
319774	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
319775	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
319776	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
319777	SF-13		Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically

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		wet areas. \$3.00/foot
319778	SF-14	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot
319779	SF-15	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
319780	SF-16	Set meter at existing tap. \$25.00
319781	SF-17	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
319782	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
319783	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
319784	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
319785	SF-21	Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00
319786	SF-23	Turning service on or off at customers request (per trip). \$25.00
319787	SF-24	Returned Check Charge. \$30.00
319788	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
319789	SF-26	Online Transaction Fee. \$3.25
319765	SF-1	Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when only a meter reading is

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319766	SF-2	required. \$50.00 Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00
319767	SF-3	Customer requested reading of meter for any purpose other than initiation of service. \$20.00



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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/16/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

**RATE SCHEDULE**

<u>SCHEDULE ID</u>	<u>DESCRIPTION</u>
Residential Environs	<p>PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.</p>
Residential Environ1	<p>APPLICATION OF SCHEDULE -</p> <p>1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the unincorporated environs of Devers, Douglass, Hull, Livingston, Mt. Enterprise, Nome, Raywood, and Wildwood. Service under this Tariff is subject to the original jurisdiction of the Railroad Commission of Texas. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.</p> <p>2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Railroad Commission of Texas. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer's volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer's classification, the questions shall be resolved by reference to the coding of the Customer's primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government's Office of Management and Budget.</p> <p>3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff:</p> <p>Company: Rockin M Gas.</p> <p>Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company.</p> <p>Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.</p>

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

The Commission: The Railroad Commission of Texas.

The Regulatory Authority: The Railroad Commission of Texas.

Consumer: Any person or organization receiving and using gas from the Company for his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.

Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A - Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE, MINIMUM MONTHLY: \$18.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA,

COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE - The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

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PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

**PSF 2023**

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

**CRR**

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

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8) CRR Scheduled Adjustment Date ` January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells natural gas to the public and that is subject to the Commissions jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such calculation without any limitation in order to give effect to any merger, acquisition, disposition, divestiture, spin-off or other transaction that would impact a Participating Gas Utilitys share of the total aggregate Normalized Sales

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Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to

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pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.

C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [\$1.10/Mcf] [\$0.11/Ccf], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: (A \* (1 - B))

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.

Step 2: Determination of CRR Charge

(D) Total CRR Charge Rate Revenue Requirement for Applicable Period

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(E) CRR Charge per Normalized Sales Volumes (Mcf): (D / C)  
 Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commissions review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

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If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known



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volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:  
 (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,  
 (b) the revenues produced by the operation of this Cost of Gas Clause,  
 (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and  
 (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST OF GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the Regulatory Authority which shall include but not be limited to:  
 (a) the Cost of Purchased Gas,  
 (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,

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- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),
- (g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,
- (h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and
- (i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

**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>
42497	N	ccf	\$.6043	09/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Hull Environs			
42497	N	ccf	\$.6280	03/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Hull Environs			
42497	N	ccf	\$.4760	12/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Hull Environs			
42497	N	ccf	\$.5118	11/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Hull Environs			
42497	N	ccf	\$.5976	01/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Hull Environs			
42497	N	ccf	\$.4494	09/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Hull Environs			
42497	N	ccf	\$.6512	02/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Hull Environs			
42497	N	ccf	\$.4636	10/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Hull Environs			
42497	N	ccf	\$.5428	10/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Hull Environs			
42497	N	ccf	\$.5159	11/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Hull Environs			
42497	N	ccf	\$.5385	12/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Hull Environs			
42497	N	ccf	\$.4905	01/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Hull Environs			
42497	N	ccf	\$.5784	08/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Hull Environs			
42497	N	ccf	\$.5526	03/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Hull Environs			
42497	N	ccf	\$.2509	04/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Hull Environs			
42497	N	ccf	\$.3450	05/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Hull Environs			
42497	N	ccf	\$.6582	06/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Hull Environs			

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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>
42497	N	ccf	\$.7001	07/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Hull Environs			
42497	N	ccf	\$.5600	02/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Hull Environs			

**REASONS FOR FILING**

**NEW?: N**

**RRC DOCKET NO:**

**CITY ORDINANCE NO:**

**AMENDMENT (EXPLAIN):**

**OTHER (EXPLAIN): Update tariff to include rate schedule**

**SERVICES**

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

**PREPARER - PERSON FILING**

**RRC NO: 1318 ACTIVE FLAG: Y INACTIVE DATE:**

**FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid**

**TITLE: Office and Compliance Mgr**

**ADDRESS LINE 1: 207 W Mill St**

**ADDRESS LINE 2:**

**CITY: Livingston STATE: TX ZIP: 77351 ZIP4:**

**AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:**

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**CURTAILMENT PLAN**

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p data-bbox="282 405 654 434">7.455 Curtailment Standards.</p> <p data-bbox="282 466 1437 522">(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="282 554 1487 669">(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="282 701 922 730">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="282 762 1487 963">(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="282 995 1409 1085">(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 1117 1385 1173">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="282 1205 1487 1295">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="282 1327 1463 1442">(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 1474 1474 1530">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="282 1562 1487 1858">(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>

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(c) Priorities.

(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:

(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

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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

(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

POLICY ID	DESCRIPTION
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>



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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall

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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

**3 ALLOWANCE FOR NEW BUSINESS:**

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

**4. ADVANCES:**

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

**5 CONSTRUCTION OF FACILITIES:**

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

**6 REVIEW OF ADVANCES:**

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate

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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.

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QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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 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.</p> <p>(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</p>

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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

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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities

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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule

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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

QOS001

TEXAS ADMINISTRATIVE CODE  
 TITLE 16 ECONOMIC REGULATION  
 PART 1 RAILROAD COMMISSION OF TEXAS  
 CHAPTER 7 GAS SERVICES  
 SUBCHAPTER B SPECIAL PROCEDURAL RULES  
 RULE 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 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



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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;

(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;

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(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.

(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 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

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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.

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(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.

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(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.

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(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 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;

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(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 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

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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

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(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.

(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.



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## SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
319049	SF-3		Customer requested reading of meter for any purpose other than initiation of service. \$20.00
319050	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
319051	SF-5		Restore service after termination for nonpayment. \$40.00
319052	SF-6		After hours reconnect fee. \$60.00
319053	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
319054	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
319055	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
319056	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
319057	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
319058	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
319059	SF-13		Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road

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		crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. \$3.00/foot
319060	SF-14	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot
319061	SF-15	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
319062	SF-16	Set meter at existing tap. \$25.00
319063	SF-17	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
319064	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
319065	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
319066	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
319067	SF-21	Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00
319068	SF-23	Turning service on or off at customers request (per trip). \$25.00
319069	SF-24	Returned Check Charge. \$30.00
319070	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
319071	SF-26	Online Transaction Fee. \$3.25
319047	SF-1	Institution of Service - Charged to any Applicant for

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319048	SF-2	the cost involved in institution of service. This fee shall be charged when only a meter reading is required. \$50.00
		Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00

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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/16/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID                      DESCRIPTION

Residential Environs

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.

Residential Environs1

APPLICATION OF SCHEDULE -

1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the unincorporated environs of Devers, Douglass, Hull, Livingston, Mt. Enterprise, Nome, Raywood, and Wildwood. Service under this Tariff is subject to the original jurisdiction of the Railroad Commission of Texas. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.

2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Railroad Commission of Texas. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer's volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer's classification, the questions shall be resolved by reference to the coding of the Customer's primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government's Office of Management and Budget.

3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff:

Company: Rockin M Gas.

Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company.

Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.

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The Commission: The Railroad Commission of Texas.

The Regulatory Authority: The Railroad Commission of Texas.

Consumer: Any person or organization receiving and using gas from the Company for his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.

Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A - Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE, MINIMUM MONTHLY: \$18.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA,

COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE - The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

**PSF 2023**

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

**CRR**

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

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8) CRR Scheduled Adjustment Date ` January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells natural gas to the public and that is subject to the Commissions jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such calculation without any limitation in order to give effect to any merger, acquisition, disposition, divestiture, spin-off or other transaction that would impact a Participating Gas Utilitys share of the total aggregate Normalized Sales

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SCHEDULE ID

DESCRIPTION

Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to



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pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.

C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [\$1.10/Mcf] [\$0.11/Ccf], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: (A \* (1 - B))

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.

Step 2: Determination of CRR Charge

(D) Total CRR Charge Rate Revenue Requirement for Applicable Period

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(E) CRR Charge per Normalized Sales Volumes (Mcf): (D / C)  
 Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commissions review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

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If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known

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volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:  
 (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,  
 (b) the revenues produced by the operation of this Cost of Gas Clause,  
 (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and  
 (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST OF GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the Regulatory Authority which shall include but not be limited to:  
 (a) the Cost of Purchased Gas,  
 (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,

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- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),
- (g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,
- (h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and
- (i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

**RATE ADJUSTMENT PROVISIONS**

None

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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42495	N	ccf	\$.6043	09/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Devers Environs			
42495	N	ccf	\$.6280	03/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Devers Environs			
42495	N	ccf	\$.4760	12/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers Environs			
42495	N	ccf	\$.5118	11/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers Environs			
42495	N	ccf	\$.5976	01/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Devers Environs			
42495	N	ccf	\$.4494	09/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers Environs			
42495	N	ccf	\$.6512	02/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Devers Environs			
42495	N	ccf	\$.4636	10/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers Environs			
42495	N	ccf	\$.5428	10/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Devers Environs			
42495	N	ccf	\$.5159	11/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Devers Environs			
42495	N	ccf	\$.5385	12/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Devers Environs			
42495	N	ccf	\$.4905	01/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers Environs			
42495	N	ccf	\$.5784	08/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers Environs			
42495	N	ccf	\$.5526	03/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers Environs			
42495	N	ccf	\$.2509	04/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers Environs			
42495	N	ccf	\$.3450	05/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers Environs			
42495	N	ccf	\$.6582	06/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers Environs			

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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>
42495	N	ccf	\$.7001	07/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers Environs			
42495	N	ccf	\$.5600	02/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers Environs			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): Update tariff to include rate schedule

SERVICES

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

PREPARER - PERSON FILING

RRC NO: 1318 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid

TITLE: Office and Compliance Mgr

ADDRESS LINE 1: 207 W Mill St

ADDRESS LINE 2:

CITY: Livingston STATE: TX ZIP: 77351 ZIP4:

AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:

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**CURTAILMENT PLAN**

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p data-bbox="289 405 654 430">7.455 Curtailment Standards.</p> <p data-bbox="289 468 1435 520">(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="289 558 1487 667">(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="289 705 922 730">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="289 768 1487 961">(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="289 999 1409 1087">(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 1125 1383 1171">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="289 1209 1487 1297">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="289 1335 1461 1444">(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 1482 1474 1528">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="289 1566 1487 1856">(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>



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(c) Priorities.

(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:

(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

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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

(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>
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>

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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall

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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

### 3 ALLOWANCE FOR NEW BUSINESS:

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

### 4. ADVANCES:

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

### 5 CONSTRUCTION OF FACILITIES:

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

### 6 REVIEW OF ADVANCES:

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate

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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.

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## QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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 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.</p> <p>(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</p>

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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



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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities

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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule

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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

QOS001

TEXAS ADMINISTRATIVE CODE  
 TITLE 16 ECONOMIC REGULATION  
 PART 1 RAILROAD COMMISSION OF TEXAS  
 CHAPTER 7 GAS SERVICES  
 SUBCHAPTER B SPECIAL PROCEDURAL RULES  
 RULE 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 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

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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;

(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;

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(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.

(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 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

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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.

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(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.

QOS002

(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.

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(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 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;



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(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 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

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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

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(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.

(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.

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
318945	SF-3		Customer requested reading of meter for any purpose other than initiation of service. \$20.00
318946	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
318947	SF-5		Restore service after termination for nonpayment. \$40.00
318948	SF-6		After hours reconnect fee. \$60.00
318949	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
318950	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
318951	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
318952	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
318953	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
318954	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
318955	SF-13		Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road

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		crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. \$3.00/foot
318956	SF-14	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot
318957	SF-15	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
318958	SF-16	Set meter at existing tap. \$25.00
318959	SF-17	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
318960	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
318961	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
318962	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
318963	SF-21	Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00
318964	SF-23	Turning service on or off at customers request (per trip). \$25.00
318965	SF-24	Returned Check Charge. \$30.00
318966	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
318967	SF-26	Online Transaction Fee. \$3.25
318943	SF-1	Institution of Service - Charged to any Applicant for

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318944	SF-2	the cost involved in institution of service. This fee shall be charged when only a meter reading is required. \$50.00
		Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00

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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/23/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
Devers - FF	Devers Incorporated Customers shall be charged a Franchise Fee of 2% on their monthly bills.
Residential Inc	APPLICATION OF SCHEDULE -  1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the incorporated municipalities of Devers, Livingston, Mt. Enterprise, and Nome. Service under this Tariff is subject to the original jurisdiction of the municipalities of Devers, Livingston, Mt. Enterprise, and Nome. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.  2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Municipality. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer`s volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer`s classification, the questions shall be resolved by reference to the coding of the Customer`s primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government`s Office of Management and Budget.  3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff:  Company: Rockin M Gas. Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company.  Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.  The Commission: The Railroad Commission of Texas.  The Regulatory Authority: City Council of the City of Devers, City of Livingston, City of Mt. Enterprise, and the City of Nome.  Consumer: Any person or organization receiving and using gas from the Company for

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his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.

Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A- Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE MINIMUM MONTHLY: \$18.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA

COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE - The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

PSF 2023

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection



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Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

**PSF 2024**

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.

**CRR**

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

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7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

8) CRR Scheduled Adjustment Date ` January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells natural gas to the public and that is subject to the Commissions jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such

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calculation without any limitation in order to give effect to any merger, acquisition, disposition, divestiture, spin-off or other transaction that would impact a Participating Gas Utility's share of the total aggregate Normalized Sales Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance

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with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.

C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [\$1.10/Mcf] [\$0.11/Ccf], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: (A \* (1 - B))

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.

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Step 2: Determination of CRR Charge

(D) Total CRR Charge Rate Revenue Requirement for Applicable Period

(E) CRR Charge per Normalized Sales Volumes (Mcf): (D / C)

Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commissions review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

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5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:  
 (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,  
 (b) the revenues produced by the operation of this Cost of Gas Clause,  
 (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and  
 (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST of GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the

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Regulatory Authority which shall include but not be limited to:

- (a) the Cost of Purchased Gas,
- (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,
- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),
- (g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,
- (h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and
- (i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

**RATE ADJUSTMENT PROVISIONS**

None



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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42493	N	ccf	\$.6043	09/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Devers, INC			
42493	N	ccf	\$.6280	03/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Devers, INC			
42493	N	ccf	\$.4760	12/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers, INC			
42493	N	ccf	\$.5118	11/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers, INC			
42493	N	ccf	\$.5976	01/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Devers, INC			
42493	N	ccf	\$.4494	09/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers, INC			
42493	N	ccf	\$.6512	02/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Devers, INC			
42493	N	ccf	\$.4636	10/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers, INC			
42493	N	ccf	\$.5428	10/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Devers, INC			
42493	N	ccf	\$.5159	11/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Devers, INC			
42493	N	ccf	\$.5385	12/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Devers, INC			
42493	N	ccf	\$.4905	01/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers, INC			
42493	N	ccf	\$.5784	08/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers, INC			
42493	N	ccf	\$.5526	03/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers, INC			
42493	N	ccf	\$.2509	04/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers, INC			
42493	N	ccf	\$.3450	05/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers, INC			
42493	N	ccf	\$.6582	06/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers, INC			

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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>
42493	N	ccf	\$.7001	07/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers, INC			
42493	N	ccf	\$.5600	02/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Devers, INC			

**REASONS FOR FILING**

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): Update tariff to include rate schedule

**SERVICES**

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

**PREPARER - PERSON FILING**

RRC NO: 1318 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid

TITLE: Office and Compliance Mgr

ADDRESS LINE 1: 207 W Mill St

ADDRESS LINE 2:

CITY: Livingston STATE: TX ZIP: 77351 ZIP4:

AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:

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**CURTAILMENT PLAN**

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p data-bbox="289 405 657 430">7.455 Curtailment Standards.</p> <p data-bbox="289 468 1437 520">(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="289 558 1485 667">(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="289 705 922 730">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="289 768 1485 961">(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="289 999 1409 1087">(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 1125 1383 1171">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="289 1209 1485 1297">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="289 1335 1461 1444">(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 1482 1474 1528">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="289 1566 1485 1864">(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>

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(c) Priorities.

(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:

(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

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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

(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>
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>

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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall

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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

#### 3 ALLOWANCE FOR NEW BUSINESS:

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

#### 4. ADVANCES:

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

#### 5 CONSTRUCTION OF FACILITIES:

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

#### 6 REVIEW OF ADVANCES:

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate



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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.

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## QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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 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.</p> <p>(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</p>

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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

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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities

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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule

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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

QOS001

TEXAS ADMINISTRATIVE CODE  
 TITLE 16 ECONOMIC REGULATION  
 PART 1 RAILROAD COMMISSION OF TEXAS  
 CHAPTER 7 GAS SERVICES  
 SUBCHAPTER B SPECIAL PROCEDURAL RULES  
 RULE 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 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

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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;

(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;

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(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.

(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 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



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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.

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(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.

QOS002

(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.

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(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 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;

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(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 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

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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

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(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.

(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.

## GAS SERVICES DIVISION

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## SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
319820	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
319821	SF-5		Restore service after termination for nonpayment. \$40.00
319822	SF-6		After hours reconnect fee. \$60.00
319823	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
319824	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
319825	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
319826	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
319827	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
319828	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
319829	SF-13		Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically

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		wet areas. \$3.00/foot
319830	SF-14	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot
319831	SF-15	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
319832	SF-16	Set meter at existing tap. \$25.00
319833	SF-17	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
319834	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
319835	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
319836	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
319837	SF-21	Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00
319838	SF-23	Turning service on or off at customers request (per trip). \$25.00
319839	SF-24	Returned Check Charge. \$30.00
319840	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
319841	SF-26	Online Transaction Fee. \$3.25
319817	SF-1	Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when only a meter reading is



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319818	SF-2	<p>required. \$50.00</p> <p>Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00</p>
319819	SF-3	<p>Customer requested reading of meter for any purpose other than initiation of service. \$20.00</p>

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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/16/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

**RATE SCHEDULE**

<u>SCHEDULE ID</u>	<u>DESCRIPTION</u>
Residential Environs	<p>PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.</p>
Residential Environ1	<p>APPLICATION OF SCHEDULE -</p> <p>1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the unincorporated environs of Devers, Douglass, Hull, Livingston, Mt. Enterprise, Nome, Raywood, and Wildwood. Service under this Tariff is subject to the original jurisdiction of the Railroad Commission of Texas. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.</p> <p>2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Railroad Commission of Texas. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer's volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer's classification, the questions shall be resolved by reference to the coding of the Customer's primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government's Office of Management and Budget.</p> <p>3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff:</p> <p>Company: Rockin M Gas.</p> <p>Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company.</p> <p>Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.</p>

RAILROAD COMMISSION OF TEXAS  
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The Commission: The Railroad Commission of Texas.

The Regulatory Authority: The Railroad Commission of Texas.

Consumer: Any person or organization receiving and using gas from the Company for his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.

Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A - Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE, MINIMUM MONTHLY: \$18.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA,

COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE - The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

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PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

**PSF 2023**

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

**CRR**

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

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8) CRR Scheduled Adjustment Date ` January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells natural gas to the public and that is subject to the Commissions jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such calculation without any limitation in order to give effect to any merger, acquisition, disposition, divesture, spin-off or other transaction that would impact a Participating Gas Utilitys share of the total aggregate Normalized Sales

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Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to

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pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.

C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [\$1.10/Mcf] [\$0.11/Ccf], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: (A \* (1 - B))

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.

Step 2: Determination of CRR Charge

(D) Total CRR Charge Rate Revenue Requirement for Applicable Period

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(E) CRR Charge per Normalized Sales Volumes (Mcf): (D / C)  
 Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commissions review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).



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If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known

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volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:

- (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,
- (b) the revenues produced by the operation of this Cost of Gas Clause,
- (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and
- (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST OF GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the Regulatory Authority which shall include but not be limited to:

- (a) the Cost of Purchased Gas,
- (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),
- (g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,
- (h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and
- (i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

**RATE ADJUSTMENT PROVISIONS**

None

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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42491	N	ccf	\$.6280	03/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Nome Environs			
42491	N	ccf	\$.4760	12/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome Environs			
42491	N	ccf	\$.5118	11/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome Environs			
42491	N	ccf	\$.6043	09/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Nome Environs			
42491	N	ccf	\$.5976	01/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Nome Environs			
42491	N	ccf	\$.4494	09/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome Environs			
42491	N	ccf	\$.6512	02/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Nome Environs			
42491	N	ccf	\$.4636	10/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome Environs			
42491	N	ccf	\$.5428	10/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Nome Environs			
42491	N	ccf	\$.5159	11/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Nome Environs			
42491	N	ccf	\$.5385	12/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Nome Environs			
42491	N	ccf	\$.4905	01/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome Environs			
42491	N	ccf	\$.5784	08/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome Environs			
42491	N	ccf	\$.5526	03/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome Environs			
42491	N	ccf	\$.2509	04/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome Environs			
42491	N	ccf	\$.3450	05/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome Environs			
42491	N	ccf	\$.6582	06/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome Environs			

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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>
42491	N	ccf	\$.7001	07/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome Environs			
42491	N	ccf	\$.5600	02/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome Environs			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): Update tariff to include rate schedule

SERVICES

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

PREPARER - PERSON FILING

RRC NO: 1318 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid

TITLE: Office and Compliance Mgr

ADDRESS LINE 1: 207 W Mill St

ADDRESS LINE 2:

CITY: Livingston STATE: TX ZIP: 77351 ZIP4:

AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:

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CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p data-bbox="289 405 654 430">7.455 Curtailment Standards.</p> <p data-bbox="289 468 1433 520">(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="289 558 1487 667">(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="289 705 922 730">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="289 768 1487 961">(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="289 999 1409 1087">(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 1125 1385 1171">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="289 1209 1487 1297">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="289 1335 1463 1444">(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 1482 1474 1528">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="289 1566 1487 1860">(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>

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(c) Priorities.

(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:

(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

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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

(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

POLICY ID	DESCRIPTION
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>

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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall

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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

#### 3 ALLOWANCE FOR NEW BUSINESS:

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

#### 4. ADVANCES:

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

#### 5 CONSTRUCTION OF FACILITIES:

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

#### 6 REVIEW OF ADVANCES:

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate

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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.

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## QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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 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.</p> <p>(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</p>

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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

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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities

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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule



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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

QOS001

TEXAS ADMINISTRATIVE CODE  
 TITLE 16 ECONOMIC REGULATION  
 PART 1 RAILROAD COMMISSION OF TEXAS  
 CHAPTER 7 GAS SERVICES  
 SUBCHAPTER B SPECIAL PROCEDURAL RULES  
 RULE 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 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

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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;

(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;

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(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.

(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 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

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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.

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(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.

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(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.

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(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 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;

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(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 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

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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



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(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.

(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.

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
319153	SF-3		Customer requested reading of meter for any purpose other than initiation of service. \$20.00
319154	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
319155	SF-5		Restore service after termination for nonpayment. \$40.00
319151	SF-1		Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when only a meter reading is required. \$50.00
319152	SF-2		Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00
319156	SF-6		After hours reconnect fee. \$60.00
319157	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
319158	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
319159	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
319160	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
319161	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
319162	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under

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319163	SF-13	concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
319164	SF-14	Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. \$3.00/foot
319165	SF-15	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot
319166	SF-16	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
319167	SF-17	Set meter at existing tap. \$25.00
319168	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
319169	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
319170	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
319171	SF-21	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
		Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00

RAILROAD COMMISSION OF TEXAS  
GAS SERVICES DIVISION  
GSD - 1 TARIFF REPORT

RRC COID: 2304	COMPANY NAME: ROCKIN M GAS LLC
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TARIFF CODE: DS	RRC TARIFF NO: 36874
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319172	SF-23	Turning service on or off at customers request (per trip). \$25.00
319173	SF-24	Returned Check Charge. \$30.00
319174	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
319175	SF-26	Online Transaction Fee. \$3.25

GAS SERVICES DIVISION  
 GSD - 1 TARIFF REPORT

RRC COID: 2304 COMPANY NAME: ROCKIN M GAS LLC

TARIFF CODE: DS RRC TARIFF NO: 36875

DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/23/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

**RATE SCHEDULE**

SCHEDULE ID	DESCRIPTION
Nome - FF	<p>Nome Incorporated Customers shall be charged a Franchise Fee of 2% on their monthly bills.</p>
Residential Inc	<p>APPLICATION OF SCHEDULE -</p> <p>1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the incorporated municipalities of Devers, Livingston, Mt. Enterprise, and Nome. Service under this Tariff is subject to the original jurisdiction of the municipalities of Devers, Livingston, Mt. Enterprise, and Nome. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.</p> <p>2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Municipality. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer`s volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer`s classification, the questions shall be resolved by reference to the coding of the Customer`s primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government`s Office of Management and Budget.</p> <p>3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff:</p> <p>Company: Rockin M Gas. Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company.</p> <p>Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.</p> <p>The Commission: The Railroad Commission of Texas.</p> <p>The Regulatory Authority: City Council of the City of Devers, City of Livingston, City of Mt. Enterprise, and the City of Nome.</p> <p>Consumer: Any person or organization receiving and using gas from the Company for</p>

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his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.

Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A- Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE MINIMUM MONTHLY: \$18.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA

COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE - The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

PSF 2023

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection

GAS SERVICES DIVISION  
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Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

**PSF 2024**

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.

**CRR**

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

GAS SERVICES DIVISION

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**RATE SCHEDULE**

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7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

8) CRR Scheduled Adjustment Date ` January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells natural gas to the public and that is subject to the Commissions jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such



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calculation without any limitation in order to give effect to any merger, acquisition, disposition, divestiture, spin-off or other transaction that would impact a Participating Gas Utility's share of the total aggregate Normalized Sales Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance

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with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.

C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [\$1.10/Mcf] [\$0.11/Ccf], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: (A \* (1 - B))

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.

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Step 2: Determination of CRR Charge  
 (D) Total CRR Charge Rate Revenue Requirement for Applicable Period  
 (E) CRR Charge per Normalized Sales Volumes (Mcf): (D / C)  
 Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commissions review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate

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amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

## GAS SERVICES DIVISION

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**RATE SCHEDULE**SCHEDULE IDDESCRIPTION

5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:

- (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,
- (b) the revenues produced by the operation of this Cost of Gas Clause,
- (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and
- (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST of GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the

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Regulatory Authority which shall include but not be limited to:

- (a) the Cost of Purchased Gas,
- (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,
- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),
- (g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,
- (h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and
- (i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

**RATE ADJUSTMENT PROVISIONS**

None

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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42489	N	ccf	\$ .5428	10/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Nome, INC			
42489	N	ccf	\$ .6280	03/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Nome, INC			
42489	N	ccf	\$ .4760	12/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome, INC			
42489	N	ccf	\$ .5118	11/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome, INC			
42489	N	ccf	\$ .5976	01/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Nome, INC			
42489	N	ccf	\$ .4494	09/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome, INC			
42489	N	ccf	\$ .6512	02/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Nome, INC			
42489	N	ccf	\$ .4636	10/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome, INC			
42489	N	ccf	\$ .5159	11/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Nome, INC			
42489	N	ccf	\$ .6043	09/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Nome, INC			
42489	N	ccf	\$ .5385	12/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Nome, INC			
42489	N	ccf	\$ .4905	01/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome, INC			
42489	N	ccf	\$ .5784	08/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome, INC			
42489	N	ccf	\$ .5526	03/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome, INC			
42489	N	ccf	\$ .2509	04/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome, INC			
42489	N	ccf	\$ .3450	05/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome, INC			
42489	N	ccf	\$ .6582	06/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome, INC			

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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>
42489	N	ccf	\$.7001	07/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome, INC			
42489	N	ccf	\$.5600	02/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Nome, INC			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): Update tariff to include rate schedule

SERVICES

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

PREPARER - PERSON FILING

RRC NO: 1318 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid

TITLE: Office and Compliance Mgr

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CITY: Livingston STATE: TX ZIP: 77351 ZIP4:

AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:



## GAS SERVICES DIVISION

## GSD - 1 TARIFF REPORT

RRC COID: 2304 COMPANY NAME: ROCKIN M GAS LLC

TARIFF CODE: DS RRC TARIFF NO: 36875

## CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p>7.455 Curtailment Standards.</p> <p>(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>(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>(2) Commission--The Railroad Commission of Texas.</p> <p>(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>(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>(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p>(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p>(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>(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p>(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>

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(c) Priorities.

(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:

(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

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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

(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>
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>

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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall

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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

#### 3 ALLOWANCE FOR NEW BUSINESS:

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

#### 4. ADVANCES:

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

#### 5 CONSTRUCTION OF FACILITIES:

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

#### 6 REVIEW OF ADVANCES:

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate

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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.

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## QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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 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.</p> <p>(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</p>



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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

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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities

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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule

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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

QOS001

TEXAS ADMINISTRATIVE CODE  
 TITLE 16 ECONOMIC REGULATION  
 PART 1 RAILROAD COMMISSION OF TEXAS  
 CHAPTER 7 GAS SERVICES  
 SUBCHAPTER B SPECIAL PROCEDURAL RULES  
 RULE 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 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

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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;

(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;

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(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.

(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 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

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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.

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(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.

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(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.



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(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 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;

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(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 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

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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

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(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.

(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.

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## SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
319716	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
319717	SF-5		Restore service after termination for nonpayment. \$40.00
319713	SF-1		Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when only a meter reading is required. \$50.00
319714	SF-2		Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00
319715	SF-3		Customer requested reading of meter for any purpose other than initiation of service. \$20.00
319718	SF-6		After hours reconnect fee. \$60.00
319719	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
319720	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
319721	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
319722	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
319723	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
319724	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under

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319725	SF-13	concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
319726	SF-14	Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. \$3.00/foot
319727	SF-15	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot
319728	SF-16	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
319729	SF-17	Set meter at existing tap. \$25.00
319730	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
319731	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
319732	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
319733	SF-21	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
		Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00

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319734	SF-23	Turning service on or off at customers request (per trip). \$25.00
319735	SF-24	Returned Check Charge. \$30.00
319736	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
319737	SF-26	Online Transaction Fee. \$3.25

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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/16/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID                      DESCRIPTION  
 Residential Environs

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.

CRR

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter



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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

substantially in the form of Exhibit 3 to the Financing Order.

8) CRR Scheduled Adjustment Date ` January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells natural gas to the public and that is subject to the Commissions jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such calculation without any limitation in order to give effect to any merger,

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**RATE SCHEDULE**

SCHEDULE ID

DESCRIPTION

acquisition, disposition, divestiture, spin-off or other transaction that would impact a Participating Gas Utility's share of the total aggregate Normalized Sales Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance with the terms of this rate schedule. Payment is to be made by an individual Sales

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Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.

C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [\$.10/Mcf] [\$.11/Ccf], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: (A \* (1 - B))

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.

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Step 2: Determination of CRR Charge  
 (D) Total CRR Charge Rate Revenue Requirement for Applicable Period  
 (E) CRR Charge per Normalized Sales Volumes (Mcf): (D / C)  
 Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commissions review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate

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amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

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5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:  
 (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,  
 (b) the revenues produced by the operation of this Cost of Gas Clause,  
 (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and  
 (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST of GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the

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Regulatory Authority which shall include but not be limited to:

- (a) the Cost of Purchased Gas,
- (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,
- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),
- (g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,
- (h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and
- (i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

**Residential Environ1**

APPLICATION OF SCHEDULE -

1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the unincorporated environs of Devers, Douglass, Hull, Livingston, Mt. Enterprise, Nome, Raywood, and Wildwood. Service under this Tariff is subject to the original jurisdiction of the Railroad Commission of Texas. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.

2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Railroad Commission of Texas. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer`s volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer`s classification, the questions shall be resolved by reference to the coding of the Customer`s primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government`s Office of Management and Budget.

3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff:

Company: Rockin M Gas.

Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company.

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Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.

The Commission: The Railroad Commission of Texas.

The Regulatory Authority: The Railroad Commission of Texas.

Consumer: Any person or organization receiving and using gas from the Company for his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.

Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A - Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE, MINIMUM MONTHLY: \$18.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA,

COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE - The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by



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federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

PSF 2023

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

**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>
42487	N	ccf	\$.5428	10/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Raywood Environs			
42487	N	ccf	\$.6280	03/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Raywood Environs			
42487	N	ccf	\$.4760	12/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Raywood Environs			
42487	N	ccf	\$.5118	11/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Raywood Environs			
42487	N	ccf	\$.5976	01/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Raywood Environs			
42487	N	ccf	\$.4494	09/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Raywood Environs			
42487	N	ccf	\$.6512	02/01/2025
<u>CUSTOMER NAME</u>	Residential Customers of Raywood Environs			
42487	N	ccf	\$.4636	10/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Raywood Environs			
42487	N	ccf	\$.5159	11/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Raywood Environs			
42487	N	ccf	\$.6043	09/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Raywood Environs			
42487	N	ccf	\$.5385	12/01/2023
<u>CUSTOMER NAME</u>	Residential Customers of Raywood Environs			
42487	N	ccf	\$.4905	01/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Raywood Environs			
42487	N	ccf	\$.5600	02/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Raywood Environs			
42487	N	ccf	\$.5526	03/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Raywood Environs			
42487	N	ccf	\$.2509	04/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Raywood Environs			
42487	N	ccf	\$.3450	05/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Raywood Environs			
42487	N	ccf	\$.6582	06/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Raywood Environs			

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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>
42487	N	ccf	\$.7001	07/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Raywood Environs			
42487	N	ccf	\$.5784	08/01/2024
<u>CUSTOMER NAME</u>	Residential Customers of Raywood Environs			

REASONS FOR FILING

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): Update tariff to include rate schedule

SERVICES

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

PREPARER - PERSON FILING

RRC NO: 1318 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid

TITLE: Office and Compliance Mgr

ADDRESS LINE 1: 207 W Mill St

ADDRESS LINE 2:

CITY: Livingston STATE: TX ZIP: 77351 ZIP4:

AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:

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**CURTAILMENT PLAN**

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p>7.455 Curtailment Standards.</p> <p>(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>(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>(2) Commission--The Railroad Commission of Texas.</p> <p>(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>(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>(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p>(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p>(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>(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p>(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>

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(c) Priorities.

(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:

(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

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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

(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

POLICY ID	DESCRIPTION
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>

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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

#### 1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

#### 2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall



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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

#### 3 ALLOWANCE FOR NEW BUSINESS:

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

#### 4. ADVANCES:

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

#### 5 CONSTRUCTION OF FACILITIES:

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

#### 6 REVIEW OF ADVANCES:

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate

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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.

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## QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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 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.</p> <p>(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</p>

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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

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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities

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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule

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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

QOS001

TEXAS ADMINISTRATIVE CODE  
 TITLE 16 ECONOMIC REGULATION  
 PART 1 RAILROAD COMMISSION OF TEXAS  
 CHAPTER 7 GAS SERVICES  
 SUBCHAPTER B SPECIAL PROCEDURAL RULES  
 RULE 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 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

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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;

(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;



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(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.

(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 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

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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.

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(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.

QOS002

(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.

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(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 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;

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(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 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

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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

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(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.

(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.

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**SERVICE CHARGES**

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
318893	SF-3		Customer requested reading of meter for any purpose other than initiation of service. \$20.00
318894	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
318895	SF-5		Restore service after termination for nonpayment. \$40.00
318896	SF-6		After hours reconnect fee. \$60.00
318897	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
318898	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
318905	SF-15		Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
318906	SF-16		Set meter at existing tap. \$25.00
318907	SF-17		Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
318908	SF-18		Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
318909	SF-19		Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
318910	SF-20		Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
318911	SF-21		Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00



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318912	SF-23	Turning service on or off at customers request (per trip). \$25.00
318913	SF-24	Returned Check Charge. \$30.00
318914	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
318915	SF-26	Online Transaction Fee. \$3.25
318891	SF-1	Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when only a meter reading is required. \$50.00
318892	SF-2	Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00
318899	SF-9	Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
318900	SF-10	Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
318901	SF-11	Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
318902	SF-12	Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
318903	SF-13	Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. \$3.00/foot
318904	SF-14	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines

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up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot

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DESCRIPTION: Distribution Sales STATUS: A  
 EFFECTIVE DATE: 01/01/2021 ORIGINAL CONTRACT DATE: RECEIVED DATE: 09/16/2024  
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 723419  
 BILLS RENDERED: N INACTIVE DATE:

**RATE SCHEDULE**

SCHEDULE ID                      DESCRIPTION

Livingston - FF

Livingston Incorporated Customers shall be charged a Franchise Fee of 3% on their monthly bills.

Residential Environs

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2024 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 3/1/24 at \$1.22 per customer.

Residential Environ1

APPLICATION OF SCHEDULE -

1. TARIFF APPLICABILITY - Rockin M Gas is a gas utility operating within the State of Texas. This tariff is applicable to the unincorporated environs of Devers, Douglass, Hull, Livingston, Mt. Enterprise, Nome, Raywood, and Wildwood. Service under this Tariff is subject to the original jurisdiction of the Railroad Commission of Texas. The Company will provide service to any person and/or business within its service area in accordance with the prices, terms, and conditions provided for in its Tariff and regulations.

2. RATE SCHEDULES - All Customers shall be served under rate schedules filed with the Railroad Commission of Texas. Customers shall be assigned to rate schedules in accordance with the class of the particular Customer, the usage which will be made of the gas and that Customer's volume requirements. The Company shall advise the Applicant or customer regarding the most advantageous rate for his usage if more than one rate is applicable. A Customer assigned to a rate schedule shall remain on that schedule for a minimum of one year except that an assignment made in error may be corrected immediately. In the event of a question regarding the Customer's classification, the questions shall be resolved by reference to the coding of the Customer's primary business in the latest edition of the Standard Industrial Classification Manual of the United States Government's Office of Management and Budget.

3. DEFINITIONS The following definitions shall apply to the indicated words as used in this Tariff:

Company: Rockin M Gas.

Applicant: Any person, organization or group of persons or organizations making a formal request either orally or in writing for gas service from the Company.

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Customer: Any person or organization now being billed for gas service whether used by him or her, or by others.

The Commission: The Railroad Commission of Texas.

The Regulatory Authority: The Railroad Commission of Texas.

Consumer: Any person or organization receiving and using gas from the Company for his or her own appliances or equipment whether or not the gas is billed directly to him or her, or to a second party. (For example, in the case of a rental unit where the utilities are part of the rent, the landlord is a Customer and the tenant is a Consumer.)

Domestic Service: Service to any consumer which consists of gas used directly for heating, air conditioning, cooking, water heating and similar purposes whether in single or multiple dwelling units.

Commercial Service: Service to Consumers engaged primarily in the sale or furnishing of goods and services and any usage not otherwise provided for.

Agricultural Farm Service and Irrigation or Irrigation Pumping Service: Service to Consumers engaged in agricultural production (SIC Division A - Major Group 01) who use gas for operating engine driven pumping equipment.

General Rate Schedule: A rate schedule available to all Customers of the appropriate class or classes for usages indicated therein.

Special Rate Schedule: A rate schedule designed for a specific customer, but usually available to others of the same class similarly situated through negotiations with the Company.

MONTHLY RATE, MINIMUM MONTHLY: \$18.00 monthly meter fee; \$0.8260 per CCF cost of service usage rate; plus CGA,

COST OF GAS ADJUSTMENT (CGA): See Cost of Gas Adjustment Tariff.

PS INSPECTION FEE - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations.

RATE CASE EXPENSE SURCHARGE - The Company shall recover approved rate case expenses through a surcharge on the bill per Ccf. The surcharge per Ccf will be collected monthly from the customer as a separate line item on the customer's bill.

OTHER SURCHARGES - The Company shall recover other surcharges as authorized by

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federal, state and local regulatory authorities in accordance with applicable statutes, laws, regulations, ordinances, orders, rules, contracts, or agreements as a separate line item on the customer's bill.

PAYMENT - All bills shall be delinquent unless payment is received within fifteen (15) days from the date of the bill.

**PSF 2023**

PS INSPECTION FEE 2023 - The Company shall pass on the Pipeline Safety Inspection Fee in an amount determined by the Commission for each service line reported to be in service at the end of each calendar year, pursuant to Texas Utilities Code Section 121.211 and Texas Administrative Code Section 8.201 of the Commission's Rules and Regulations. The 2023 Texas Railroad Commission Annual Pipeline Safety Fee was billed on 5/1/23 at \$1.22 per customer.

**CRR**

Rockin M Gas, LLC Customer Rate Relief Rate Schedule Applicable to all Sales Customers for the purpose of collecting and remitting customer rate relief charges as authorized by the Railroad Commission of Texas (Commission) in accordance with Chapter 104, Subchapter I of the Texas Utilities Code and the Commission Financing Order issued in Docket No. OS-21-00007061.

A. ABBREVIATIONS AND DEFINITIONS

1) Authority - The Texas Public Finance Authority, together with any successor to its duties and functions.

2) Bonds or Customer Rate Relief (CRR) Bonds - The Texas Natural Gas Securitization Finance Corporation Customer Rate Relief Bonds, Series 2022 and any additional or different designation or title by which each series of Bonds shall be known as determined by the Issuer Entity.

3) Ccf and Mcf - For Ccf, one hundred (100) standard cubic feet of gas, where one (1) standard cubic foot of gas is the amount of gas contained in one (1) cubic foot of space at a standard pressure of fourteen point sixty-five (14.65) pounds per square inch, absolute and a standard temperature of sixty (60) degrees Fahrenheit; and, for Mcf, 1,000 standard cubic feet of gas.

4) Central Servicer - The entity engaged in accordance with the terms of the Financing Order to, amongst other things, engage the Participating Gas Utilities as collection agents for the purposes of facilitating collection and remittance of CRR Charges by Participating Gas Utilities, and perform the other services required of it under the Servicing Agreement (as defined in the Financing Order).

5) Commission - The Railroad Commission of Texas, including its staff or delegate.

6) CRR Charge True-Up Adjustment - A True-Up Adjustment (as defined in the Financing Order).

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7) CRR Charge True-Up Charge Adjustment Letter - A true-up adjustment letter substantially in the form of Exhibit 3 to the Financing Order.

8) CRR Scheduled Adjustment Date ` January 1 and July 1 of each applicable year, provided that the CRR Scheduled Adjustment Date and any other deadlines or target dates related thereto, shall be subject to modification prior to the date the Bonds so as to reflect the terms of the Servicing Agreement.

9) Customer Rate Relief (CRR) Charge - A nonbypassable charge as defined in Tex. Util. Code 104.362(7).

10) Financing Order - The order adopted under Tex. Util. Code 104.366 approving the issuance of CRR Bonds and the creation of Customer Rate Relief Property and associated CRR Charges for the recovery of regulatory assets, including extraordinary costs, related financing costs, and other costs authorized by the Financing Order.

11) Gas Utility ` Rockin M Gas, LLC and its successors and assignees, an operator of natural gas distribution pipelines that delivers and sells natural gas to the public and that is subject to the Commissions jurisdiction under Tex. Util. Code 102.001, or an operator that transmits, transports, delivers, or sells natural gas or synthetic natural gas to operators of natural gas distribution pipelines and whose rates for those services are established by the Commission in a rate proceeding filed under Chapter 104 of the Utilities Code, within the service area.

12) Irrevocable - The Financing Order, together with the Customer Rate Relief Property as defined by Tex. Util. Code 104.362(8) and the CRR Charges authorized by the Financing Order, are irrevocable and not subject to reduction, impairment, or adjustment by further action of the Commission, except in connection with true-ups authorized by the Financing Order.

13) Issuer Entity - Texas Natural Gas Securitization Finance Corporation, a Texas nonprofit public corporation established by the Authority, or any successor created pursuant to Tex. Govt Code 1232.1072.

14) Large Participating Gas Utility - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and any Participating Gas Utility or Successor Utility (as defined in the Financing Order) each of whose Normalized Sales Volumes exceed 2.0% of the total aggregate Normalized Sales Volumes among all Participating Gas Utilities. Any calculation performed in connection with the preceding sentence shall be made on the basis of the most recently reported Normalized Sales Volumes and such calculation shall be performed by the Central Servicer annually no later than one (1) month after Normalized Sales Volumes are reported as regularly scheduled under Paragraph H hereof; provided that the Commission and/or Central Servicer may perform such

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calculation without any limitation in order to give effect to any merger, acquisition, disposition, divestiture, spin-off or other transaction that would impact a Participating Gas Utility's share of the total aggregate Normalized Sales Volumes. The Commission or the Central Servicer shall promptly thereafter provide written notice to a Participating Gas Utility that subsequently becomes a Large Participating Gas Utility, which change shall take effective beginning on January 1 of the following calendar year.

15) Nonbypassable - CRR Charges must be paid by all existing or future customers receiving service from a Participating Gas Utility or such gas utility's successors or assigns.

16) Normalized Sales Volumes ` a) For Large Participating Gas Utilities: All natural gas volumes projected to be billed for the upcoming twelve (12) month period in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated to calculate the CRR Charges. b) For other Participating Gas Utilities: All natural gas volumes billed in the preceding calendar year in conjunction with the operation of a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs and normalized according to the methodology utilized in each Participating Gas Utility's application filed in Docket No. OS-21- 00007061, Consolidated Applications For Customer Rate Relief and Related Regulatory Asset Determinations In Connection With The February 2021 Winter Storm. For the avoidance of doubt, only the Normalized Sales Volumes of Large Participating Gas Utilities shall be aggregated in order to calculate the CRR Charges.

17) Participating Gas Utilities - Atmos Energy Corporation on behalf of its Mid-Tex Division and West Texas Division; Rockin M Gas, LLC d/b/a Bluebonnet Natural Gas LLC; CenterPoint Energy Resources Corp., d/b/a CenterPoint Energy Entex and CenterPoint Energy Texas Gas; Corix Utilities (Texas) Inc.; EPCOR Gas Texas Inc.; SiEnergy, LP; Summit Utilities Arkansas, Inc. ; Texas Gas Service Company, a Division of ONE Gas, Inc., excluding the West Texas Service Area; and Universal Natural Gas, LLC d/b/a Universal Natural Gas, Inc. or any Successor Utility (as defined in the Financing Order).

18) Sales Customer(s) - All active customers taking service under a Participating Gas Utility's Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs.

B. APPLICABILITY This rate schedule sets out the rate, terms and conditions under which the CRR Charge shall be billed and collected from Rockin M Gas, LLC as a Participating Gas Utility for the Hardin, Jefferson, Liberty, Nacogdoches, Polk, Rusk, and Tyler Counties under the terms of the Financing Order. Each individual Sales Customer is responsible for paying the CRR Charge billed to it in accordance

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with the terms of this rate schedule. Payment is to be made by an individual Sales Customer to the Participating Gas Utility of which it is a customer. The Participating Gas Utility is obligated to apply amounts collected from customers to pay any outstanding CRR Charges prior to applying such amounts for any other purpose. The Participating Gas Utility, as collection agent, shall remit collections of the CRR Charges to the indenture trustee in accordance with the terms of the Financing Order and any servicing or other similar agreement that is contemplated by the Financing Order.

C. TERM This rate schedule shall remain in effect until the CRR Charges have been collected and remitted to the indenture trustee in an amount sufficient to satisfy all obligations in regard to paying principal and interest on the CRR Bonds together with all other financing costs, bond administrative expenses and other costs as provided in the Financing Order. This rate schedule and the CRR Charge are irrevocable and Nonbypassable.

D. SALES CUSTOMERS For the purposes of billing the CRR Charges, all Rockin M Gass Sales Customers shall be assessed the uniform volumetric charge identified below.

E. CRR CHARGE The CRR Charge will be a monthly volumetric rate of [\$1.10/Mcf] [\$0.11/Ccf], effective 10/1/2023. The CRR Charge is calculated in accordance with and subject to the provisions set forth in the Financing Order and will be adjusted at least annually based upon the CRR Charge true-up adjustment procedure. The CRR Charge shall be included in all Participating Gas Utilities Purchased Gas Adjustment, Cost of Gas Clause, or other equivalent tariff established for the collection of natural gas costs. Participating Gas Utilities may reflect the CRR Charge according to the delivery pressures defined in Participating Gas Utilities applicable tariffs. Such delivery pressure specific charges shall be equivalent to the CRR Charge as determined below at 14.65 per square inch, as defined above.

F. DETERMINATION OF CUSTOMER RATE RELIEF CHARGE The CRR Charge will be adjusted no less frequently than annually, in accordance with the terms of the Servicing Agreement (as defined in the Financing Order), to ensure that the expected collection of CRR Charges is adequate to pay when due, pursuant to the expected amortization schedule, principal and interest on the CRR Bonds and together with all other financing costs, bond administrative expenses and other costs, as provided in the Financing Order, on a timely basis. The CRR Charge shall be computed according to the formula described below.

Step 1: Determination of Normalized Sales Volumes

(A) Total Large Participating Gas Utility Normalized Sales Volumes (Mcf)

(B) Assumed % of uncollectible sales

(C) Total Normalized Sales Volumes Billed and Collected: (A \* (1 - B))

For the avoidance of doubt, Normalized Sales Volumes are assumed to be calculated without giving effect to volumes anticipated from Participating Gas Utilities making up less than two percent (2.0%) of the total Normalized Sales Volumes of all Participating Gas Utilities.



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SCHEDULE ID

DESCRIPTION

Step 2: Determination of CRR Charge  
 (D) Total CRR Charge Rate Revenue Requirement for Applicable Period  
 (E) CRR Charge per Normalized Sales Volumes (Mcf): (D / C)  
 Thereof: CRR Charge for Sales Customers

G. CRR CHARGE TRUE-UP Changes to the CRR Charge will be effected through the filing of CRR Charge True-Up Adjustment Letters by the Central Servicer to the Commission as authorized by the Financing Order and in accordance with the Servicing Agreement. Not less than fifteen (15) days prior to each CRR Scheduled Adjustment Date and more frequently as required by the Central Servicer, the Central Servicer will submit the CRR Charge True-Up Adjustment Letter in the form of Exhibit 3 to the Financing Order to ensure that CRR Charge collections are sufficient to make all scheduled payments of CRR Bond principal and interest and meet other Ongoing Financing Costs (as defined in the Financing Order) on a timely basis during the payment period. In addition to the foregoing, the Central Servicer shall be authorized to file CRR Charge True-Up Adjustment Letters with the Commission that adjust the CRR Charge more frequently (but not more often than quarterly) as required under the provisions of the Servicing Agreement (as defined in the Financing Order).

H. CRR CHARGE TRUE-UP PROCEDURE Rockin M Gas shall annually file with the Commission and the Central Servicer by June 1 of each year its Normalized Sales Volumes; each Large Participating Gas Utility shall include projected volumes for each of the future twelve (12) months beginning July 1, and each other Participating Gas Utility shall include its Normalized Sales Volumes for the prior calendar year. Such filing and/or reporting may be more frequent to the extent required under the Servicing Agreement and applicable Collection and Reporting Arrangements. If Rockin M Gas is a Large Participating Gas Utility, the Participating Gas Utility shall, upon the request of the Central Servicer, provide the Commission and the Central Servicer updated Normalized Sales Volumes for the succeeding twelve (12) month period no later than the fifteenth (15th) day following such request to allow the Central Servicer to make Interim True-Up Adjustments. Each Participating Gas Utility shall have the right to provide the foregoing information to the Central Servicer on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). The Central Servicer shall submit to the Commission and the Participating Gas Utilities, not less than fifteen (15) days prior to the CRR Scheduled Adjustment Date, a CRR Charge True-Up Adjustment Letter applying the CRR Charge True-Up Adjustment based on Normalized Sales Volumes and other mathematical factors and requesting administrative approval from the Commission as provided for in the Servicing Agreement. The Commissions review and approval of the True-Up Adjustment Letter shall be as set forth in the Servicing Agreement (it being understood such review is limited to determining if any mathematical or clerical errors are present in the application of the CRR Charge True-Up Adjustment relating to the appropriate

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amount of any over- collection or under-collection of CRR Charges and the amount of an adjustment).

If any CRR Charge True-Up Adjustment that is an Interim True-Up Adjustment is necessary, (i) the Central Servicer may request and the Large Participating Gas Utilities shall provide revised Normalized Sales Volumes for each of the immediately succeeding twelve (12) months and related data and (ii) within fifteen (15) days of receipt of such data, the Central Servicer shall file a revision to the CRR Rate Schedule in a True-Up Charge Adjustment Letter setting forth the adjusted CRR Charge to be effective for the upcoming period, in accordance with the Servicing Agreement. Rockin M Gas shall have the right to provide such information on a confidential basis if reasonably necessary to ensure compliance with applicable securities laws (subject to any (i) legal requirements necessitating the disclosure of such information, including compliance with (A) applicable securities laws and (B) other generally applicable laws and (ii) certain customary restrictions and exceptions to be agreed). A CRR Charge resulting from a true-up adjustment will become effective on the first (1st) billing cycle that is not less than fifteen (15) days following the making of the CRR Charge True-Up Adjustment filing.

I. TAXABILITY The receipt of CRR Charges by a Participating Gas Utility is exempt from state and local sales and use taxes and utility gross receipts taxes and assessments and is excluded from revenue for purposes of franchise tax under Tex. Tax Code 171.1011.

**Cost of Gas Adj**

A. APPLICABILITY - This Cost of Gas Clause shall apply to all general service rate schedules of the Company and charged on a \$ per Ccf basis.

B. DEFINITIONS

1. Cost of Gas - The rate per billing unit or the total calculation under this clause, consisting of the commodity cost, a monthly reconciliation component and related fees and taxes.

2. Commodity Cost - The Cost of Purchased Gas.

3. Cost of Purchased Gas - The cost for gas purchased by the Company from its suppliers or the estimated weighted average cost for gas purchased by the Company from all sources where applicable. Such cost shall include not only the purchase cost of natural gas, but shall also include all reasonable fees for services such as gathering, treating, processing, transportation, capacity and/or supply reservation fees, storage, balancing, and swing services necessary for the movement of gas to the Company's city gate delivery points.

4. Reconciliation Component - The amount to be returned to or recovered from customers each month from the results of the Monthly Reconciliation.

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5. Purchase/Sales Ratio - A ratio determined by dividing the total volumes purchased for general service customers during the twelve (12) month period ending June 30 by the sum of the volumes sold to general service customers and the known volumes of gas that may be otherwise accounted for, including but not limited to Company used gas, liquid extraction, meter errors due to inaccurate calibration or temperature fluctuations and accidental discharges of gas from the Company's system during the same period. For the purpose of this computation, all volumes shall be stated at 14.65 psia. Such ratio as determined shall fluctuate on an annual period but in no event shall the utility recover more than five (5) percent lost and unaccounted for gas unless expressly authorized by the applicable regulatory authority.

6. Monthly Cost of Gas Reconciliation - The Company will use the prior months actual cost of gas as the basis for an estimate to bill its customers. Prior to the next month billing, the Company will determine the difference between the estimated cost of gas used in the monthly billing and the actual cost of gas for the month. This difference, whether an amount of over or under collection will be added or subtracted to the cost of gas in the following month billing.

7. Reconciliation Account - The account maintained by the Company to assure that, over time, it will neither over-nor under-collect revenues as a result of the operation of the Cost of Gas Clause. Entries shall be made monthly to reflect:  
 (a) the total amounts paid to the Company's supplier(s) for gas applicable to general service customers as recorded on the Company's books and records,  
 (b) the revenues produced by the operation of this Cost of Gas Clause,  
 (c) refunds, payments, or charges provided for herein or as approved by the regulatory authority, and  
 (d) an adjustment, if necessary, for lost and unaccounted for gas during the period in excess of five (5) percent of purchases.

8. General Service Customers - Those customers served under general service rate schedules.

C. COST of GAS. In addition to the cost of service as provided under its general service rate schedules, the Company shall bill each general service customer for the Cost of Gas incurred during the billing period. The Cost of Gas shall be clearly identified on each customer bill.

D. DETERMINATION AND APPLICATION OF MONTHLY COST OF GAS RECONCILIATION. If the Monthly Cost of Gas Reconciliation reflects either an over recovery or under recovery of revenues, such amount, shall be added to the Cost of Gas and divided by the general services sales volumes.

E. COST OF GAS STATEMENT. The Company shall file electronically on a monthly basis its Cost of Gas rate with the Regulatory Authority.

F. ANNUAL RECONCILIATION REPORT. The Company shall file an annual report with the

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Regulatory Authority which shall include but not be limited to:

- (a) the Cost of Purchased Gas,
- (b) the Cost of Purchased Gas multiplied by the Purchase/Sales Ratio,
- (c) the amount of the cost of gas caused by any surcharge or refund,
- (d) the Monthly Reconciliation Component,
- (e) the revenue associated fees and taxes to be applied to revenues generated by the Cost of Gas, and
- (f) the Cost of Gas calculation, which is the total of items (b) through (e),
- (g) a tabulation of volumes of gas purchased and costs incurred listed by account or type of gas, supplier and source by month for the twelve month period ending June 30,
- (h) a tabulation gas units sold to general service customers and related Cost of Gas clause revenues, and
- (i) a summary of all other costs and refunds made during the year and the effect of the other costs and refunds on the Cost of Gas to date.

**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>
42484	N	ccf	\$ .5780	08/01/2024
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$ .4110	07/01/2024
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$ .3920	06/01/2024
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$ .3620	05/01/2024
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$ .3910	04/01/2024
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$ .6340	03/01/2024
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$ .3970	02/01/2024
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$ .6210	01/01/2024
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$ .4180	12/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$ .5740	11/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$ .3850	10/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$ .4340	09/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$ .3120	08/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$ .3850	07/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$ .3770	06/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$ .2800	05/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$ .4430	04/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			

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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42484	N	ccf	\$.3450	03/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.5720	02/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.4460	01/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.4540	12/01/2022
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.5900	07/01/2022
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.7710	11/01/2022
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.7440	10/01/2022
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.5390	09/01/2022
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.7840	08/01/2022
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.4883	11/01/2024
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.5570	04/01/2025
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.4654	01/01/2025
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.5180	09/01/2024
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.3620	05/01/2024
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.3910	04/01/2024
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.6340	03/01/2024
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.3970	02/01/2024
<u>CUSTOMER NAME</u>	Residential Polk County			

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<b>CUSTOMERS</b>				
<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
42484	N	ccf	\$.6210	01/01/2024
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.4180	12/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.5740	11/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.3850	10/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.4340	09/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.3120	08/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.3850	07/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.3770	06/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.2800	05/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.4430	04/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.3450	03/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.5720	02/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.4460	01/01/2023
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.4540	12/01/2022
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.5900	07/01/2022
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.7710	11/01/2022
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.7440	10/01/2022
<u>CUSTOMER NAME</u>	Residential Polk County			

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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>
42484	N	ccf	\$.5390	09/01/2022
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.7840	08/01/2022
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.5780	08/01/2024
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.4110	07/01/2024
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.3920	06/01/2024
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.6016	02/01/2025
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.3566	10/01/2024
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.5147	12/01/2024
<u>CUSTOMER NAME</u>	Residential Polk County			
42484	N	ccf	\$.6124	03/01/2025
<u>CUSTOMER NAME</u>	Residential Polk County			

**REASONS FOR FILING**

NEW?: N

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN): Update tariff to include rate schedule

**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: 1318 ACTIVE FLAG: Y INACTIVE DATE:  
FIRST NAME: Maggie MIDDLE: W LAST NAME: Reid  
TITLE: Office and Compliance Mgr  
ADDRESS LINE 1: 207 W Mill St  
ADDRESS LINE 2:  
CITY: Livingston STATE: TX ZIP: 77351 ZIP4:  
AREA CODE: 936 PHONE NO: 327-7070 EXTENSION:

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**CURTAILMENT PLAN**

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p data-bbox="284 405 649 426">7.455 Curtailment Standards.</p> <p data-bbox="284 468 1429 520">(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="284 558 1485 667">(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="284 705 909 726">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="284 764 1485 961">(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="284 999 1404 1083">(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="284 1121 1380 1173">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="284 1211 1485 1295">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commissions jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="284 1333 1461 1442">(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="284 1480 1469 1533">(8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="284 1570 1485 1854">(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>

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(c) Priorities.

(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:

(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

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<b>TARIFF CODE:</b> DS	<b>RRC TARIFF NO:</b> 36877
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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

(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

POLICY ID	DESCRIPTION
1250	<p>Line Extension Policy</p> <p>Mt. Enterprise Inc. &amp; Environs: re-route or extend yard lines under normal conditions*: 1 1/4inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot *Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Mains-Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Mains - first 100 feet - up to 2 inch line under normal conditions* \$75.00</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Mt. Enterprise Inc. &amp; Environs: Installation and Extension of Mains: Installation or extension of mains shall be at the discretion of the Gas Department. In determining whether or not to install an extension or main, the Gas Department shall take into account such factors as:</p> <ol style="list-style-type: none"> <li>1. the operational impact on the existing system</li> <li>2. the ability to properly supply gas to the extension</li> <li>3. the increase in operational costs due to the extension</li> <li>4. the location of the extension as it pertains to safety and potential exposure to damage</li> <li>5. any other factors which may affect operations, costs or safety.</li> </ol> <p>If the Gas Department agrees to extend or install a main, then the following charges shall apply: Extensions longer than 100 feet - up to 2 inch line under normal conditions* - \$75.00 plus \$3.50 per foot in excess of 100 feet.</p> <p>*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.</p> <p>Douglass Environs: re-route or extend yard lines under normal conditions*:</p> <p>1 1/4 inch or smaller (includes pipe-cost of additional materials is extra) \$2.50 per foot</p> <p>*Normal conditions are those normally found in extending or installing gas lines without</p>

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encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - first 100 feet - up to 2 inch line under normal conditions\* - \$75.00

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Mains - Extensions longer than 100 feet - up to 2 inch line under normal conditions\* - \$75.00 plus \$3.50 per foot in excess of 100 feet.

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Douglass Environs: Yard & service lines - Service Lines - No Charge Yard lines 1 1/4 inch or smaller (includes pipe, cost of additional materials extra) - \$2.50 per foot

\*Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas.

Wildwood Resort City Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

City of Livingston & Polk County Environs - Gas main extensions will be made at the discretion of the company at a cost to be determined by the company.

Raywood, Hull, Devers, & Nome Service Areas EXTENSION OF FACILITIES POLICY

#### 1 EXTENSION OF MAINS:

The Company shall install the necessary facilities to provide service to Applicants whose premises are located beyond the Company's existing distribution facilities in accordance with the provisions of this Section. The expenditure for such extensions must either be cost justified or the Applicant(s) must make a refundable advance in the amount necessary to justify the installation.

#### 2 DESIGN AND COST OF FACILITIES:

As soon as practical after an application for service is received, the Company shall determine the extent of the facilities required to serve the new business and the cost thereof. This cost shall include all amounts to be spent for system improvements necessary to deliver the required gas, such as mains, regulator and meter stations, upgrading and/or reinforcement, all in accordance with the Company's current practice. Whenever the Company chooses to install facilities of greater capacity than would be required to serve the new business for which the application is being made or to permit supply from another source, the estimate of costs shall

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be based on only the size and capacity normally used to serve requirements similar to that of the Applicant.

3 ALLOWANCE FOR NEW BUSINESS:

The Company shall also determine the number of existing potential permanent Customers located along the route of the extension which are expected to be served therefrom. To be included, the occupant of each premises must request service and demonstrate capability for using such service through a major gas burning appliance. Single or groups of individually owned mobile homes shall be included only if the wheels and hitch have been removed from each mobile home and/or substantial improvements have been made to the property. Mobile home parks may be served either through a master meter or individual meters served by a Company owned system, provided that required mains can be installed and dedicated streets or rights-of-way have been provided to the Company for installation of facilities as evidenced by agreement executed on the Company's form. An allowance of 150 feet of distribution main shall be given for each potential Customer whose premises exist at the time of application to be served from the proposed main extension. In order to qualify for this allowance, the Customer must file an application and agree to initiate gas service upon completion of the Company's facilities.

4. ADVANCES:

The difference between the total cost of facilities as determined in Paragraph 2 above and the initial allowance, if any, shall constitute the required advance. The monetary value of the allowance shall be determined by multiplying the number of Applicants for whom the allowance was given by the cost of facilities divided by the footage allowance per Customer. All advances must be made in cash. The Applicant shall have 90 calendar days after notification of the amount required to execute an extension agreement on the Company's form and pay the required advance. At the end of that time, the Company may revise its estimates to reflect any changes in costs or conditions which will affect the amount of the advance. The Company may waive collection of any advance of \$50.00 or less.

5 CONSTRUCTION OF FACILITIES:

As soon as practical after the advance has been made or it has been determined that no advance will be required, the Company shall begin construction of the required facilities and thereafter prosecute the work with reasonable diligence. The Company shall not be responsible for delays in the construction of the facilities occasioned by events or conditions reasonably beyond the Company's control. Whenever the construction of the new facilities requires the acquisition of rights-of-way across the Applicants(s) land(s) these rights-of-way shall be provided by the Applicant(s) in the Company's name and on its form at no cost to the Company (except for fees involved in the recording of documents).

6 REVIEW OF ADVANCES:

The Company shall review each extension agreement on the first anniversary of the signing of that agreement. If the extension provided for in the agreement has not been installed through no fault of the Company, the agreement shall be considered to be terminated and a complete refund made to the Applicant(s). The Company shall thereafter review the extension agreement at its second through fifth in-service anniversary dates. At each review, the number of Customers then served directly from the extension shall be compared with the number served on the last prior anniversary date. A refund equal to the standard amount then being given as specified in Paragraph 3 hereof, shall be given for each additional Customer served. In addition, the Company shall refund up to \$1,000 for each nonresidential Customer served under a general service rate

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schedule which does not specifically provide for interruptible service. The amount of the special refund shall be \$100 for each sales unit (the annual average volume per residential Customer) sold to that particular Customer during the first year of service.

7 REFUND LIMITATIONS:

The Company may, at its sole option, make refund at any time. In no case, however, shall a refund be given unless the number of Customers then served is greater than the number for whom refunds have previously been given. No refund shall be given which shall cause the total refunds to be greater than the total amount of the advance. No interest shall be paid on any advance made under the provisions of this section. At the end of the five year period, any remaining amount of the advance shall be retained by the Company as a contribution in aid of construction.

8 DELIVERY OF REFUNDS:

When a refund is due, a check in the appropriate amount and a letter setting forth the method of calculation of the refund and the balance remaining unrefunded shall be made to the person or business in whose name the extension agreement is made or his assignee. If that letter is returned undelivered, the check shall be cancelled and the next review made without regard to that refund. All sums described in this Paragraph which are returned undelivered and remain unclaimed in the Company's possession for a period of six months following expiration of the five year period of the extension agreement shall be retained by the Company and considered a contribution in aid of construction.



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## QUALITY OF SERVICE

<u>QUAL_SERVICE_ID</u>	<u>DESCRIPTION</u>
QOS003	<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 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.</p> <p>(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</p>

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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

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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 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.

RULE 7.460 Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency

(a) Applicability and scope. This rule applies to gas utilities, as defined in Texas Utilities

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Code, 101.003(7) and 121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, 124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, 102.001.

For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as providers. Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) Disconnection prohibited. Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) Payment plans.

Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in 7.45 of this title (relating to Quality of Service).

(d) Notice. Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule

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to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to 7.315 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

QOS001

TEXAS ADMINISTRATIVE CODE  
 TITLE 16 ECONOMIC REGULATION  
 PART 1 RAILROAD COMMISSION OF TEXAS  
 CHAPTER 7 GAS SERVICES  
 SUBCHAPTER B SPECIAL PROCEDURAL RULES  
 RULE 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 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

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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;

(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;

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(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.

(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 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

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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.



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(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.

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(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.

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(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 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;

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(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 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

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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

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(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.

(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.

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
319205	SF-3		Customer requested reading of meter for any purpose other than initiation of service. \$20.00
319206	SF-4		Customer requested meter test - test outside of normal range N/C. \$40.00
319207	SF-5		Restore service after termination for nonpayment. \$40.00
319208	SF-6		After hours reconnect fee. \$60.00
319209	SF-7		Meter Tampering - No Company meters, equipment, or other property, whether on Customer`s premises or elsewhere, are to be tampered with or interfered with for any reason. A Tampering Charge is made for unauthorized reconnection or other tampering with Company metering facilities or a theft of gas service by a person on the Customer`s premises or evidence by whomsoever at Customer`s premises. An additional cost for the cost of repairs and/or replacement of damaged facilities and the installation of protective facilities or relocation of meter are made at cost. \$125.00
319210	SF-8		Replace or rebuild meter installation damaged by someone other than gas dept.: Requiring construction crew (one hour minimum). \$75/hr plus Costs
319211	SF-9		Replace or rebuild meter installation damaged by someone other than gas dept.: Not requiring construction crew (one hour minimum). \$25/hr plus Costs
319212	SF-10		Repair damaged meters and regulators. Damage to top cover and/or index (Broken seal). \$25/hr plus Costs
319213	SF-11		Repair damaged meters and regulators. Damage in excess of top cover and/or index. \$50/hr plus Costs
319214	SF-12		Change residential meter location at customer request, normal conditions. Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road crossings, railroad track crossings, lines under concrete, rocky areas on ponds, lakes, or chronically wet areas. \$75.00
319215	SF-13		Re-route or extend yard lines under normal conditions. 1 1/4 inch or smaller (includes pipe-cost of additional materials is extra). Normal conditions are those normally found in extending or installing gas lines without encountering obstacles, or difficult conditions. Examples of other than normal conditions include, but are not limited to, street and road

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		crossings, railroad track crossings, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. \$3.00/foot
319216	SF-14	Service Lines - Under normal conditions when extending or installing a gas line without encountering obstacles, or difficult conditions, the Company will charge a \$3.00 per foot fee to install service lines up to the meter set. If other than normal conditions including but not limited to, street and road crossing, railroad tracks crossing, lines under concrete, rocky areas and ponds, lakes, or chronically wet areas. The Company will bill the customer for all additional costs associated with non-normal conditions. \$3.00/foot
319217	SF-15	Tap Charge (1/2 charge for additional meter on existing meter set). \$250.00
319218	SF-16	Set meter at existing tap. \$25.00
319219	SF-17	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). \$55/hr
319220	SF-18	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Fee for each additional 1/2 after 1st hour. \$27/1/2hr
319221	SF-19	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. \$75/hr
319222	SF-20	Labor for all other service work on Customer`s installation (no charge for leak check or bill inquiry) (one hour minimum). Saturdays, Sundays, holidays, after hour call-outs. Fee for each additional 1/2 hour after 1st hour. \$35/1/2hr
319223	SF-21	Residential Deposit - Deposits are returned at termination of service. Deposits required of all customers. Larger deposits may be required from delinquent customers. \$100.00
319224	SF-23	Turning service on or off at customers request (per trip). \$25.00
319225	SF-24	Returned Check Charge. \$30.00
319226	SF-25	Collection Call, Missed Appointment, or second re-read. \$15.00
319227	SF-26	Online Transaction Fee. \$3.25
319203	SF-1	Institution of Service - Charged to any Applicant for

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319204	SF-2	the cost involved in institution of service. This fee shall be charged when only a meter reading is required. \$50.00
		Institution of Service - Charged to any Applicant for the cost involved in institution of service. This fee shall be charged when a meter is set and/or gas turned on. \$75.00