

GAS SERVICES DIVISION
GSD - 1 TARIFF REPORT

RRC COID: 7701 COMPANY NAME: TEXAS PIPELINE LLC

TARIFF CODE: DS RRC TARIFF NO: 39999

DESCRIPTION: Distribution Sales STATUS: A
 EFFECTIVE DATE: 10/01/2025 ORIGINAL CONTRACT DATE: RECEIVED DATE: 03/03/2026
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 847762
 BILLS RENDERED: N INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
OTHFEE NPE	<p>Cost of Gas Component: The basic rates for cost of service set forth above shall be increased by the amount of the Cost of Gas Component for the billing month computed in accordance with the provisions of Rate Schedule GCA ENV. Taxes: Plus applicable taxes and fees related to above. Pipeline Safety and Regulatory Program Fee: Adjustments in accordance with the provisions of Rate Schedule PSProgRate. Miscellaneous Fees and Deposits - Environs.</p> <p>GCA ENV</p> <p>Applicability:</p> <p>This clause shall apply to all customers served by TPL, except for customers purchasing gas at contract rates. Each customer`s gas costs will be determined by the costs incurred as applicable. For purposes of determining gas purchase costs, all customers located in Unincorporated areas of the Counties of Dimmitt, Kinney, La Salle, Maverick, and Val Verde. Intent: This clause is intended to allow collection of Texas Pipeline Inc`s. (TPL) gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas.</p> <p>Definitions: Interest ` The percentage of interest shall be the interest rate established by the Public Utility Commission, or such other agency or manner as determined by the Commission, under Chapter 183 of the Texas Utilities Code. Lost and Unaccounted For Gas ` Lost and Unaccounted for Gas (LUG) shall represent volumes of gas metered into the distribution system and volumes of gas metered out of the distribution system at 14.65 p.s.i.a., which shall include distribution and non-distribution volumes. TPL transmission LUG shall not be included in these volumes.</p> <p>Purchased Gas Costs `The total cost of Purchase Volumes, as received into the Company`s distribution system. Purchased Gas Factor (PGF) ` A factor on each customer`s monthly bill, expressed in dollars per Mcf, to reflect the Purchase Gas Costs, all as more specifically described herein.</p> <p>Purchase/Sales Ratio ` A ratio determined by dividing the Company`s Purchase Volumes metered into the distribution system during the twelve-month period ending June 30 of each year by the sum of the Company`s Sales Volumes metered out of the distribution system, volumes of metered Company used gas, and losses of gas from the Company`s systems that have been billed to third parties during the same period. Such ratio as determined shall in no event exceed 1.0526 i.e. 1/1 (1 -.05) unless expressly authorized by the applicable regulatory authority,</p>

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Purchase Volumes ` The volumes of gas, expressed in MCP s and stated at 14.65 psia, received by the Company`s distribution system from all sources, including monthly purchases and withdrawals from storage, if any, for use by general service customers. This quantity of gas shall not include LUG attributable to the TPL Transmission System or transmission function.

Reconciliation Amount ` The net of any monthly imbalances during the period covered by the Reconciliation Review. Reconciliation Component ` The monthly amount to be refunded or passed through to customers, consisting of one-twelfth of the Reconciliation Amount.

Reconciliation Factor ` A factor, expressed as a cost per Mcf on customer bills reflecting the customer`s share of the Reconciliation Component applicable to the period covered by the bill.

Reconciliation Review ` An annual review of the Company`s records covering each 12-month period ending June 30 to determine any imbalances between the Purchase Gas Cost and the Sales Amount as applied during that period.

Sales Amount ` Sales Volumes, volumes of metered Company used gas, and losses of gas from the Company`s system that have been billed to third parties, multiplied by the Purchased Gas Factor.

Sales Volumes ` The volumes of gas metered to general service customers expressed in Mcf`s and stated at 14.65 psia. Weighted Average Cost of Gas The Purchase Gas Costs invoiced by third parties divided by the Purchase Volumes, calculated on a monthly basis.

Purchase Gas Cost Component (PGC) The Purchase Gas Cost shall be computed utilizing the following components for the distribution system customers:

Cost of gas purchased Credits, Refunds or Out of Period adjustments Cost of gas withdrawn from storage Interest on storage gas withdrawn Upstream Gathering and Transportation Charges Storage Deliverability Charges Storage Capacity Charges New taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills TPL shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. TPL shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor (PGF) Calculation Each customer bill shall include a Purchased Gas Factor reflecting the estimated Weighted Average Cost of Gas, plus additional elements described in this section, during the period covered by the bill. The PGF shall be determined to the nearest \$0.001 per Mcf, and the following provisions shall apply: centsIn addition to the estimated weighted average cost of gas for the current month`s billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated Weighted Average Cost of Gas and the actual Weighted Average Cost of Gas during the previous billing period o The

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PGF shall also include a Reconciliation Factor, an amount reflecting the customer`s share of any gas cost imbalances in the preceding reconciliation period. centsThe PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill.

The Purchased Gas Factor is expressed as a formula as follows:

- Where: A= Estimated WACOG
- B= Est. WACOG/Act. WACOG Difference
- C= Reconciliation Factor
- D= New Taxes E Total PGF.

Gas Cost Reconciliation (GCR) TPL shall keep accurate books and records of the Reconciliation Review, monthly Purchased Gas Factor reports to the Railroad Commission of Texas, and shall account for the Reconciliation Component and the Reconciliation Factors.

This report shall be filed concurrently with the Cost of Gas Statement for October.

If the Regulatory Authority thereafter determines that an adjustment to the Reconciliation Component is required, such adjustment shall be included in the Reconciliation Component for the next annual Reconciliation Audit following the date of such determination.

Reports for the Commission should be filed electronically at GUD Compliance@rrc.texas.gov or at the following address:

Compliance Filing Director of Oversight and Safety Division
 Gas Services Dept.
 Railroad Commission of Texas
 P.O. Box 12967
 Austin, TX 78711-2967

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes.

Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia):

- Unincorporated areas of the Counties of:
- Dimmitt 14.68
- Kinney 14.68
- LaSalle 14.68
- Maverick 14.68
- Val Verde 14.68

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If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply:

o TPL shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis.

The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchased Volume.

The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas. o Interest shall be applied to each monthly imbalance and shall accrue for each month of the review period o The interest rate shall be the same rate as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June). o The sum of the monthly imbalances, plus interest, for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged. If the Reconciliation Review indicates a gas loss or gas gain of greater than 5% of that metered into the system, the following methodology shall apply: TPL shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis.

Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:

- 1) Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period.
- 2) Subtracting that result from 1, which when expressed as a percentage, becomes Actual P/S Ratio.
- 3) Subtracting 5.26% from Actual PIS Ratio, results in a Disallowance Factor for the review period.
- 4) Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the Weighted Average Cost of Gas for each month will result in an amount to be disallowed each month.

5) The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above. centsInterest shall be applied to each monthly imbalance, and shall accrue for each month of the review period. centsThe interest rate shall be the rate in effect during the last month of the audit period (June). centsThe sum of the monthly imbalances, plus interest, for the period under review shall be the Reconciliation Amount or the total amount to be refunded/surcharged.

Reconciliation Factor Calculation (RFC) The Reconciliation Amount shall be divided by 12, resulting in the Reconciliation Component.

The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, over a twelve-month period beginning with the first billing cycle in

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September following the period covered by the review.
 The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf. Any under or over collection from the prior month may be factored in subsequent months` Reconciliation Component. Each month during the reconciliation period, the PGF on customer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period.

PSProgRate

Pipeline Safety and Regulatory Program Rate Schedule.

Applicability - Fee. Once annually, Texas Pipeline LLC (TPL) shall remit to the Commission the fee required in 16 TEX. ADMIN. CODE Section 8.201.

Surcharge. During the next billing cycle following TPL remittance to the Commission of the fee, TPL shall include on its customers` bills a Pipeline Safety and Regulatory Program Surcharge, to the extent authorized in 16 TEX, ADMIN. CODE Section 8.201. Formula. The Rule 8.201 surcharge is calculated in accordance with the following formula: Rule 8.201 (b) fee assessed by the Commission on TPL Divided by Number of meters billed Equals Rule 8.201 (b)(3) surcharge, applied per customer meter, once annually. In this formula, the number of meters billed refers to the number of meters billed during the billing month that precedes the month the Rule 8.201(b)(3) surcharge is included on customer bills.

Compliance Report. The Company shall file an annual pipeline safety fee (PSF) report no later than 90 days after the last billing cycle in which the pipeline safety and regulatory program fee surcharge is billed to customers. The Company shall file the report with the Railroad Commission of Texas addressed to the Director of Oversight and Safety Division, Gas Services Department.

The report shall include the following:

- a) the pipeline safety fee-amount paid to the Commission;
- b) the unit rate and total amount of the surcharge billed to each customer;
- c) the date or dates the surcharge was billed to customers; and
- d) the total amount collected from customers from the surcharge.

Reports for the Commission should be filed electronically at GUD Compliance@rrc.texas.gov or at the following address.

Compliance Filing
 Director of Oversight and Safety Division
 Gas Services Dept.
 Railroad Commission of Texas
 P.O. Box 12967
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ApplicNPE	APPLICABILITY - Applicable to all Non-Profit customers. Non-Profit customers are any organization or group organized for purposes other than generating a profit.
COS NPE	During each monthly billing period: Subject to applicable rate adjustment provisions listed below, the following rates are applicable to Non-Profit consumers. Customer Charge \$46.50 All Consumption @ \$5.68 per Mcf. 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.

RATE ADJUSTMENT PROVISIONS

None

CUSTOMERS

<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
45680	N			
<u>CUSTOMER NAME</u>	Non-Profit, Environs customers of Dimmit County, Texas			
45681	N			
<u>CUSTOMER NAME</u>	Non-Profit, Environs customers of Maverick County, Texas			

REASONS FOR FILING

NEW?: Y

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN):

SERVICES

<u>TYPE OF SERVICE</u>	<u>SERVICE DESCRIPTION</u>
M	Other(with detailed explanation)
<u>OTHER TYPE DESCRIPTION</u>	Non Profit

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PREPARER - PERSON FILING

RRC NO: 1199 ACTIVE FLAG: Y INACTIVE DATE:
FIRST NAME: Anita MIDDLE: LAST NAME: O'Brien
TITLE: Manager, Commercial Contracts
ADDRESS LINE 1: 16211 La Cantera Parkway
ADDRESS LINE 2: Suite 202
CITY: San Antonio STATE: TX ZIP: 78256 ZIP4:
AREA CODE: 210 PHONE NO: 802-4491 EXTENSION:

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CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p data-bbox="282 405 730 457">Curtailment Plan Section 7.455 Curtailment Standards</p> <p data-bbox="282 495 1421 548">(a) Definitions. The following words and terms, when used in this section, shall have the following meanings, unless the context clearly indicates otherwise.</p> <p data-bbox="282 556 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="402 674 1023 699">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="282 705 1469 905">(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="282 911 1469 995">(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 1001 1469 1054">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="282 1060 1485 1144">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commission's jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="282 1150 1485 1291">(7) Human needs customers--Residences, hospitals, water and wastewater facilities, police, fire, military and civil defense facilities, and locations where people may congregate in an emergency, such as schools and places of worship. A human needs customer also includes small commercial customers that cannot practicably be curtailed without curtailing human needs. (8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="282 1360 1485 1654">(b) Applicability. This section takes effect on September 1, 2022. This section applies when any gas utility experiences a curtailment event affecting intrastate service on any of its intrastate natural gas pipelines. When a gas utility experiences a curtailment event, the gas utility shall curtail deliveries according to the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan pursuant to subsection (d) of this section. The curtailment priorities in this section apply to sales of natural gas owned by a gas utility and/or deliveries utilizing a gas utility's transportation capacity. The priorities in this section do not apply to sales of gas owned by an entity that is not a gas utility. The term deliveries in this section includes sales and/or transportation service.</p> <p data-bbox="282 1686 479 1711">(c) Priorities.</p> <p data-bbox="282 1717 1485 1801">(1) Unless a gas utility has an approved curtailment plan pursuant to subsection (d) of this section, a gas utility shall apply the following priorities in descending order during a curtailment event:</p> <p data-bbox="282 1833 1453 1890">(A) firm deliveries to human needs customers and firm deliveries of natural gas to local distribution systems which serve human needs customers;</p>

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(B) firm deliveries to electric generation facilities;

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

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

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

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

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

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

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

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

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

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

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

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

LINE EXTENSION POLICY

<u>POLICY ID</u>	<u>DESCRIPTION</u>
1265	Extension Fee - In the event the cost of extending mains in an incorporated area exceeds the free limit established by the Franchise Agreement for residential and non-residential customers in the area, customers shall pay the actual cost of the extension, based on costs calculated in accordance with the rates specified in above, less the free limit. In the event the Franchise Agreement does not establish a free limit, and in all unincorporated areas, the customers shall pay the actual cost of the extension, less a \$150.00 credit, based on costs calculated in accordance with the rates specified above.

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QUALITY OF SERVICE

QUAL_SERVICE_ID	DESCRIPTION
QOS03	<p>cease to draw interest on the date it is returned or credited to the customer`s account.</p> <p>(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.</p> <p>(E) Records of deposits.</p> <p>(i) The utility shall keep records to show:</p> <p>(I) the name and address of each depositor;</p> <p>(II) the amount and date of the deposit; and</p> <p>(III) each transaction concerning the deposit.</p> <p>(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.</p> <p>(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.</p> <p>(F) Refund of deposit.</p> <p>(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.</p> <p>(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer`s account.</p> <p>(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.</p> <p>(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility`s decision, of the customer`s right to file a complaint with the regulatory authority thereon.</p> <p>(6) Billing.</p> <p>(A) Bills for gas service shall be rendered monthly, unless otherwise authorized or unless service is rendered for a period less than a month. Bills shall be rendered as promptly as possible following the reading of meters.</p> <p>(B) The customer`s bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to</p>

RAILROAD COMMISSION OF TEXAS
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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;

(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

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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.

(Il) 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 under billings 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.

(Il) 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

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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.

QOS01

RULE Section 7.45

Quality of Service

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

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interruption or impairment of service.

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

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

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

(2) Customer relations.

(A) Information to customers. Each utility shall;

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

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

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification; (iv) post a notice in a conspicuous place in each business office of the utility where applications for service are received informing the public that copies of the rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection; (v) upon request inform its customers as to the method of reading meters;

(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;

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

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

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

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

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

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

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(1) - (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

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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

QOS02

pursuant to subparagraph

(A) of this paragraph.

(3) Refusal of service.

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

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

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

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

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

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

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

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

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

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

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

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

(4) Discontinuance of service.

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

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

(C) A customer`s utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)

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

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

(i) failure to pay a delinquent account or failure to comply with the

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terms of a deferred payment plan for installment payment of a delinquent account;

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

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph

(5) of this section;

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

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

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

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

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

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

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

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

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

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

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

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

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

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payments for subsequent monthly billings.

(5) Applicant deposit.

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

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

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

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

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

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

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

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

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

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

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(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.

(I1) The deposit shall

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
334134	MeterTest		Customer Requested Meter Test Whenever TPL is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Charge 275 cubic feet per hour or less \$25.00 276 to 1500 cubic feet per hour \$30.00 1501 to 3000 cubic feet per hour \$35.00 3001 to 5000 cubic feet per hour \$45.00 over 5000 cubic feet per hour \$60.00 Orifice Meters All sizes \$40.00 The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
334135	RetChk		Returned Check W Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of \$25.00.
334136	CollecFee		Collection Fee - A fee of \$20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a Company representative who attempts collection of payment from customer.
334137	ReconFees		Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by TPL. Schedule Charge Business Hours (8AM to 5PM, Monday` Friday, except holidays) \$50.00 After Hours (All Hours not associated with Business Hours) \$70.00
334138	TempSvc		Temporary Service - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified above. This service does not include extension of mains.
334139	SpecRead		Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged \$20.00
334140	NoAccess		No Access = A fee of \$20.00 will be charged to customer who schedules an appointment but fails to appear or Company personnel cannot access property to perform the service requested.
334141	Tampering		Customers who tamper with their meters will be assessed a charge of \$150.00 plus the actual cost of any estimated volumes of gas illegally consumed or

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334142	ExtFee	<p>improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.</p>
334143	Deposits	<p>Extension Fee - In the event the cost of extending mains in an incorporated area exceeds the free limit established by the Franchise Agreement for residential and non-residential customers in the area, customers shall pay the actual cost of the extension, based on costs calculated in accordance with the rates specified in above, less the free limit. In the event the Franchise Agreement does not establish a free limit, and in all unincorporated areas, the customers shall pay the actual cost of the extension, less a \$150.00 credit, based on costs calculated in accordance with the rates specified above.</p>
334132	Applicabil	<p>Deposits - Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to TPL, these deposits will be based on 1/12 of the customers estimated annual usage.</p>
334132	Applicabil	<p>Applicable to Residential, Commercial, Industrial, and any other jurisdictional customers of Texas Pipeline LLC (TPL) who are in an incorporated or unincorporated or environs area served by TPL.</p>
334133	SrvInit	<p>Initiation of Service: a) Connection Charge - The following connection charges apply: Business Hours (8AM to 5PM, Monday ` Friday, except holidays) \$50.00 After Hours (All Hours not associated with Business Hours) \$70.00 A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.</p>

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DESCRIPTION: Distribution Sales STATUS: A
EFFECTIVE DATE: 10/01/2025 ORIGINAL CONTRACT DATE: RECEIVED DATE: 03/03/2026
GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 847762
BILLS RENDERED: N INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID DESCRIPTION
OTH FEESCE

Cost of Gas Component: The basic rates for cost of service set forth above shall be increased by the amount of the Cost of Gas Component for the billing month computed in accordance with the provisions of Rate Schedule GCA ENV. Rate Schedule COS CE. Taxes: Plus applicable taxes and fees related to above. Pipeline Safety and Regulatory Program Fee: Adjustments in accordance with the provisions of (PSProgRate). Miscellaneous Fees and Deposits - Environs

GCA ENV

Applicability:

This clause shall apply to all customers served by TPL, except for customers purchasing gas at contract rates. Each customer`s gas costs will be determined by the costs incurred as applicable. For purposes of determining gas purchase costs, all customers located in Unincorporated areas of the Counties of Dimmitt, Kinney, La Salle, Maverick, and Val Verde. Intent: This clause is intended to allow collection of Texas Pipeline Inc`s. (TPL) gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas.

Definitions: Interest ` The percentage of interest shall be the interest rate established by the Public Utility Commission, or such other agency or manner as determined by the Commission, under Chapter 183 of the Texas Utilities Code. Lost and Unaccounted For Gas ` Lost and Unaccounted for Gas (LUG) shall represent volumes of gas metered into the distribution system and volumes of gas metered out of the distribution system at 14.65 p.s.i.a., which shall include distribution and non-distribution volumes. TPL transmission LUG shall not be included in these volumes.

Purchased Gas Costs `The total cost of Purchase Volumes, as received into the Company`s distribution system. Purchased Gas Factor (PGF) ` A factor on each customer`s monthly bill, expressed in dollars per Mcf, to reflect the Purchase Gas Costs, all as more specifically described herein.

Purchase/Sales Ratio ` A ratio determined by dividing the Company`s Purchase Volumes metered into the distribution system during the twelve-month period ending June 30 of each year by the sum of the Company`s Sales Volumes metered out of the distribution system, volumes of metered Company used gas, and losses of gas from the Company`s systems that have been billed to third parties during the same period. Such ratio as determined shall in no event exceed 1.0526 i.e. 1/1 (1 -.05) unless expressly authorized by the applicable regulatory authority,

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RATE SCHEDULE

SCHEDULE ID

DESCRIPTION

Purchase Volumes ` The volumes of gas, expressed in MCP s and stated at 14.65 psia, received by the Company`s distribution system from all sources, including monthly purchases and withdrawals from storage, if any, for use by general service customers. This quantity of gas shall not include LUG attributable to the TPL Transmission System or transmission function.

Reconciliation Amount ` The net of any monthly imbalances during the period covered by the Reconciliation Review. Reconciliation Component ` The monthly amount to be refunded or passed through to customers, consisting of one-twelfth of the Reconciliation Amount.

Reconciliation Factor ` A factor, expressed as a cost per Mcf on customer bills reflecting the customer`s share of the Reconciliation Component applicable to the period covered by the bill.

Reconciliation Review ` An annual review of the Company`s records covering each 12-month period ending June 30 to determine any imbalances between the Purchase Gas Cost and the Sales Amount as applied during that period.

Sales Amount ` Sales Volumes, volumes of metered Company used gas, and losses of gas from the Company`s system that have been billed to third parties, multiplied by the Purchased Gas Factor.

Sales Volumes ` The volumes of gas metered to general service customers expressed in Mcf`s and stated at 14.65 psia. Weighted Average Cost of Gas The Purchase Gas Costs invoiced by third parties divided by the Purchase Volumes, calculated on a monthly basis.

Purchase Gas Cost Component (PGC) The Purchase Gas Cost shall be computed utilizing the following components for the distribution system customers:

Cost of gas purchased Credits, Refunds or Out of Period adjustments Cost of gas withdrawn from storage Interest on storage gas withdrawn Upstream Gathering and Transportation Charges Storage Deliverability Charges Storage Capacity Charges New taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills TPL shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. TPL shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor (PGF) Calculation Each customer bill shall include a Purchased Gas Factor reflecting the estimated Weighted Average Cost of Gas, plus additional elements described in this section, during the period covered by the bill. The PGF shall be determined to the nearest \$0.001 per Mcf, and the following provisions shall apply: centsIn addition to the estimated weighted average cost of gas for the current month`s billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated Weighted Average Cost of Gas and the actual Weighted Average Cost of Gas during the previous billing period o The

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RATE SCHEDULE

SCHEDULE ID

DESCRIPTION

PGF shall also include a Reconciliation Factor, an amount reflecting the customer`s share of any gas cost imbalances in the preceding reconciliation period. centsThe PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill.

The Purchased Gas Factor is expressed as a formula as follows:

- Where: A= Estimated WACOG
- B= Est. WACOG/Act. WACOG Difference
- C= Reconciliation Factor
- D= New Taxes E Total PGF.

Gas Cost Reconciliation (GCR) TPL shall keep accurate books and records of the Reconciliation Review, monthly Purchased Gas Factor reports to the Railroad Commission of Texas, and shall account for the Reconciliation Component and the Reconciliation Factors.

This report shall be filed concurrently with the Cost of Gas Statement for October.

If the Regulatory Authority thereafter determines that an adjustment to the Reconciliation Component is required, such adjustment shall be included in the Reconciliation Component for the next annual Reconciliation Audit following the date of such determination.

Reports for the Commission should be filed electronically at GUD Compliance@rrc.texas.gov or at the following address:

Compliance Filing Director of Oversight and Safety Division
 Gas Services Dept.
 Railroad Commission of Texas
 P.O. Box 12967
 Austin, TX 78711-2967

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes.

Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia):

- Unincorporated areas of the Counties of:
- Dimmitt 14.68
- Kinney 14.68
- LaSalle 14.68
- Maverick 14.68
- Val Verde 14.68

GAS SERVICES DIVISION
 GSD - 1 TARIFF REPORT

RRC COID: 7701 COMPANY NAME: TEXAS PIPELINE LLC

TARIFF CODE: DS RRC TARIFF NO: 40000

RATE SCHEDULE

SCHEDULE ID

DESCRIPTION

If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply:

o TPL shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis.

The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchased Volume.

The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas. o Interest shall be applied to each monthly imbalance and shall accrue for each month of the review period o The interest rate shall be the same rate as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June). o The sum of the monthly imbalances, plus interest, for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged. If the Reconciliation Review indicates a gas loss or gas gain of greater than 5% of that metered into the system, the following methodology shall apply: TPL shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis.

Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:

- 1) Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period.
- 2) Subtracting that result from 1, which when expressed as a percentage, becomes Actual P/S Ratio.
- 3) Subtracting 5.26% from Actual PIS Ratio, results in a Disallowance Factor for the review period.
- 4) Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the Weighted Average Cost of Gas for each month will result in an amount to be disallowed each month.

5) The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above. centsInterest shall be applied to each monthly imbalance, and shall accrue for each month of the review period. centsThe interest rate shall be the rate in effect during the last month of the audit period (June). centsThe sum of the monthly imbalances, plus interest, for the period under review shall be the Reconciliation Amount or the total amount to be refunded/surcharged.

Reconciliation Factor Calculation (RFC) The Reconciliation Amount shall be divided by 12, resulting in the Reconciliation Component.

The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, over a twelve-month period beginning with the first billing cycle in

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RATE SCHEDULE

SCHEDULE ID

DESCRIPTION

September following the period covered by the review.
 The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf. Any under or over collection from the prior month may be factored in subsequent months` Reconciliation Component. Each month during the reconciliation period, the PGF on customer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period.

PSProgRate

Pipeline Safety and Regulatory Program Rate Schedule.

Applicability - Fee. Once annually, Texas Pipeline LLC (TPL) shall remit to the Commission the fee required in 16 TEX. ADMIN. CODE Section 8.201.

Surcharge. During the next billing cycle following TPL remittance to the Commission of the fee, TPL shall include on its customers` bills a Pipeline Safety and Regulatory Program Surcharge, to the extent authorized in 16 TEX, ADMIN. CODE Section 8.201. Formula. The Rule 8.201 surcharge is calculated in accordance with the following formula: Rule 8.201 (b) fee assessed by the Commission on TPL Divided by Number of meters billed Equals Rule 8.201 (b)(3) surcharge, applied per customer meter, once annually. In this formula, the number of meters billed refers to the number of meters billed during the billing month that precedes the month the Rule 8.201(b)(3) surcharge is included on customer bills.

Compliance Report. The Company shall file an annual pipeline safety fee (PSF) report no later than 90 days after the last billing cycle in which the pipeline safety and regulatory program fee surcharge is billed to customers. The Company shall file the report with the Railroad Commission of Texas addressed to the Director of Oversight and Safety Division, Gas Services Department.

The report shall include the following:

- a) the pipeline safety fee-amount paid to the Commission;
- b) the unit rate and total amount of the surcharge billed to each customer;
- c) the date or dates the surcharge was billed to customers; and
- d) the total amount collected from customers from the surcharge.

Reports for the Commission should be filed electronically at GUD Compliance@rrc.texas.gov or at the following address.

Compliance Filing
 Director of Oversight and Safety Division
 Gas Services Dept.
 Railroad Commission of Texas
 P.O. Box 12967
 Austin, TX 78711-2967

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RATE SCHEDULE	
SCHEDULE ID	DESCRIPTION
APPLIC COME	Applicable to all commercial customers and to customers not otherwise specifically provided for under any other rate schedule or served under a contract in an unincorporated or environs area served by Texas Pipeline Inc. This rate is only available to full requirements customers of TPL.
COS CE	During each monthly billing period: Subject to applicable rate adjustment provisions listed below, the following rates are applicable to Commercial consumers and to consumers not otherwise specifically provided for under any other rate schedule or served under a contract per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location. Customer Charge \$46.50 All Consumption @ 5.68 per Mcf 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.

RATE ADJUSTMENT PROVISIONS
None

CUSTOMERS				
RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
45676	N			
<u>CUSTOMER NAME</u>	Commercial, Environs customers of Dimmit County, Texas			
45677	N			
<u>CUSTOMER NAME</u>	Commercial, Environs customers of Maverick County, Texas			

REASONS FOR FILING
NEW?: Y
RRC DOCKET NO:
CITY ORDINANCE NO:
AMENDMENT (EXPLAIN):
OTHER (EXPLAIN):

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

RAILROAD COMMISSION OF TEXAS
GAS SERVICES DIVISION
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RRC COID: 7701 COMPANY NAME: TEXAS PIPELINE LLC

TARIFF CODE: DS RRC TARIFF NO: 40000

PREPARER - PERSON FILING

RRC NO: 1199 ACTIVE FLAG: Y INACTIVE DATE:
FIRST NAME: Anita MIDDLE: LAST NAME:O'Brien
TITLE: Manager, Commercial Contracts
ADDRESS LINE 1: 16211 La CanteraParkway
ADDRESS LINE 2: Suite 202
CITY: San Antonio STATE: TX ZIP: 78256 ZIP4:
AREA CODE: 210 PHONE NO: 802-4491 EXTENSION:

RRC COID: 7701 COMPANY NAME: TEXAS PIPELINE LLC

TARIFF CODE: DS RRC TARIFF NO: 40000

CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p data-bbox="285 401 734 457">Curtailment Plan Section 7.455 Curtailment Standards</p> <p data-bbox="285 491 1422 548">(a) Definitions. The following words and terms, when used in this section, shall have the following meanings, unless the context clearly indicates otherwise.</p> <p data-bbox="285 552 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="402 667 1024 695">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="285 699 1471 900">(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="285 905 1471 993">(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="285 997 1471 1054">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="285 1058 1487 1146">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commission's jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="285 1150 1487 1289">(7) Human needs customers--Residences, hospitals, water and wastewater facilities, police, fire, military and civil defense facilities, and locations where people may congregate in an emergency, such as schools and places of worship. A human needs customer also includes small commercial customers that cannot practicably be curtailed without curtailing human needs. (8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="285 1356 1487 1646">(b) Applicability. This section takes effect on September 1, 2022. This section applies when any gas utility experiences a curtailment event affecting intrastate service on any of its intrastate natural gas pipelines. When a gas utility experiences a curtailment event, the gas utility shall curtail deliveries according to the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan pursuant to subsection (d) of this section. The curtailment priorities in this section apply to sales of natural gas owned by a gas utility and/or deliveries utilizing a gas utility's transportation capacity. The priorities in this section do not apply to sales of gas owned by an entity that is not a gas utility. The term deliveries in this section includes sales and/or transportation service.</p> <p data-bbox="285 1684 477 1711">(c) Priorities.</p> <p data-bbox="285 1715 1487 1797">(1) Unless a gas utility has an approved curtailment plan pursuant to subsection (d) of this section, a gas utility shall apply the following priorities in descending order during a curtailment event:</p> <p data-bbox="285 1835 1448 1885">(A) firm deliveries to human needs customers and firm deliveries of natural gas to local distribution systems which serve human needs customers;</p>

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- (B) firm deliveries to electric generation facilities;
- (C) firm deliveries to industrial and commercial users of the minimum natural gas required to prevent physical harm and/or ensure critical safety to the plant facilities, to plant personnel, or the public when such protection cannot be achieved through the use of an alternate fuel;
- (D) firm deliveries of natural gas to small industrials and regular commercial loads that use less than 3,000 Mcf per day;
- (E) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material cannot be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed;
- (F) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material can be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed; and
- (G) firm deliveries to customers that are not covered by the priorities listed in subparagraphs (A) - (F) of this paragraph.
- (2) Deliveries to customers within the same priority on the portion of the system which is subject to curtailment shall be curtailed to the extent practicable on a pro rata basis according to scheduled quantities. If a customer's end-use requirements fall under two or more priorities, then such requirements must be treated separately when applying this schedule of priorities to the extent practicable. Transportation customers have equivalent end-use priorities as sales customers.
- (3) When applying the priorities of this section, a gas utility may rely on the representations of its customers and/or their end users regarding the nature of customers' deliveries.
- (d) Curtailment plans. Order 489 and any curtailment plan approved by the Commission prior to the effective date of this section is superseded by this section. A gas utility may file its own curtailment plan for approval with the Oversight and Safety Division. A gas utility shall follow the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan on file with the Commission. The first three priorities in any individual curtailment plan must be consistent with the first three priorities listed in subsection (c)(1)(A) - (C) and (2) of this section. A gas utility shall provide to its customers notice of an application for a curtailment plan. A gas utility shall provide notice on the same day the gas utility files its application with the Commission. The gas utility may provide notice by hand delivery, by first class, certified, registered mail, commercial delivery service, electronic methods, or by such other manner as the Commission may require. The notice shall be in the form prescribed by the Commission. The Oversight and Safety Division may administratively approve the curtailment plan if no request for hearing is filed within thirty days of such notice. The Commission shall set the matter for hearing if it receives a timely request for hearing from a customer of the gas utility.
- (e) Required tariff filings. Within 90 days of the effective date of this section, each gas utility shall electronically file with the Commission, in the manner prescribed by the Commission, tariffs that shall include either:
- (1) the curtailment priorities as specified in this section; or
 - (2) a curtailment plan approved by the Commission as specified in subsection (d) of this section.

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

LINE EXTENSION POLICY

<u>POLICY ID</u>	<u>DESCRIPTION</u>
1265	Extension Fee - In the event the cost of extending mains in an incorporated area exceeds the free limit established by the Franchise Agreement for residential and non-residential customers in the area, customers shall pay the actual cost of the extension, based on costs calculated in accordance with the rates specified in above, less the free limit. In the event the Franchise Agreement does not establish a free limit, and in all unincorporated areas, the customers shall pay the actual cost of the extension, less a \$150.00 credit, based on costs calculated in accordance with the rates specified above.

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QUALITY OF SERVICE

QUAL_SERVICE_ID	DESCRIPTION
QOS01	<p style="text-align: right;">RULE Section 7.45</p> <p>Quality of Service</p> <p>For gas utility service to residential and small commercial customers, the following minimum service standards shall be applicable in unincorporated areas. In addition, each gas distribution utility is ordered to amend its service rules to include said minimum service standards within the utility service rules applicable to residential and small commercial customers within incorporated areas, but only to the extent that said minimum service standards do not conflict with standards lawfully established within a particular municipality for a gas distribution utility. Said gas distribution utility shall file service rules incorporating said minimum service standards with the Railroad Commission and with the municipalities in the manner prescribed by law.</p> <p>(1) Continuity of service,</p> <p style="padding-left: 40px;">(A) Service interruptions.</p> <p style="padding-left: 80px;">(i) Every gas utility shall make all reasonable efforts to prevent interruptions of service. When interruptions occur, the utility shall reestablish service within the shortest possible time consistent with prudent operating principles so that the smallest number of customers are affected.</p> <p style="padding-left: 80px;">(ii) Each utility shall make reasonable provisions to meet emergencies resulting from failure of service, and each utility shall issue instructions to its employees covering procedures to be followed in the event of an emergency in order to prevent or mitigate interruption or impairment of service.</p> <p style="padding-left: 80px;">(iii) In the event of national emergency or local disaster resulting in disruption of normal service, the utility may, in the public interest, interrupt service to other customers to provide necessary service to civil defense or other emergency service agencies on a temporary basis until normal service to these agencies can be restored.</p> <p style="padding-left: 40px;">(B) Record of interruption. Except for momentary interruptions which do not cause a major disruption of service, each utility shall keep a complete record of all interruptions, both emergency and scheduled. This record shall show the cause of interruptions, date, time duration, location, approximate number of customers affected, and, in cases of emergency interruptions, the remedy and steps taken to prevent recurrence.</p> <p style="padding-left: 40px;">(C) Report to commission. The commission shall be notified in writing within 48 hours of interruptions in service affecting the entire system or any major division thereof lasting more than four hours. The notice shall also state the cause of such interruptions. If any service interruption is reported to the commission otherwise (for example, as a curtailment report or safety report), such other report is sufficient to comply with the terms of this paragraph.</p> <p>(2) Customer relations.</p> <p style="padding-left: 40px;">(A) Information to customers. Each utility shall;</p> <p style="padding-left: 80px;">(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;</p>

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

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification; (iv) post a notice in a conspicuous place in each business office of the utility where applications for service are received informing the public that copies of the rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection; (v) upon request inform its customers as to the method of reading meters;

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

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

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

(III) the time allowed to pay outstanding bills; (IV) grounds for termination of service;

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

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

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

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

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

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

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

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(1) - (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. If 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

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granted within the 15-day period. The commission encourages all customer complaints to be made in writing to assist the regulatory authority in maintaining records of the quality of service of each utility; however, telephone communications will be acceptable.

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

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

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

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

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

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

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

(E) Delayed payment of bills by elderly persons.

(i) Applicability. This subparagraph applies only to:

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

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

(III) an elderly person, as defined in clause

(ii) of this subparagraph, who is a residential customer and who occupies the entire premises for which a delay is requested.

(ii) Definitions.

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

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

(iii) An elderly person may request that the utility

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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

QOS02

pursuant to subparagraph

(A) of this paragraph.

(3) Refusal of service.

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

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

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

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

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

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

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

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

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

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

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

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

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(4) Discontinuance of service.

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

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

(C) A customer's utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)

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

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

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

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

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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 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

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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.

(Il) The deposit shall

QOS03 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;

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

(Ill) 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

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

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

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

(6) Billing.

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

(B) The customer's bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to compute his bill with the applicable rate schedule. The applicable rate schedule must be mailed to the customer on request of the customer. A utility may exhaust its present stock of nonconforming bill forms before compliance is required by this section: (i) if the meter is read by the utility, the date and reading of the meter at the beginning and end of the period for which rendered;

(ii) the number and kind of units billed;

(iii) the applicable rate schedule title or code;

(iv) the total base bill;

(v) the total of any adjustments to the base bill and the amount of adjustments per billing unit;

(vi) the date by which the customer must pay the bill to get prompt payment discount;

(vii) the total amount due before and after any discount for prompt payment within a designated period;

(viii) a distinct marking to identify an estimated bill.

(C) Where there is good reason for doing so, estimated bills may be submitted, provided that an actual meter reading is taken at least every six months. For the second consecutive month in which the meter reader is unable to gain access to the premises to read the meter on regular meter reading trips, or in months where meters are not read otherwise, the utility must provide the customer with a postcard and request that the customer read the meter and return the card to the utility if the meter is of a type that can be read by the customer without significant inconvenience or special tools or equipment. If such a postcard is not received by the utility in time for billing, the utility may estimate the meter reading and render the bill accordingly.

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(D) Disputed bills.

(i) In the event of a dispute between the customer and the utility regarding the bill, the utility must forthwith make such investigation as is required by the particular case and report the results thereof to the customer. If the customer wishes to obtain the benefits of clause (ii) of this subparagraph, notification of the dispute must be given to the utility prior to the date the bill becomes delinquent. In the event the dispute is not resolved, the utility shall inform the customer of the complaint procedures of the appropriate regulatory authority.

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

(7) Meters

(A) Meter requirements.

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

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

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

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

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

(ii) Records of meter tests. All meter tests must be properly referenced to the meter 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

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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.

(Il) 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 under billings 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.

(Il) 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

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refusal to serve.

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
334121	MeterTest		Customer Requested Meter Test Whenever TPL is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Charge 275 cubic feet per hour or less \$25.00 276 to 1500 cubic feet per hour \$30.00 1501 to 3000 cubic feet per hour \$35.00 3001 to 5000 cubic feet per hour \$45.00 over 5000 cubic feet per hour \$60.00 Orifice Meters All sizes \$40.00 The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
334122	RetChk		Returned Check W Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of \$25.00.
334123	CollecFee		Collection Fee - A fee of \$20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a Company representative who attempts collection of payment from customer.
334124	ReconFees		Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by TPL. Schedule Charge Business Hours (8AM to 5PM, Monday` Friday, except holidays) \$50.00 After Hours (All Hours not associated with Business Hours) \$70.00
334125	TempSvc		Temporary Service - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified above. This service does not include extension of mains.
334126	SpecRead		Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged \$20.00
334127	NoAccess		No Access = A fee of \$20.00 will be charged to customer who schedules an appointment but fails to appear or Company personnel cannot access property to perform the service requested.
334128	Tampering		Customers who tamper with their meters will be assessed a charge of \$150.00 plus the actual cost of any estimated volumes of gas illegally consumed or

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334129	ExtFee	<p>improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.</p>
334130	Deposits	<p>Extension Fee - In the event the cost of extending mains in an incorporated area exceeds the free limit established by the Franchise Agreement for residential and non-residential customers in the area, customers shall pay the actual cost of the extension, based on costs calculated in accordance with the rates specified in above, less the free limit. In the event the Franchise Agreement does not establish a free limit, and in all unincorporated areas, the customers shall pay the actual cost of the extension, less a \$150.00 credit, based on costs calculated in accordance with the rates specified above.</p>
334119	Applicabil	<p>Deposits - Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to TPL, these deposits will be based on 1/12 of the customers estimated annual usage.</p>
334120	SrvInit	<p>Applicable to Residential, Commercial, Industrial, and any other jurisdictional customers of Texas Pipeline LLC (TPL) who are in an incorporated or unincorporated or environs area served by TPL.</p> <p>Initiation of Service: a) Connection Charge - The following connection charges apply: Business Hours (8AM to 5PM, Monday ` Friday, except holidays) \$50.00 After Hours (All Hours not associated with Business Hours) \$70.00 A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.</p>

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DESCRIPTION: Distribution Sales STATUS: A
 EFFECTIVE DATE: 10/01/2025 ORIGINAL CONTRACT DATE: RECEIVED DATE: 03/11/2026
 GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 847762
 BILLS RENDERED: N INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID	DESCRIPTION
OTH FECPAE	<p>OTHER FEES - Cost of Gas Component: The basic rates for cost of service set forth above shall be increased by the amount of the Cost of Gas Component for the billing month computed in accordance with the provisions of Rate Schedule GCA ENV. Taxes: Plus applicable taxes and fees related to above. Pipeline Safety and Regulatory Program Fee: Adjustments in accordance with the provisions of Rate Schedule PSProgRate. Miscellaneous Fees and Deposits - Environs</p>
GCA ENV	<p>Applicability:</p> <p>This clause shall apply to all customers served by TPL, except for customers purchasing gas at contract rates. Each customer`s gas costs will be determined by the costs incurred as applicable. For purposes of determining gas purchase costs, all customers located in Unincorporated areas of the Counties of Dimmitt, Kinney, La Salle, Maverick, and Val Verde. Intent: This clause is intended to allow collection of Texas Pipeline Inc`s. (TPL) gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas.</p> <p>Definitions: Interest ` The percentage of interest shall be the interest rate established by the Public Utility Commission, or such other agency or manner as determined by the Commission, under Chapter 183 of the Texas Utilities Code. Lost and Unaccounted For Gas ` Lost and Unaccounted for Gas (LUG) shall represent volumes of gas metered into the distribution system and volumes of gas metered out of the distribution system at 14.65 p.s.i.a., which shall include distribution and non-distribution volumes. TPL transmission LUG shall not be included in these volumes.</p> <p>Purchased Gas Costs `The total cost of Purchase Volumes, as received into the Company`s distribution system. Purchased Gas Factor (PGF) ` A factor on each customer`s monthly bill, expressed in dollars per Mcf, to reflect the Purchase Gas Costs, all as more specifically described herein.</p> <p>Purchase/Sales Ratio ` A ratio determined by dividing the Company`s Purchase Volumes metered into the distribution system during the twelve-month period ending June 30 of each year by the sum of the Company`s Sales Volumes metered out of the distribution system, volumes of metered Company used gas, and losses of gas from the Company`s systems that have been billed to third parties during the same period. Such ratio as determined shall in no event exceed 1.0526 i.e. 1/1 (1 -.05) unless expressly authorized by the applicable regulatory authority,</p>

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Purchase Volumes ` The volumes of gas, expressed in MCP s and stated at 14.65 psia, received by the Company`s distribution system from all sources, including monthly purchases and withdrawals from storage, if any, for use by general service customers. This quantity of gas shall not include LUG attributable to the TPL Transmission System or transmission function.

Reconciliation Amount ` The net of any monthly imbalances during the period covered by the Reconciliation Review. Reconciliation Component ` The monthly amount to be refunded or passed through to customers, consisting of one-twelfth of the Reconciliation Amount.

Reconciliation Factor ` A factor, expressed as a cost per Mcf on customer bills reflecting the customer`s share of the Reconciliation Component applicable to the period covered by the bill.

Reconciliation Review ` An annual review of the Company`s records covering each 12-month period ending June 30 to determine any imbalances between the Purchase Gas Cost and the Sales Amount as applied during that period.

Sales Amount ` Sales Volumes, volumes of metered Company used gas, and losses of gas from the Company`s system that have been billed to third parties, multiplied by the Purchased Gas Factor.

Sales Volumes ` The volumes of gas metered to general service customers expressed in Mcf`s and stated at 14.65 psia. Weighted Average Cost of Gas The Purchase Gas Costs invoiced by third parties divided by the Purchase Volumes, calculated on a monthly basis.

Purchase Gas Cost Component (PGC) The Purchase Gas Cost shall be computed utilizing the following components for the distribution system customers:

Cost of gas purchased Credits, Refunds or Out of Period adjustments Cost of gas withdrawn from storage Interest on storage gas withdrawn Upstream Gathering and Transportation Charges Storage Deliverability Charges Storage Capacity Charges New taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills TPL shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. TPL shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor (PGF) Calculation Each customer bill shall include a Purchased Gas Factor reflecting the estimated Weighted Average Cost of Gas, plus additional elements described in this section, during the period covered by the bill. The PGF shall be determined to the nearest \$0.001 per Mcf, and the following provisions shall apply: centsIn addition to the estimated weighted average cost of gas for the current month`s billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated Weighted Average Cost of Gas and the actual Weighted Average Cost of Gas during the previous billing period o The

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PGF shall also include a Reconciliation Factor, an amount reflecting the customer`s share of any gas cost imbalances in the preceding reconciliation period. centsThe PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill.

The Purchased Gas Factor is expressed as a formula as follows:

- Where: A= Estimated WACOG
- B= Est. WACOG/Act. WACOG Difference
- C= Reconciliation Factor
- D= New Taxes E Total PGF.

Gas Cost Reconciliation (GCR) TPL shall keep accurate books and records of the Reconciliation Review, monthly Purchased Gas Factor reports to the Railroad Commission of Texas, and shall account for the Reconciliation Component and the Reconciliation Factors.

This report shall be filed concurrently with the Cost of Gas Statement for October.

If the Regulatory Authority thereafter determines that an adjustment to the Reconciliation Component is required, such adjustment shall be included in the Reconciliation Component for the next annual Reconciliation Audit following the date of such determination.

Reports for the Commission should be filed electronically at GUD Compliance@rrc.texas.gov or at the following address:

Compliance Filing Director of Oversight and Safety Division
 Gas Services Dept.
 Railroad Commission of Texas
 P.O. Box 12967
 Austin, TX 78711-2967

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes.

Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia):

- Unincorporated areas of the Counties of:
- Dimmitt 14.68
- Kinney 14.68
- LaSalle 14.68
- Maverick 14.68
- Val Verde 14.68

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If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply:

o TPL shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis.

The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchased Volume.

The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas. o Interest shall be applied to each monthly imbalance and shall accrue for each month of the review period o The interest rate shall be the same rate as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June). o The sum of the monthly imbalances, plus interest, for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged. If the Reconciliation Review indicates a gas loss or gas gain of greater than 5% of that metered into the system, the following methodology shall apply: TPL shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis.

Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:

- 1) Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period.
- 2) Subtracting that result from 1, which when expressed as a percentage, becomes Actual P/S Ratio.
- 3) Subtracting 5.26% from Actual PIS Ratio, results in a Disallowance Factor for the review period.
- 4) Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the Weighted Average Cost of Gas for each month will result in an amount to be disallowed each month.

5) The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above. centsInterest shall be applied to each monthly imbalance, and shall accrue for each month of the review period. centsThe interest rate shall be the rate in effect during the last month of the audit period (June). centsThe sum of the monthly imbalances, plus interest, for the period under review shall be the Reconciliation Amount or the total amount to be refunded/surcharged.

Reconciliation Factor Calculation (RFC) The Reconciliation Amount shall be divided by 12, resulting in the Reconciliation Component.

The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, over a twelve-month period beginning with the first billing cycle in

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September following the period covered by the review.
 The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf. Any under or over collection from the prior month may be factored in subsequent months` Reconciliation Component. Each month during the reconciliation period, the PGF on customer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period.

PSProgRate

Pipeline Safety and Regulatory Program Rate Schedule.

Applicability - Fee. Once annually, Texas Pipeline LLC (TPL) shall remit to the Commission the fee required in 16 TEX. ADMIN. CODE Section 8.201.

Surcharge. During the next billing cycle following TPL remittance to the Commission of the fee, TPL shall include on its customers` bills a Pipeline Safety and Regulatory Program Surcharge, to the extent authorized in 16 TEX, ADMIN. CODE Section 8.201. Formula. The Rule 8.201 surcharge is calculated in accordance with the following formula: Rule 8.201 (b) fee assessed by the Commission on TPL Divided by Number of meters billed Equals Rule 8.201 (b)(3) surcharge, applied per customer meter, once annually. In this formula, the number of meters billed refers to the number of meters billed during the billing month that precedes the month the Rule 8.201(b)(3) surcharge is included on customer bills.

Compliance Report. The Company shall file an annual pipeline safety fee (PSF) report no later than 90 days after the last billing cycle in which the pipeline safety and regulatory program fee surcharge is billed to customers. The Company shall file the report with the Railroad Commission of Texas addressed to the Director of Oversight and Safety Division, Gas Services Department.

The report shall include the following:

- a) the pipeline safety fee-amount paid to the Commission;
- b) the unit rate and total amount of the surcharge billed to each customer;
- c) the date or dates the surcharge was billed to customers; and
- d) the total amount collected from customers from the surcharge.

Reports for the Commission should be filed electronically at GUD Compliance@rrc.texas.gov or at the following address.

Compliance Filing
 Director of Oversight and Safety Division
 Gas Services Dept.
 Railroad Commission of Texas
 P.O. Box 12967
 Austin, TX 78711-2967

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RATE SCHEDULE

<u>SCHEDULE ID</u>	<u>DESCRIPTION</u>
ApplicPAE	<p>APPLICABILITY - Applicable to all Public Authority customers. Public Authority customers are any department, agency, or entity of the local state, or federal government, including a public school, college or university.</p>
COS PAE	<p>COST OF SERVICE RATE - During each monthly billing period: Subject to applicable rate adjustment provisions listed below, the following rates are applicable to Public Authority consumers. Customer Charge \$46.50, All Consumption @ \$5.68 per Mcf 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.</p>

RATE ADJUSTMENT PROVISIONS

None

CUSTOMERS

<u>RRC CUSTOMER NO</u>	<u>CONFIDENTIAL?</u>	<u>BILLING UNIT</u>	<u>PGA CURRENT CHARGE</u>	<u>PGA EFFECTIVE DATE</u>
45684	N			
<u>CUSTOMER NAME</u>	Public Authority, Environs customers of Dimmit County, Texas			
45685	N			
<u>CUSTOMER NAME</u>	Public Authority, Environs customers of Maverick County, Texas			

REASONS FOR FILING

NEW?: Y

RRC DOCKET NO:

CITY ORDINANCE NO:

AMENDMENT (EXPLAIN):

OTHER (EXPLAIN):

SERVICES

<u>TYPE OF SERVICE</u>	<u>SERVICE DESCRIPTION</u>
D	Public Authority Sales
<u>OTHER TYPE DESCRIPTION</u>	

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PREPARER - PERSON FILING

RRC NO: 1199 ACTIVE FLAG: Y INACTIVE DATE:
FIRST NAME: Anita MIDDLE: LAST NAME: O'Brien
TITLE: Manager, Commercial Contracts
ADDRESS LINE 1: 16211 La Cantera Parkway
ADDRESS LINE 2: Suite 202
CITY: San Antonio STATE: TX ZIP: 78256 ZIP4:
AREA CODE: 210 PHONE NO: 802-4491 EXTENSION:

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CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p data-bbox="282 405 730 457">Curtailment Plan Section 7.455 Curtailment Standards</p> <p data-bbox="282 495 1424 548">(a) Definitions. The following words and terms, when used in this section, shall have the following meanings, unless the context clearly indicates otherwise.</p> <p data-bbox="282 554 1487 665">(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="402 672 1023 697">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="282 703 1474 903">(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="282 909 1474 993">(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="282 999 1474 1052">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="282 1058 1487 1142">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commission's jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="282 1148 1487 1289">(7) Human needs customers--Residences, hospitals, water and wastewater facilities, police, fire, military and civil defense facilities, and locations where people may congregate in an emergency, such as schools and places of worship. A human needs customer also includes small commercial customers that cannot practicably be curtailed without curtailing human needs. (8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="282 1358 1487 1648">(b) Applicability. This section takes effect on September 1, 2022. This section applies when any gas utility experiences a curtailment event affecting intrastate service on any of its intrastate natural gas pipelines. When a gas utility experiences a curtailment event, the gas utility shall curtail deliveries according to the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan pursuant to subsection (d) of this section. The curtailment priorities in this section apply to sales of natural gas owned by a gas utility and/or deliveries utilizing a gas utility's transportation capacity. The priorities in this section do not apply to sales of gas owned by an entity that is not a gas utility. The term deliveries in this section includes sales and/or transportation service.</p> <p data-bbox="282 1686 475 1711">(c) Priorities.</p> <p data-bbox="282 1717 1487 1801">(1) Unless a gas utility has an approved curtailment plan pursuant to subsection (d) of this section, a gas utility shall apply the following priorities in descending order during a curtailment event:</p> <p data-bbox="282 1835 1450 1887">(A) firm deliveries to human needs customers and firm deliveries of natural gas to local distribution systems which serve human needs customers;</p>

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- (B) firm deliveries to electric generation facilities;
- (C) firm deliveries to industrial and commercial users of the minimum natural gas required to prevent physical harm and/or ensure critical safety to the plant facilities, to plant personnel, or the public when such protection cannot be achieved through the use of an alternate fuel;
- (D) firm deliveries of natural gas to small industrials and regular commercial loads that use less than 3,000 Mcf per day;
- (E) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material cannot be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed;
- (F) firm deliveries to large industrial and commercial users for fuel or as a raw material where an alternate fuel or raw material can be used and operation and plant production would be curtailed or shut down completely when natural gas is curtailed; and
- (G) firm deliveries to customers that are not covered by the priorities listed in subparagraphs (A) - (F) of this paragraph.
- (2) Deliveries to customers within the same priority on the portion of the system which is subject to curtailment shall be curtailed to the extent practicable on a pro rata basis according to scheduled quantities. If a customer's end-use requirements fall under two or more priorities, then such requirements must be treated separately when applying this schedule of priorities to the extent practicable. Transportation customers have equivalent end-use priorities as sales customers.
- (3) When applying the priorities of this section, a gas utility may rely on the representations of its customers and/or their end users regarding the nature of customers' deliveries.
- (d) Curtailment plans. Order 489 and any curtailment plan approved by the Commission prior to the effective date of this section is superseded by this section. A gas utility may file its own curtailment plan for approval with the Oversight and Safety Division. A gas utility shall follow the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan on file with the Commission. The first three priorities in any individual curtailment plan must be consistent with the first three priorities listed in subsection (c)(1)(A) - (C) and (2) of this section. A gas utility shall provide to its customers notice of an application for a curtailment plan. A gas utility shall provide notice on the same day the gas utility files its application with the Commission. The gas utility may provide notice by hand delivery, by first class, certified, registered mail, commercial delivery service, electronic methods, or by such other manner as the Commission may require. The notice shall be in the form prescribed by the Commission. The Oversight and Safety Division may administratively approve the curtailment plan if no request for hearing is filed within thirty days of such notice. The Commission shall set the matter for hearing if it receives a timely request for hearing from a customer of the gas utility.
- (e) Required tariff filings. Within 90 days of the effective date of this section, each gas utility shall electronically file with the Commission, in the manner prescribed by the Commission, tariffs that shall include either:
- (1) the curtailment priorities as specified in this section; or
 - (2) a curtailment plan approved by the Commission as specified in subsection (d) of this section.

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

LINE EXTENSION POLICY

<u>POLICY ID</u>	<u>DESCRIPTION</u>
1265	Extension Fee - In the event the cost of extending mains in an incorporated area exceeds the free limit established by the Franchise Agreement for residential and non-residential customers in the area, customers shall pay the actual cost of the extension, based on costs calculated in accordance with the rates specified in above, less the free limit. In the event the Franchise Agreement does not establish a free limit, and in all unincorporated areas, the customers shall pay the actual cost of the extension, less a \$150.00 credit, based on costs calculated in accordance with the rates specified above.

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QUALITY OF SERVICE

QUAL_SERVICE_ID	DESCRIPTION
QOS03	<p>cease to draw interest on the date it is returned or credited to the customer`s account.</p> <p>(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.</p> <p>(E) Records of deposits.</p> <p>(i) The utility shall keep records to show:</p> <p>(I) the name and address of each depositor;</p> <p>(II) the amount and date of the deposit; and</p> <p>(III) each transaction concerning the deposit.</p> <p>(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.</p> <p>(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.</p> <p>(F) Refund of deposit.</p> <p>(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.</p> <p>(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer`s account.</p> <p>(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.</p> <p>(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility`s decision, of the customer`s right to file a complaint with the regulatory authority thereon.</p> <p>(6) Billing.</p> <p>(A) Bills for gas service shall be rendered monthly, unless otherwise authorized or unless service is rendered for a period less than a month. Bills shall be rendered as promptly as possible following the reading of meters.</p> <p>(B) The customer`s bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to</p>

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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;

(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

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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.

(Il) 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 under billings 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.

(Il) 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

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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.

QOS01 RULE Section 7.45

Quality of Service

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

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interruption or impairment of service.

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

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

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

(2) Customer relations.

(A) Information to customers. Each utility shall;

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

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

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification; (iv) post a notice in a conspicuous place in each business office of the utility where applications for service are received informing the public that copies of the rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection; (v) upon request inform its customers as to the method of reading meters;

(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;

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

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

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

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

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

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

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(1) - (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

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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

QOS02 pursuant to subparagraph

(A) of this paragraph.

(3) Refusal of service.

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

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

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

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

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

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

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

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

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

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

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

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

(4) Discontinuance of service.

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

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

(C) A customer`s utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)

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

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

(i) failure to pay a delinquent account or failure to comply with the

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terms of a deferred payment plan for installment payment of a delinquent account;

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

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph

(5) of this section;

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

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

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

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

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

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

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

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

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

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

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

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

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

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payments for subsequent monthly billings.

(5) Applicant deposit.

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

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

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

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

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

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

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

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

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

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

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(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.

(I1) The deposit shall

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
334713	RetChk		Returned Check W Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of \$25.00.
334714	CollecFee		Collection Fee - A fee of \$20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a Company representative who attempts collection of payment from customer.
334715	ReconFees		Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by TPL. Schedule Charge Business Hours (8AM to 5PM, Monday` Friday, except holidays) \$50.00 After Hours (All Hours not associated with Business Hours) \$70.00
334716	TempSvc		Temporary Service - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified above. This service does not include extension of mains.
334717	SpecRead		Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged \$20.00
334718	NoAccess		No Access = A fee of \$20.00 will be charged to customer who schedules an appointment but fails to appear or Company personnel cannot access property to perform the service requested.
334719	Tampering		Customers who tamper with their meters will be assessed a charge of \$150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.
334710	Applicabil		Applicable to Residential, Commercial, Industrial, and any other jurisdictional customers of Texas Pipeline LLC (TPL) who are in an incorporated or unincorporated or environs area served by TPL.
334711	SrvInit		Initiation of Service: a) Connection Charge - The following connection charges apply: Business Hours (8AM to 5PM, Monday ` Friday, except holidays) \$50.00 After Hours (All Hours not associated with Business Hours) \$70.00 A connect fee will be charged to any

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334712	MeterTest	<p>applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.</p>
334712	MeterTest	<p>Customer Requested Meter Test Whenever TPL is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Charge 275 cubic feet per hour or less \$25.00 276 to 1500 cubic feet per hour \$30.00 1501 to 3000 cubic feet per hour \$35.00 3001 to 5000 cubic feet per hour \$45.00 over 5000 cubic feet per hour \$60.00 Orifice Meters All sizes \$40.00 The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.</p>
334720	ExtFee	<p>Extension Fee - In the event the cost of extending mains in an incorporated area exceeds the free limit established by the Franchise Agreement for residential and non-residential customers in the area, customers shall pay the actual cost of the extension, based on costs calculated in accordance with the rates specified in above, less the free limit. In the event the Franchise Agreement does not establish a free limit, and in all unincorporated areas, the customers shall pay the actual cost of the extension, less a \$150.00 credit, based on costs calculated in accordance with the rates specified above.</p>
334721	Deposits	<p>Deposits - Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to TPL, these deposits will be based on 1/12 of the customers estimated annual usage.</p>

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DESCRIPTION: Distribution Sales STATUS: A
EFFECTIVE DATE: 10/01/2025 ORIGINAL CONTRACT DATE: RECEIVED DATE: 03/11/2026
GAS CONSUMED: Y AMENDMENT DATE: OPERATOR NO: 847762
BILLS RENDERED: N INACTIVE DATE:

RATE SCHEDULE

SCHEDULE ID DESCRIPTION
OTH FEESRE

Cost of Gas Component: The basic rates for cost of service set forth above shall be increased by the amount of the Cost of Gas Component for the billing month computed in accordance with the provisions of Rate Schedule GCA ENV. Pipeline Safety and Regulatory Program Fee: Adjustments in accordance with the provisions of Rate Schedule PSProgRate. Miscellaneous Fees and Deposits - Environs. Miscellaneous Fees and Deposits - Environs. TAX ADJUSTMENT - ENVIRONS REVENUE RELATED TAX ADJUSTMENT Each monthly bill for a jurisdictional customer, as adjusted, shall also be adjusted by an amount equivalent to the various revenue related taxes, franchise fees, rentals, or other fees and charges imposed by regulatory or governmental authorities. This includes, but not limited to, Gross Receipts Taxes or any other governmental imposition, rental fee or charge levied that is based on any portion of revenues billed by Texas Pipeline LLC.

GCA ENV

Applicability:

This clause shall apply to all customers served by TPL, except for customers purchasing gas at contract rates. Each customer's gas costs will be determined by the costs incurred as applicable. For purposes of determining gas purchase costs, all customers located in Unincorporated areas of the Counties of Dimmitt, Kinney, La Salle, Maverick, and Val Verde. Intent: This clause is intended to allow collection of Texas Pipeline Inc's. (TPL) gas purchase costs in a manner that will lessen monthly fluctuations in the gas cost factor and ensure that all amounts billed to customers are fully reconciled with actual costs incurred, subject to limitations for excessive lost and unaccounted for gas.

Definitions: Interest ` The percentage of interest shall be the interest rate established by the Public Utility Commission, or such other agency or manner as determined by the Commission, under Chapter 183 of the Texas Utilities Code. Lost and Unaccounted For Gas ` Lost and Unaccounted for Gas (LUG) shall represent volumes of gas metered into the distribution system and volumes of gas metered out of the distribution system at 14.65 p.s.i.a., which shall include distribution and non-distribution volumes. TPL transmission LUG shall not be included in these volumes.

Purchased Gas Costs `The total cost of Purchase Volumes, as received into the Company's distribution system. Purchased Gas Factor (PGF) ` A factor on each customer's monthly bill, expressed in dollars per Mcf, to reflect the Purchase Gas Costs, all as more specifically described herein.

Purchase/Sales Ratio ` A ratio determined by dividing the Company's Purchase Volumes metered into the distribution system during the twelve-month period ending

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June 30 of each year by the sum of the Company's Sales Volumes metered out of the distribution system, volumes of metered Company used gas, and losses of gas from the Company's systems that have been billed to third parties during the same period. Such ratio as determined shall in no event exceed 1.0526 i.e. 1/1 (1 -.05) unless expressly authorized by the applicable regulatory authority,

Purchase Volumes ` The volumes of gas, expressed in MCP s and stated at 14.65 psia, received by the Company's distribution system from all sources, including monthly purchases and withdrawals from storage, if any, for use by general service customers. This quantity of gas shall not include LUG attributable to the TPL Transmission System or transmission function.

Reconciliation Amount ` The net of any monthly imbalances during the period covered by the Reconciliation Review. Reconciliation Component ` The monthly amount to be refunded or passed through to customers, consisting of one-twelfth of the Reconciliation Amount.

Reconciliation Factor ` A factor, expressed as a cost per Mcf on customer bills reflecting the customer's share of the Reconciliation Component applicable to the period covered by the bill.

Reconciliation Review ` An annual review of the Company's records covering each 12-month period ending June 30 to determine any imbalances between the Purchase Gas Cost and the Sales Amount as applied during that period.

Sales Amount ` Sales Volumes, volumes of metered Company used gas, and losses of gas from the Company's system that have been billed to third parties, multiplied by the Purchased Gas Factor.

Sales Volumes ` The volumes of gas metered to general service customers expressed in Mcf`s and stated at 14.65 psia. Weighted Average Cost of Gas The Purchase Gas Costs invoiced by third parties divided by the Purchase Volumes, calculated on a monthly basis.

Purchase Gas Cost Component (PGC) The Purchase Gas Cost shall be computed utilizing the following components for the distribution system customers:

Cost of gas purchased Credits, Refunds or Out of Period adjustments Cost of gas withdrawn from storage Interest on storage gas withdrawn Upstream Gathering and Transportation Charges Storage Deliverability Charges Storage Capacity Charges New taxes on the purchased gas or the purchase transaction and not reflected on elsewhere on customer bills TPL shall keep accurate records of all storage gas purchases, including the date, quantity, cost, and associated expenses. TPL shall account for storage gas purchases and withdrawals using a weighted average cost basis.

Purchased Gas Factor (PGF) Calculation Each customer bill shall include a Purchased Gas Factor reflecting the estimated Weighted Average Cost of Gas, plus additional

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SCHEDULE ID

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elements described in this section, during the period covered by the bill. The PGF shall be determined to the nearest \$0.001 per Mcf, and the following provisions shall apply: centsIn addition to the estimated weighted average cost of gas for the current month's billing period, the PGF may include a pro rata portion of an amount reflecting the difference between the estimated Weighted Average Cost of Gas and the actual Weighted Average Cost of Gas during the previous billing period o The PGF shall also include a Reconciliation Factor, an amount reflecting the customer's share of any gas cost imbalances in the preceding reconciliation period. centsThe PGF factor may also include an amount reflecting any new taxes or levies specifically applied to gas costs or purchases and not otherwise reflected on the customer bill.

The Purchased Gas Factor is expressed as a formula as follows:

- Where: A= Estimated WACOG
- B= Est. WACOG/Act. WACOG Difference
- C= Reconciliation Factor
- D= New Taxes E Total PGF.

Gas Cost Reconciliation (GCR) TPL shall keep accurate books and records of the Reconciliation Review, monthly Purchased Gas Factor reports to the Railroad Commission of Texas, and shall account for the Reconciliation Component and the Reconciliation Factors.

This report shall be filed concurrently with the Cost of Gas Statement for October.

If the Regulatory Authority thereafter determines that an adjustment to the Reconciliation Component is required, such adjustment shall be included in the Reconciliation Component for the next annual Reconciliation Audit following the date of such determination.

Reports for the Commission should be filed electronically at GUD Compliance@rrc.texas.gov or at the following address:

Compliance Filing Director of Oversight and Safety Division
 Gas Services Dept.
 Railroad Commission of Texas
 P.O. Box 12967
 Austin, TX 78711-2967

A Reconciliation Review and calculation shall first determine whether the lost and unaccounted for gas is more or less than 5% of that metered into the system. The sales volumes shall be converted to the same pressure base as the purchase volumes.

Calculations of the sales volumes furnished to its gas sales customers (from meters not corrected for pressure and/or temperature) shall be calculated utilizing the following service pressures (psia):

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Unincorporated areas of the Counties of:

- Dimmitt 14.68
- Kinney 14.68
- LaSalle 14.68
- Maverick 14.68
- Val Verde 14.68

If the Reconciliation Review indicates a gas loss or gas gain of less than 5% of that metered into the system, the following methodology shall apply:

- o TPL shall calculate the imbalance between its Net Jurisdictional Cost of Gas and amount collected through the PGA billed on a monthly basis.

The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volumes by the Actual P/S Ratio to arrive at the Calculated Purchased Volume.

The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Net Jurisdictional Cost of Gas. o Interest shall be applied to each monthly imbalance and shall accrue for each month of the review period o The interest rate shall be the same rate as determined by the Public Utility Commission of Texas for refunds on customer deposits and in effect during the last month of the audit period (June). o The sum of the monthly imbalances, plus interest, for the period under review shall be the Reconciliation Amount, the total amount to be refunded/surcharged. If the Reconciliation Review indicates a gas loss or gas gain of greater than 5% of that metered into the system, the following methodology shall apply: TPL shall calculate the imbalance between its Purchase Gas Cost and Sales Amount on a monthly basis.

Purchase Gas Cost amounts in excess of the 1.0526 ratio shall be disallowed by:

- 1) Dividing total Purchase Volumes for the 12-month review period by the total Sales Volumes for the same period.
- 2) Subtracting that result from 1, which when expressed as a percentage, becomes Actual P/S Ratio.
- 3) Subtracting 5.26% from Actual PIS Ratio, results in a Disallowance Factor for the review period.
- 4) Multiplying the Disallowance Factor by the Purchase Volumes for each month and by the Weighted Average Cost of Gas for each month will result in an amount to be disallowed each month.

5) The Net Jurisdictional Cost of Gas shall be calculated by multiplying the Total Jurisdictional Sales Volume by the Actual P/S Ratio to arrive at the Calculated Purchased Volume. The Calculated Purchased Volume is then multiplied by the WACOG to arrive at the Jurisdictional Cost of Gas. The Net jurisdictional Cost of Gas is calculated by subtracting the Disallowed Amount calculated above. centsInterest shall be applied to each monthly imbalance, and shall accrue for each month of the review period. centsThe interest rate shall be the rate in effect during the last month of the audit period (June). centsThe sum of the monthly imbalances, plus interest, for the period under review shall be the Reconciliation

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Amount or the total amount to be refunded/surcharged.

Reconciliation Factor Calculation (RFC) The Reconciliation Amount shall be divided by 12, resulting in the Reconciliation Component.

The Reconciliation Component shall be reflected in a refund or surcharge on each customer bill, over a twelve-month period beginning with the first billing cycle in September following the period covered by the review.

The Reconciliation Component for each month of the reconciliation period shall be calculated by dividing the Reconciliation Amount by the estimated Sales Volumes for the applicable billing period. The result will be a monthly Reconciliation Factor, expressed in Mcf. Any under or over collection from the prior month may be factored in subsequent months` Reconciliation Component. Each month during the reconciliation period, the PGF on customer bills shall be increased or reduced by the product of the number of Mcf billed to the customer and the monthly Reconciliation Factor, as indicated in the section of PGF calculations. Any under or over collections remaining at the end of the gas reconciliation period will be carried forward to the next gas reconciliation period.

PSProgRate

Pipeline Safety and Regulatory Program Rate Schedule.

Applicability - Fee. Once annually, Texas Pipeline LLC (TPL) shall remit to the Commission the fee required in 16 TEX. ADMIN. CODE Section 8.201.

Surcharge. During the next billing cycle following TPL remittance to the Commission of the fee, TPL shall include on its customers` bills a Pipeline Safety and Regulatory Program Surcharge, to the extent authorized in 16 TEX, ADMIN. CODE Section 8.201. Formula. The Rule 8.201 surcharge is calculated in accordance with the following formula: Rule 8.201 (b) fee assessed by the Commission on TPL Divided by Number of meters billed Equals Rule 8.201 (b)(3) surcharge, applied per customer meter, once annually. In this formula, the number of meters billed refers to the number of meters billed during the billing month that precedes the month the Rule 8.201(b)(3) surcharge is included on customer bills.

Compliance Report. The Company shall file an annual pipeline safety fee (PSF) report no later than 90 days after the last billing cycle in which the pipeline safety and regulatory program fee surcharge is billed to customers. The Company shall file the report with the Railroad Commission of Texas addressed to the Director of Oversight and Safety Division, Gas Services Department.

The report shall include the following:

- a) the pipeline safety fee-amount paid to the Commission;
- b) the unit rate and total amount of the surcharge billed to each customer;
- c) the date or dates the surcharge was billed to customers; and
- d) the total amount collected from customers from the surcharge.

Reports for the Commission should be filed electronically at GUD

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RATE SCHEDULE	
SCHEDULE ID	DESCRIPTION
	<p>Compliance@rrc.texas.gov or at the following address. Compliance Filing Director of Oversight and Safety Division Gas Services Dept. Railroad Commission of Texas P.O. Box 12967 Austin, TX 78711-2967</p>
ApplicRE	<p>RESIDENTIAL SERVICE RATE - ENVIRONS - APPLICABILITY - Applicable to a residential customer or builder in a single dwelling, or in a dwelling unit of a multiple dwelling or residential apartment, for residential purposes in an unincorporated or environs area served by Texas Pipeline LLC (TPL). A residential consumer includes an Individually-metered residential unit or dwelling and builders prior to sale or re-sale of a property for domestic purposes. This rate is only available to full requirements customers of TPL.</p>
COS RESENV	<p>COST OF SERVICE RATE During each monthly billing period: Subject to applicable rate adjustment provisions listed below, the following rates are applicable to Residential consumers per meter billing cycle or for any part of a billing cycle for which gas service is available at the same location. Customer Charge \$19.10 All Consumption @ \$7.85 per Mcf 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.</p>

RATE ADJUSTMENT PROVISIONS
None

CUSTOMERS				
RRC CUSTOMER NO	CONFIDENTIAL?	BILLING UNIT	PGA CURRENT CHARGE	PGA EFFECTIVE DATE
45672	N			
<u>CUSTOMER NAME</u>	Residential, Environs customers of Dimmit County, Texas			
45673	N			
<u>CUSTOMER NAME</u>	Residential, Environs customers of Maverick County, Texas			

REASONS FOR FILING
NEW?: Y
RRC DOCKET NO:
CITY ORDINANCE NO:
AMENDMENT (EXPLAIN):
OTHER (EXPLAIN):

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SERVICES

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

PREPARER - PERSON FILING

RRC NO: 1199 ACTIVE FLAG: Y INACTIVE DATE:

FIRST NAME: Anita MIDDLE: LAST NAME: O'Brien

TITLE: Manager, Commercial Contracts

ADDRESS LINE 1: 16211 La Cantera Parkway

ADDRESS LINE 2: Suite 202

CITY: San Antonio STATE: TX ZIP: 78256 ZIP4:

AREA CODE: 210 PHONE NO: 802-4491 EXTENSION:

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CURTAILMENT PLAN

<u>PLAN ID</u>	<u>DESCRIPTION</u>
7455	<p data-bbox="284 405 730 457">Curtailment Plan Section 7.455 Curtailment Standards</p> <p data-bbox="284 495 1421 548">(a) Definitions. The following words and terms, when used in this section, shall have the following meanings, unless the context clearly indicates otherwise.</p> <p data-bbox="284 556 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="402 674 1023 699">(2) Commission--The Railroad Commission of Texas.</p> <p data-bbox="284 705 1469 905">(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="284 911 1469 995">(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 1001 1469 1054">(5) Firm or firm deliveries--Natural gas deliveries that are described as firm under a contract or tariff.</p> <p data-bbox="284 1060 1485 1144">(6) Gas utility--An entity that operates a natural gas transmission pipeline system or a local distribution company that is subject to the Commission's jurisdiction as defined in Texas Utilities Code, Title 3.</p> <p data-bbox="284 1150 1485 1291">(7) Human needs customers--Residences, hospitals, water and wastewater facilities, police, fire, military and civil defense facilities, and locations where people may congregate in an emergency, such as schools and places of worship. A human needs customer also includes small commercial customers that cannot practicably be curtailed without curtailing human needs. (8) Interruptible or interruptible deliveries--Natural gas deliveries that are not described as firm under a contract or tariff.</p> <p data-bbox="284 1360 1485 1654">(b) Applicability. This section takes effect on September 1, 2022. This section applies when any gas utility experiences a curtailment event affecting intrastate service on any of its intrastate natural gas pipelines. When a gas utility experiences a curtailment event, the gas utility shall curtail deliveries according to the priorities listed in subsection (c) of this section unless and until the gas utility has an approved curtailment plan pursuant to subsection (d) of this section. The curtailment priorities in this section apply to sales of natural gas owned by a gas utility and/or deliveries utilizing a gas utility's transportation capacity. The priorities in this section do not apply to sales of gas owned by an entity that is not a gas utility. The term deliveries in this section includes sales and/or transportation service.</p> <p data-bbox="284 1686 479 1711">(c) Priorities.</p> <p data-bbox="284 1717 1485 1801">(1) Unless a gas utility has an approved curtailment plan pursuant to subsection (d) of this section, a gas utility shall apply the following priorities in descending order during a curtailment event:</p> <p data-bbox="284 1833 1453 1890">(A) firm deliveries to human needs customers and firm deliveries of natural gas to local distribution systems which serve human needs customers;</p>

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(B) firm deliveries to electric generation facilities;

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

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

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

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

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

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

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

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

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

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

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

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

LINE EXTENSION POLICY

<u>POLICY ID</u>	<u>DESCRIPTION</u>
1265	Extension Fee - In the event the cost of extending mains in an incorporated area exceeds the free limit established by the Franchise Agreement for residential and non-residential customers in the area, customers shall pay the actual cost of the extension, based on costs calculated in accordance with the rates specified in above, less the free limit. In the event the Franchise Agreement does not establish a free limit, and in all unincorporated areas, the customers shall pay the actual cost of the extension, less a \$150.00 credit, based on costs calculated in accordance with the rates specified above.

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QUALITY OF SERVICE

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QOS03	<p>cease to draw interest on the date it is returned or credited to the customer`s account.</p> <p>(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.</p> <p>(E) Records of deposits.</p> <p>(i) The utility shall keep records to show:</p> <p>(I) the name and address of each depositor;</p> <p>(II) the amount and date of the deposit; and</p> <p>(III) each transaction concerning the deposit.</p> <p>(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.</p> <p>(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.</p> <p>(F) Refund of deposit.</p> <p>(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.</p> <p>(ii) When the customer has paid bills for service for 12 consecutive residential bills without having service disconnected for nonpayment of bill and without having more than two occasions in which a bill was delinquent and when the customer is not delinquent in the payment of the current bills, the utility shall promptly and automatically refund the deposit plus accrued interest to the customer in the form of cash or credit to a customer`s account.</p> <p>(G) Upon sale or transfer of utility or company. Upon the sale or transfer of any public utility or operating units thereof, the seller shall file with the commission under oath, in addition to other information, a list showing the names and addresses of all customers served by such utility or unit who have to their credit a deposit, the date such deposit was made, the amount thereof, and the unpaid interest thereon.</p> <p>(H) Complaint by applicant or customer. Each utility shall direct its personnel engaged in initial contact with an applicant or customer for service seeking to establish or reestablish credit under the provisions of these rules to inform the customer, if dissatisfaction is expressed with the utility`s decision, of the customer`s right to file a complaint with the regulatory authority thereon.</p> <p>(6) Billing.</p> <p>(A) Bills for gas service shall be rendered monthly, unless otherwise authorized or unless service is rendered for a period less than a month. Bills shall be rendered as promptly as possible following the reading of meters.</p> <p>(B) The customer`s bill must show all the following information. The information must be arranged and displayed in such a manner as to allow the customer to</p>

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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;

(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

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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.

(Il) 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 under billings 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.

(Il) 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

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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.

QOS01 RULE Section 7.45
Quality of Service

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

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interruption or impairment of service.

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

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

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

(2) Customer relations.

(A) Information to customers. Each utility shall;

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

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

(iii) in compliance with applicable law or regulations, notify customers affected by a change in rates or schedule or classification; (iv) post a notice in a conspicuous place in each business office of the utility where applications for service are received informing the public that copies of the rate schedules and rules relating to the service of the utility as filed with the commission are available for inspection; (v) upon request inform its customers as to the method of reading meters;

(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;

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

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

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

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

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

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

(vii) at least once each calendar year, notify customers that information is available upon request, at no charge to the customer, concerning the items listed in clause (vi)(1) - (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

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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

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pursuant to subparagraph

(A) of this paragraph.

(3) Refusal of service.

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

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

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

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

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

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

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

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

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

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

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

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

(4) Discontinuance of service.

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

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

(C) A customer`s utility service may be disconnected if the bill has not been paid or a deferred payment plan pursuant to paragraph (2)

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

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

(i) failure to pay a delinquent account or failure to comply with the

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terms of a deferred payment plan for installment payment of a delinquent account;

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

(iii) failure to comply with deposit or guarantee arrangements where required by paragraph

(5) of this section;

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

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

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

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

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

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

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

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

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

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

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

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

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

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payments for subsequent monthly billings.

(5) Applicant deposit.

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

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

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

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

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

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

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

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

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

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

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(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.

(I1) The deposit shall

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SERVICE CHARGES

<u>RRC CHARGE NO.</u>	<u>CHARGE ID</u>	<u>CHARGE AMOUNT</u>	<u>SERVICE PROVIDED</u>
334700	RetChk		Returned Check W Bank Draft Charges - Accounts for which payment is made using checks or electronic drafts which are returned or denied by a bank for any reason may be charged a fee for each occurrence of \$25.00.
334697	Applicabil		Applicable to Residential, Commercial, Industrial, and any other jurisdictional customers of Texas Pipeline LLC (TPL) who are in an incorporated or unincorporated or environs area served by TPL.
334698	SrvInit		Initiation of Service: a) Connection Charge - The following connection charges apply: Business Hours (8AM to 5PM, Monday ` Friday, except holidays) \$50.00 After Hours (All Hours not associated with Business Hours) \$70.00 A connect fee will be charged to any applicant for the cost involved in initiation of service. This fee shall be charged when a meter is set and/or gas turned on.
334699	MeterTest		Customer Requested Meter Test Whenever TPL is requested by a customer to have a meter test performed, and the result of that meter test indicates that the meter is within 2% accuracy and the meter has been tested within a four year period from the time the customer made the request the customer will be charged according to the following fee schedule. Positive Displacement Charge 275 cubic feet per hour or less \$25.00 276 to 1500 cubic feet per hour \$30.00 1501 to 3000 cubic feet per hour \$35.00 3001 to 5000 cubic feet per hour \$45.00 over 5000 cubic feet per hour \$60.00 Orifice Meters All sizes \$40.00 The meter test fees schedule above will not apply when the test results indicate the meter is outside of the allowed 2% accuracy range.
334701	CollecFee		Collection Fee - A fee of \$20.00 will be charged to any customer whose failure to respond to a termination notice necessitates the dispatch of a Company representative who attempts collection of payment from customer.
334702	ReconFees		Reconnect Fees - The following reconnection fees will be charged to any customer whose service is terminated and then re-initiated unless terminated in error by TPL. Schedule Charge Business Hours (8AM to 5PM, Monday` Friday, except holidays) \$50.00 After Hours (All Hours not associated with Business Hours) \$70.00
334703	TempSvc		Temporary Service - Customers will be charged the actual cost of installation and removal of pipe and metering facilities. The actual cost will be calculated in accordance with the rates specified

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334704	SpecRead	above. This service does not include extension of mains.
334705	NoAccess	Special Read - Customer requested reading of a meter for any purpose other than initiation of service will be charged \$20.00
334706	Tampering	No Access = A fee of \$20.00 will be charged to customer who schedules an appointment but fails to appear or Company personnel cannot access property to perform the service requested.
334707	ExtFee	Customers who tamper with their meters will be assessed a charge of \$150.00 plus the actual cost of any estimated volumes of gas illegally consumed or improperly measured based on such tampering, and the actual cost of time and materials to repair meters or other company equipment. The actual costs will be based on the labor rates and costs specified above. This charge is not intended to duplicate any charge that may be imposed by the Texas Penal Code.
334708	Deposits	Extension Fee - In the event the cost of extending mains in an incorporated area exceeds the free limit established by the Franchise Agreement for residential and non-residential customers in the area, customers shall pay the actual cost of the extension, based on costs calculated in accordance with the rates specified in above, less the free limit. In the event the Franchise Agreement does not establish a free limit, and in all unincorporated areas, the customers shall pay the actual cost of the extension, less a \$150.00 credit, based on costs calculated in accordance with the rates specified above.
		Deposits - Customer Deposits - Deposits will be based on 1/6 of the customers estimated annual usage. For any customer who pays bills by electronic transfer to TPL, these deposits will be based on 1/12 of the customers estimated annual usage.