

**COON RAPIDS MUNICIPAL UTILITIES
GAS SERVICE RULES**



APPROVED BY THE BOARD OF TRUSTEES: MAY 21, 2020

WELCOME TO COON RAPIDS MUNICIPAL UTILITIES

We designed this handbook to help you understand Coon Rapids Municipal Utility's processes and procedures in order to provide you the best service possible. It covers topics ranging from service installation to meter reading to billing. Keeping you well informed is important to us, so we have compiled our Service Rules in this concise and easy-to-use format. If you have any questions about the Service Rules or Coon Rapids Municipal Utilities, please feel free to call us at 712-999-2225, email us at info@crmu.net or stop at our Business Office at 123 3rd Avenue S.

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STATEMENT OF OPERATION

PRELIMINARY STATEMENT

COON RAPIDS MUNICIPAL UTILITY's (CRMU's) utility services are provided in accordance with these Gas Service Rules and applicable Utility policies and procedures. These rules are intended to ensure safe installation of facilities, long life of infrastructure, and that all customers are treated fairly. By accepting Utility services, customers agree to be bound by these Gas Service Rules and applicable Utility policies and procedures.

The Board of Trustees of the Coon Rapids Municipal Utilities has approved and published the Gas Service Rules to govern the distribution of gas by the Utility. These Gas Service Rules are adopted under the authority reserved for and granted to the Utility by applicable law, including the following:

- Municipal Home Rule authority under the Iowa Constitution, as amended (at the time of adoption of this Service Rule, Article III, Section 38A of the Iowa Constitution).
- Iowa Code section 384.84, as amended regarding the establishment, imposition, adjustment, and collection of rates and charges by the governing body of the city utility.
- Iowa Code Chapter 388.
- The exemption for municipal utilities from Iowa Code Chapter 476 and regulation by the Iowa Utilities Board thereunder, except where specifically enumerated by the Iowa Legislature within Chapter 476; the exemption for municipal utilities from rate regulation under Chapter 476; and the absence of any express enumeration in Chapter 476 for rate regulation of municipal utilities or the regulation of municipal utilities regarding billing adjustments for overcharges and undercharges which are an essential component of the rate setting and rate collection authority reserved for and granted to municipal utilities by home rule authority, Iowa Code section 384.84 and Iowa Code Chapter 388.

The provisions of these Gas Service Rules are not subject to and shall not be modified by the discovery rule, theories of continuing violations, or other common law, statutory law, provisions of general contract law, or equitable principles which might otherwise have the effect of extending the time period for or the amount of collection of underpayments and refund or credit for overpayments.

Severability. If any part or provision of these Gas Service Rules are legally declared invalid or unenforceable, that part or provision will be construed consistent with applicable law as nearly as possible, and the remaining parts and provisions will remain in full force and effect. Such invalidity or non-enforceability will not invalidate or render unenforceable any other part or provision of these Gas Service Rules.

These Gas Service Rules are subject to change from time to time to ensure safe and efficient service and to comply with city, state, and federal statute and applicable administrative law.

These Gas Service Rules are intended to govern the overall operation of the Natural Gas Utility. Where a rule cannot be reasonably applied to a specific situation, the Governing Body reserves the right to decide on a resolution to the issue.

The Utility's records are maintained at the CRMU Business Office located at 123 3rd Avenue S, Coon Rapids, Iowa. Address all written correspondence to COON RAPIDS MUNICIPAL UTILITIES, 123 3rd Avenue S., Coon Rapids, Iowa 50058.

IOWA UTILITY BOARD LIMITED REGULATION

The Iowa Utilities Board "IUB" regulates certain service aspects of Utility operations. Regulatory authority of the IUB is limited to those statutes referenced in Section 476.1B of the Code of Iowa. All rate setting and other Utility operations fall under the authority of the Board of Trustees of the City of Coon Rapids, Iowa.

DEFINITIONS

The following words and phrases shall have the following meanings, as used in these Service Rules:

Applicant

Means a person, partnership, association, firm, public or private corporation, governmental agency, or legal entity applying to the Utility for service provided for in these Service Rules.

Board of Trustees

Means the Board of Trustees established under Chapter 388, Code of Iowa.

Code

Means the official code of laws for the State of Iowa.

Complaint

Means a statement or question by anyone, whether a Utility customer or not, alleging a wrong, grievance, injury, dissatisfaction, illegal action or procedure, dangerous condition or action, or Utility obligation.

Contiguous Locations

Means those locations where one customer has more than one building on the same property or on adjacent property separated only by a public right-of-way.

Contract

Means any claim, account, or demand against, or in agreement with, the Utility, express or implied.

Contractor

Means any person, firm, or corporation performing work for a customer.

Customer

Means any person, firm, association, or corporation, any agency of the federal, state, or local government, or legal entity responsible by law for payment for the natural gas service from the Utility.

Delinquent or Delinquency

Means an account for which a service bill or service payment agreement has not been paid in full on or before the last date for timely payment.

Delivery Point

Means the location where the customer's fuel piping starts and the Municipal Utility's end. The Point of Delivery or Delivery Point will be the outlet side of Utility's meter set.

Gas Facilities and Equipment

Means any part of the Utility's gas distribution system below or above ground.

Gas Main

The natural gas pipeline used for the purpose of delivering and distributing natural gas to or throughout large areas such as subdivisions and developments.

Gas Service Line

The natural gas pipeline from the gas main to the inlet side of the shut-off valve at the gas meter set for the purpose of serving a customer.

Governing Body

Means the body charged with setting policy of the Utility. Means the Board of Trustees of the Coon Rapids Municipal Utilities, Coon Rapids, Iowa.

IAC

Means Iowa Administrative Code, as amended, and is used in designating references within the Code.

IUB

Iowa Utilities Board or IUB means the state agency having limited regulatory authority over service (not rates) provided by the Municipal Utility.

Meter

Means, unless otherwise qualified, a utility-approved device that measures and registers the quantity of natural gas used.

Meter Set

Means, unless otherwise qualified, the components associated with a typical meter installation (i.e. riser, locate wire, shutoff valve, pressure regulator, piping, support brackets, meter, etc.)

Premises

Means a tract of land, building, or part of a building or facility to which services are provided.

Refunds

Means a repayment back to a customer \$5 or greater. Utility will not issue any refunds below \$5.

Service Rules

Means these rules as adopted by the Board of Trustees of the Coon Rapids Municipal Utilities, Coon Rapids, Iowa.

Tampering

Means any unauthorized connection or usage of service as defined in the appropriate theft of utility services policy or procedures.

Timely Payment

Means a payment on a customer's account made on or before the due date shown on a current bill for service, or in conformance with an agreement between the customer and the Utility for a series of partial payments to settle a delinquent account.

Utility

Means Coon Rapids Municipal Gas Utility – a.k.a. "CRMU".

GAS SERVICE

Safety

What is Natural Gas

Natural gas is a naturally occurring mixture of combustible hydrocarbon gases (primarily methane) found in underground reservoirs. Natural gas is lighter than air and is colorless, tasteless and odorless.

Smell of Natural Gas

The Utility adds an odorant to the natural gas to produce a “rotten egg” or skunk-like odor. If you smell natural gas or suspect a gas leak, immediately evacuate the building and move to a safe location. Avoid doing anything that might produce static or sparks, such as touching any electrical switches, telephones (including cell phones) or smoking. Next, report the leak immediately by calling Utility at 712-999-2225.

Dangers of Natural Gas

If a concentration of natural gas is 5-15% of gas in air and a source of ignition is present, an explosion and/or fire may result. The presence of all three of the following can produce a natural gas fire or explosion:

- Natural Gas
- Oxygen
- Source of Ignition

Safety Codes and Regulations

Utility's facilities shall be constructed, installed, maintained and operated in accordance with accepted good engineering practices in the natural gas industry to ensure, as far as reasonably possible, continuity of service, uniformity in the quality of service furnished and the safety of persons and property. The Utility shall not be held liable in actions arising from interruptions or fluctuations in service.

All installations shall comply with the applicable requirements found in this manual and meet the requirements for design, construction, materials and maintenance of natural gas fuel piping systems, equipment and related accessories as included in the industry standards and codes listed below:

- NFPA 54, National Fuel Gas Code
- NFPA 501, Standard of Manufactured Housing
- NFPA 501A, Standard for Fire Safety Criteria for Manufactured Home Installations, Sites and Communities
- ICC IBC, International Building Code
- Uniform Mechanical Code
- CFR 49, Part 192 – Pipeline Safety Regulations
- Regulations of the Iowa Utilities Board

In the case of a conflict between standards listed, the most stringent standard shall govern to the extent required. References to the publications listed above shall be deemed to be the latest edition or revision accepted by the IUB as a standard of good practice.

The Utility reserves the right to refuse to extend service where a customer's installation does not comply with these provisions and requirements as stated. In case of refusal, the Utility will inform the customer of the reason of the refusal. The Utility may disconnect any service when that service is found to be in an unsafe condition.

Excess Flow Valves

Regulations require that the utility install an excess flow valve on all eligible new or rebuilt service lines. You may request that the utility install an excess flow valve on your existing gas service line. To learn about the costs and to find out if your service is eligible, contact Utility at 712-999-2225.

Manual Service Line Shutoff Valves

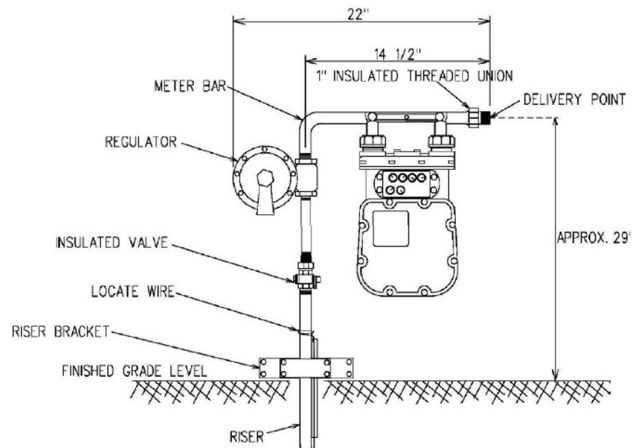
The Utility installs a manual shutoff valve on all service lines at the beginning of the meter set. This valve shuts off the natural gas supply to the meter set and the customer's piping.

Safety of Customer Equipment

Customer Responsibility

The customer is solely responsible for all piping and equipment beyond the delivery point. This includes obtaining any necessary safety inspections, locates, tests and repairs required to ensure safe operation. The delivery point will be the outlet side of Utility's meter set.

To help ensure safety, the customer is required to use only piping, equipment and appliances that meet recognized gas piping, appliance and equipment codes. The Utility may refuse to provide service or may disconnect service, without notice, for a hazardous condition on the customer's premise.



Customer Owned Fuel Piping

The Utility does not inspect or maintain customer-owned fuel piping beyond the delivery point. Customer-owned fuel piping must comply with National Fuel Code NFPA 54 requirements or other local codes, whichever is more stringent. To meet these requirements, the customer is responsible for completing the locates and periodic leak inspections on buried pipes. The customer is also responsible for atmospheric corrosion inspections on metallic pipes and taking preventative action to control corrosion on buried metallic pipes. Repairs should be made immediately by a qualified person to correct unsafe conditions.

Protection of Equipment and Piping

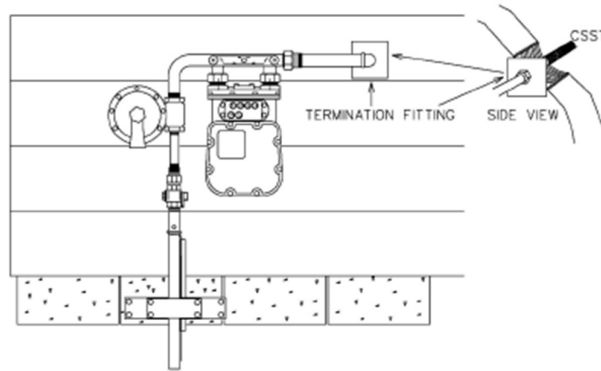
When the gas delivery pressure is in excess of 7 inches of water column, the customer is responsible for providing regulation devices downstream of the Utility's meter to control delivered pressure. It is the responsibility of the customer to provide over-pressure protection devices downstream of any customer-owned regulating devices.

Approved Appliance Connectors

Older appliance connectors that were made of uncoated brass or aluminum are prone to leaking. These connectors were deemed unsafe by government officials because of the high instances of leakage. The Utility recommends customers have a qualified plumbing and heating dealer replace any uncoated brass connectors with approved connectors certified by the CSA Group (CSA). Approved connectors are made of either stainless steel or plastic coated metal that conforms to American National Standards Institute (ANSI) Z21.24.

Corrugated Stainless Steel Tubing (CSST)

To minimize stress on the customer's piping, the preferred installation method is to use a rigid CSST Termination Fitting on the exterior wall to terminate the CSST. A Termination Fitting at the building wall creates a rigid connection point at the meter set. This is recommended by the manufacturer.

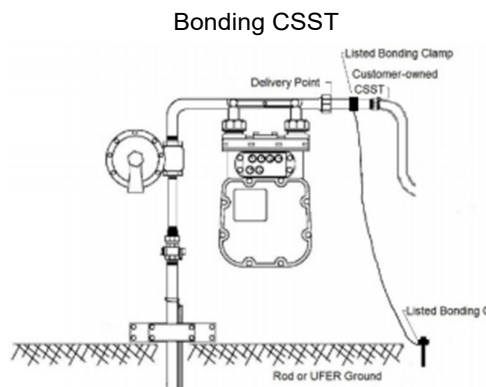


Bonding

National Electrical Code (NEC), section 250.104(B): Other Metallic Piping: Where installed in or attached to a building or structure, metal piping system(s), including gas piping, that is likely to become energized shall be bonded to the service equipment enclosure, the grounded conductor at the service, the grounding electrode conductor where of sufficient size, or to the one or more grounding electrodes used. The bonding jumper(s) shall be sized in accordance with 250.122 using the rating of the circuit that is likely to energize the piping system(s).

The equipment grounding conductor for the circuit that is likely to energize the piping shall be permitted to serve as the bonding means. The points of attachment on the bonding jumper(s) shall be accessible.

CSST is required to be bonded. All CSST must be bonded by a qualified person according to installation instructions. If bonding outside near a gas meter, the customer shall not attach the bond to Utility's side of the gas meter.



One Call

It is the excavator's responsibility to make certain that they plan and do their work in such a manner that damage to utility property does not occur. At least two (2) working days before starting actual construction work, call the appropriate "One Call" number to have Utility's facilities located. The excavator is responsible to maintain locate marks during construction work. Excavators should never assume the location or depth of underground gas pipelines.

The excavator should know and understand the one call laws for Iowa. Iowa One Call can be contacted by: dialing 811, dialing 1-800-292-8989 or through the website www.iowaonecall.com



Reporting Damage to Pipelines

If a pipeline of any material, the tracer wire for plastic pipe or the coating on a steel pipeline is damaged in any way, immediately contact Utility at 712-999-2225 so that inspection and/or repair can be made before backfilling. If the pipeline coating is damaged and the utility is notified before backfilling, the repair of the pipeline coating will be completed at no charge.

Most underground steel gas pipelines have a protective coating that prevents corrosion of the pipe. The protective coating can be damaged by direct contact either by dumping backfill containing broken pieces of masonry, stones or other heavy objects into the excavation or by rubbing or bumping against the coated pipe with digging equipment. Once the coating is damaged, corrosion begins and leaks may quickly develop.

Failure to notify Utility in the event of damage to facilities may:

- jeopardize the safety and lives of employees and the public
- violate federal law
- violate state one call laws
- risk damage to customer's equipment
- create costly project delays
- create additional cost due to damage to other facilities

Availability and Characteristics of Service

Average Gross Heating Value

The average gross heating value of natural gas received by Utility from its suppliers is expected to be approximately 1,000 BTU per cubic foot.

Delivery Pressures

The nominal pressure delivered at the outlet of the meter to most customers is approximately 7 inches water column (7" w.c. or 0.25 psig). Nominal 7" w.c. delivery pressures may fluctuate between 5" w.c. and 9" w.c. Utility may provide delivery pressures greater than 7 inches water column upon customer request. For other delivery pressures, contact Utility at 712-999-2225.

It is the customer's responsibility to provide Utility with accurate delivery pressure information. Customers should consult with a plumber or heating contractor and carefully consider their gas piping system to determine the delivery pressure required to adequately serve their equipment and appliances. This is especially important for customers converting from other fuels. Failure to provide Utility with an accurate delivery pressure request may result in additional charges that may require outages to modify or replace Utility equipment.

Continuity of Service

- The Utility's goal is to provide continuous gas service and maintain its facilities with a minimum of inconvenience to customers.
- The Utility does not guarantee to supply continuous service to its customers or maintain constant delivery pressure at all times.
- If an interruption of service is unavoidable, Utility will make every effort to restore service promptly.

Disconnection or Refusal of Service

- Utility assumes no responsibility for the installation, maintenance, or operation of the customer gas piping and equipment beyond the meter outlet.
- Utility may refuse service to or disconnect service from any installation that does not comply with this manual.
- Utility may refuse service to or disconnect service from any installation that, in the opinion of the Utility, is determined to be dangerous to life or property.
- Utility may refuse service if any customer piping downstream of a closed shut-off valve is not capped, plugged, or connected to an appliance (NFPA 54, Section 7.7.2).

Service Extensions

General

Gas Main and Gas Service Line extensions may require an aid-in-construction payment by the customers. Utility will own and maintain extensions up to the applicable delivery point.

Nonresidential Low-Use Extensions

Utility shall supply service where no permanent residence exists for uses such as small buildings, cribs, dryers, feedlots, etc., upon payment of an aid-in-construction payment equal to the total cost of installing the service. The customer will be billed for the gas service at the applicable rate.

1,500 SCFH + Class Meters

The customer will be responsible for the initial costs associated with the materials and installation for meter sets requiring 1,500 standard cubic feet per hour or larger capacities.

Obtaining Gas Service

Customers interested in obtaining gas service should contact Utility by calling 712-999-2225 to begin the application process.

- The customer should obtain approval for the meter location before starting installation of the customer gas piping.
- The customer shall clear the proposed pipe route of vegetation, construction materials and other obstacles which prevent the installation of the gas service and advise the Utility of known underground obstacles such as septic tanks, invisible fences, sprinkler systems, underground electric wires, etc.
- In order to provide permanent gas turn-on, the Utility must receive a completed Gas Piping Statement identifying all gas appliances intended to be installed on the premises and stating that customer piping has been installed and tested in accordance to applicable codes.

Customer Supplied Volumetric Flow Rate

- The customer shall provide the volumetric flow rate of gas (in cubic feet per hour or BTU per hour), calculated using the manufacturers' input ratings of the appliances served. This flow rate shall be based on all appliances operating at full capacity simultaneously.
- Where the input rating for an appliance is not indicated, the gas supplier, appliance manufacturer, or a qualified agency should be consulted for the information.
- Any meter set changes due to improper volumetric flow rate information provided to the Utility will be made at the customer's expense.
- Any meter set changes required due to improper sizing of the customer piping or changes in requested delivery pressure will be completed at the customer's expense.
- Unusual or large volume gas installations may require extensive alterations to the Utility's gas system.

Requirement for Service Installations

Number of Services to a Building

Only one service will be installed to a building. Units separated by a firewall will be treated as separate buildings. Utility's service lines will not be extended inside a building from one tenant's basement, or from one building to another. For multiple occupancy buildings, a single service may be installed to facilitate a banking of meters. If the building has more than one floor level, all meters for occupancy units above the first floor shall be installed at ground level.

Service Line Access

Utility's gas service line will generally be installed in a straight line perpendicular to the gas main and shall be routed in a manner as to be accessible for future maintenance. Gas service lines will not be installed beneath buildings or structures. When a building or structure is proposed to be constructed over a service line, the service line will be moved at the customer's expense.

Preparation of Site – Compaction of Backfill at Meter Set Location

Prior to installing a gas service line to a building, the customer must prepare the site where the gas service line is to be installed as follows:

- The site must be at or near final grade.
- In new construction it is very typical for the basement excavation to be "over-dug" around the perimeter. It is the customer's responsibility to make sure the site (up to the foundation wall) is properly compacted at the meter set location.

Improper site preparation can cause the service line and meter set to settle, creating an unsafe condition. Customers will be responsible for any future repairs from settling due to improper site preparation.

Placement of Structures Near Gas Facilities

Please notify Utility before installing any of these items: decks, porches, gazebos, pools, fire pits, sheds, garages, etc. These items shall not be located over a main or service line.

Customer Increasing Load

- The installation of additional or large gas consuming appliances or equipment (i.e tankless water heater) that will result in the customer using more natural gas on an average annual basis is considered an increase in customer load.

- Increases in customer load may require an increase in delivery pressure or a change to the Utility's facilities.
- To enable the Utility to change its facilities and to prevent equipment damage, the customer shall give the Utility reasonable advanced notice of permanent or temporary load changes or changes in delivery pressure requirements.
- Customers failing to notify the Utility of load increases are subject to charges for damaged Utility equipment.

Relocation of Utility Facilities

The Utility shall perform relocation and replacement of main and/or service facilities upon the request of a customer or group of customers, or if the change is required because a customer has caused a violation of a safety or construction code. The customer shall be responsible for the total cost of any such relocation and/or replacement.

Corrosion Protection of Customer Piping Systems

The Utility's gas piping system must be electrically isolated from all customer piping, wiring and grounding systems. Gas piping shall never be used as a ground for electrical systems.

- The customer shall protect all buried pipe after the delivery point from corrosion.

Requirement for Gas Meter Sets

Advanced Notice

The customer or the customer's agent is requested to consult Utility in advance on any matters pertaining to the location and type of meter installation required, the size and operating characteristics of gas burning equipment, the gas pressures available, and the plans and procedures for connecting the equipment.

Meter Location

All meters shall be installed outdoors at a point agreeable to the property owner or building contractor and Utility. Each meter must be installed in a readily accessible location abiding by Utility's clearance requirements. If it is not possible to meet these requirements, the installation will be considered a special case and must be approved by the Utility.

Meters shall be located in an accessible area. The meter shall not be located where the flow from a downspout overflow or sump pump line could cause an accumulation of ice on the gas meter set or where future construction may require meter relocation.

The customer shall provide adequate working space for Utility personnel to maintain the metering and regulating equipment as follows:

- Six (6) feet head clearance above grade
- Three (3) feet from the front of the meter
- One (1) foot to either side of the meter
- Six (6) feet of level ground to any retaining walls or other sudden drop offs in front of the meter

Protection of Meter Facilities

To provide customer safety, all meter facilities subject to vehicular traffic and/or other recognized hazards shall be protected from damage.

Clearance Requirements

Minimum gas meter set clearances are based on code requirements, utility standards, and industry best practices. Required and recommended minimum clearances are intended to provide for safe, accessible, and protected placement of a new or relocated meter set installation.

All clearance measurements are from the regulator relief vent or, in the case of a commercial/industrial meter set, from the relief valve outlet point, if so equipped.

Required Clearances for Acceptable Meter Set Placement:

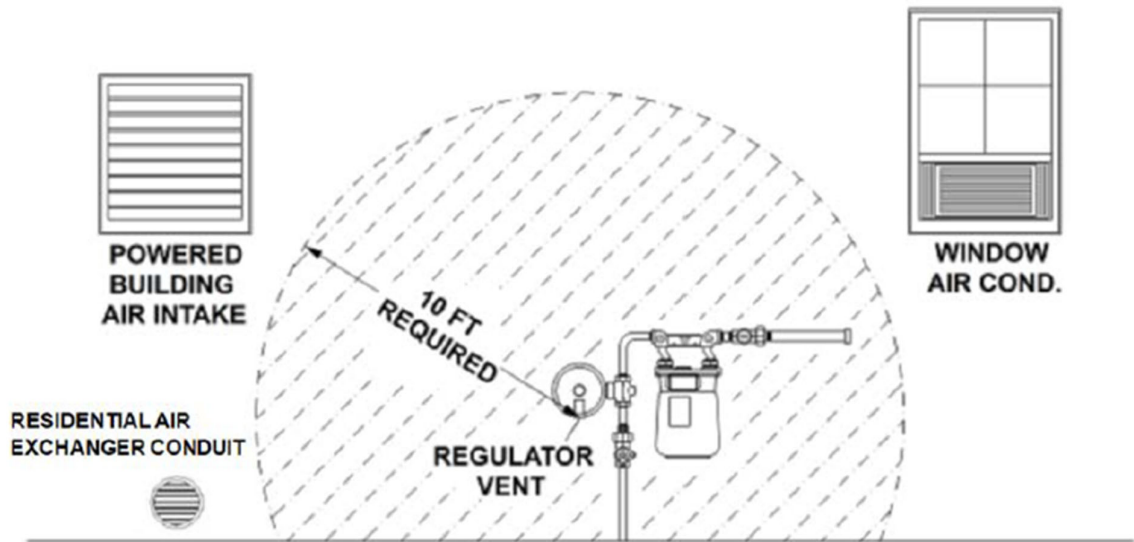
- a) Minimum of 3 feet radial clearance from any source of ignition (NFPA 54, Section 5.8.5.1)
- b) Minimum 5 feet horizontal clearance from all non-combustion powered building air
- c) Minimum 10 feet radial clearance from all non-combustion powered building air exchanger conduits.

Recommended Clearances for Acceptable Meter Set Placement:

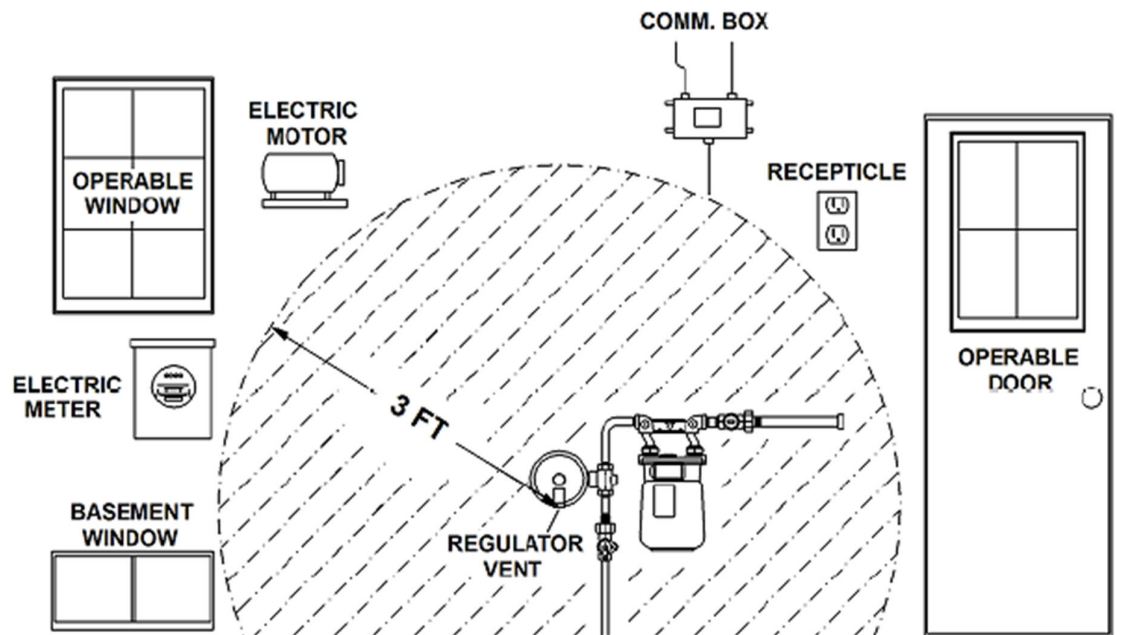
- d) Minimum 3 feet radial clearance from all doors and operable windows
- e) Minimum 3 feet radial clearance from communications box
- f) Minimum 3 feet radial clearance from an electric meter
- g) Minimum 3 feet horizontal clearance from all water spigots
- h) Minimum 3 feet horizontal clearance from all combustion air intakes
- i) Minimum 3 feet horizontal clearance from openings in exhaust vents
- j) Minimum 3 feet horizontal clearance from sealed central air conditioning or heat pump units
- k) Minimum 6 feet vertical clearance from decks, porches, balconies, and stairs
- l) Minimum 6 feet vertical clearance from soffit vent opening

(Refer to clearance illustrations on the following pages)

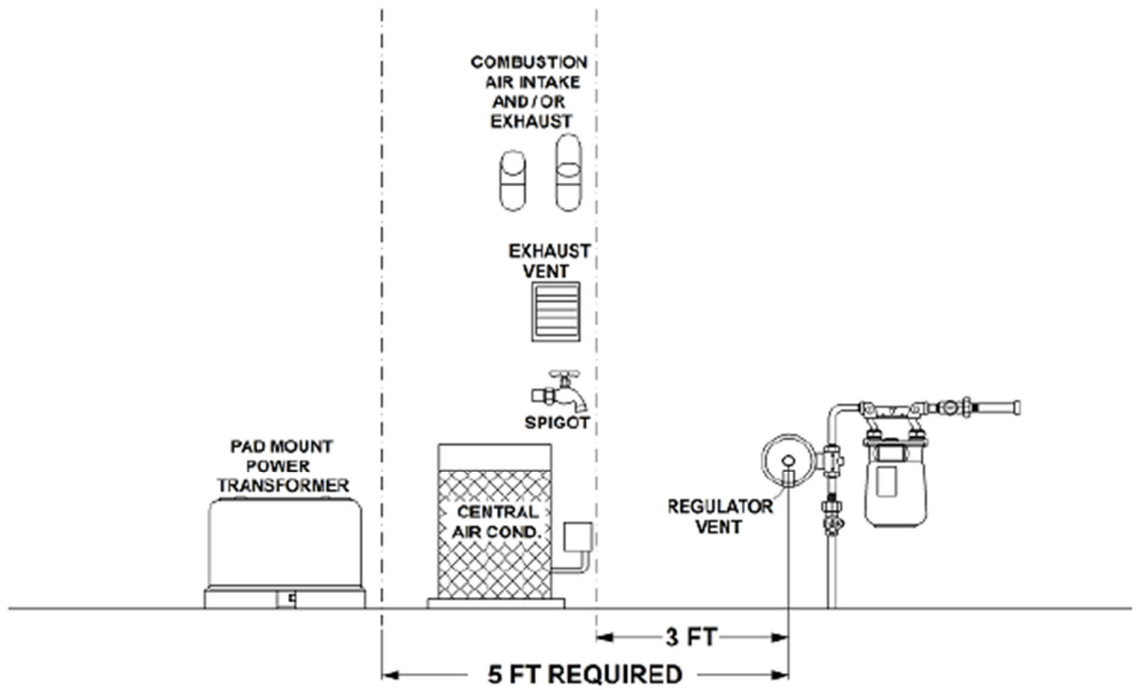
Radial Distance Required



Radial Distance Recommended for Proper Clearance

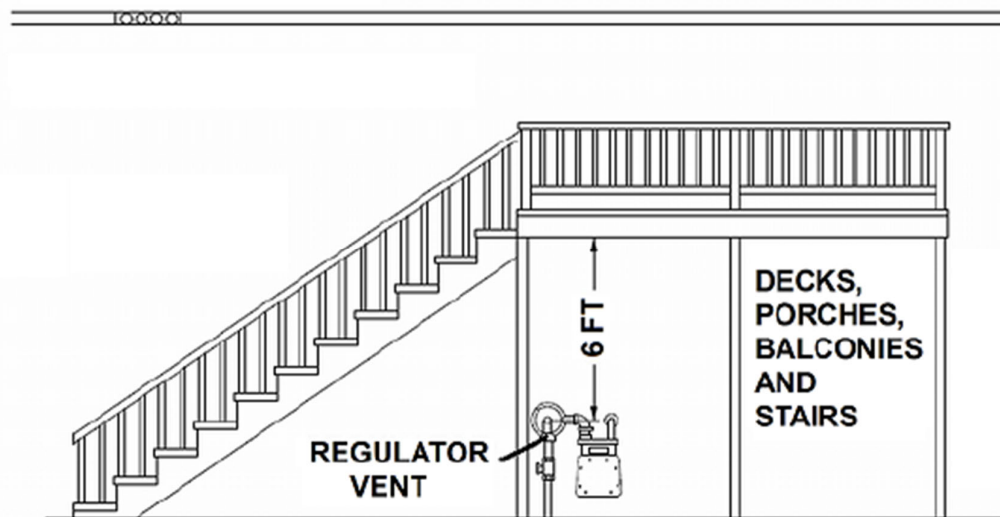


Horizontal Distance



Vertical Distance

SOFFIT VENT OPENING



Manufactured Homes

Scope

The requirements of this section shall apply to the installation and connection of gas service to all manufactured homes (mobile homes, trailers and manufactured homes).

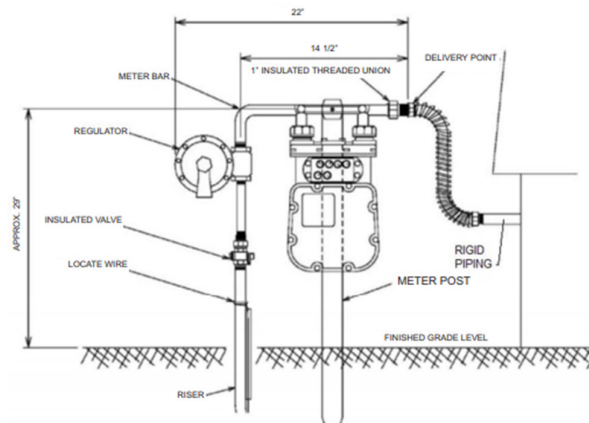
- Manufactured homes are defined as homes built on a permanent steel chassis and designed for use as a dwelling with or without a permanent foundation.
- A manufactured home that is supported on an all-weather wood, concrete, or concrete block foundation, constructed in accordance with a recognized building code, and permanently connected water and sanitary sewer systems can be considered a permanent dwelling.

Customer Owned Fuel Piping

The Utility does not inspect or maintain customer-owned fuel piping beyond the delivery point. The Utility recommends calling a qualified plumbing and heating dealer for inspection. Customer-owned fuel piping must comply with National Fuel Gas Code NFPA 54 and 501A requirements or other local codes, whichever is more stringent.

The customer shall consult with the Utility before a manufactured home installation is planned or started. The manufactured home meter and service installation shall be located external to the manufactured home and not under, on, or in the manufactured home.

Manufactured homes must have a manufactured home flex connector approved for outdoor use between the manufactured home and supply piping as show below:



The flexible connector should not be more than 6 feet in length with a capacity rating adequate to supply the connected load. The customer is responsible for completing periodic leak inspections and taking preventative action to control corrosion on all metallic pipes. Repairs should be made immediately to correct any unsafe condition.

Placement of Manufactured Home Near Gas Facilities

The customer must provide adequate space for installation of Utility facilities. A manufactured home must maintain a distance of 5 feet from the gas main or service. If a manufactured home or other structure (decks, porches, gazebos, pools, fire pits, shed, etc.) is placed over a gas main or service, the manufactured home or other structure must be moved. If this is not practical, the customer or property owner shall reimburse the Utility for relocating the gas main or service.

Modification of Utility's Gas Facilities

Notification Requirements

The customer shall notify the Utility in advance of any work that may require the relocation, replacement or modification of Utility facilities. Some examples of customer modification work are:

- Garages or sheds
- Porches
- Pools
- Building additions or remodeling
- Landscaping
- Gazebos
- Fire pits
- Decks
- Installation or removal of a natural gas generator
- Installation or removal of a tankless on-demand water heater

Modification of Gas Facilities

The customer or property owner shall reimburse the Utility for the costs incurred in relocating or replacing the Utility's facilities under the following conditions:

- Structural changes to an existing building or addition of a new building which would result in a safe service piping arrangement becoming hazardous according to the Utility's standards.
- Gas meter, riser or meter shutoff valve becomes buried due to changes in grade.
- Bottom of riser or service pipe becomes exposed/shallow due to changes in grade.
- Modifications for the convenience or at the request of the customer or property owner.
- Customer request to move or relocate the gas meter.

Diversion of Service or Tampering

The Utility is legally authorized to recover losses associated with diversion of service, unauthorized use of service, etc. Unauthorized use of service occurs when a person receives benefit of metered utility service without the Utility's consent. Diversion of service is illegally tampering with or bypassing Utility equipment with the intent of stealing/benefiting from unmetered utility service. Tampering is interfering with the operation of Utility equipment.

Prohibited Actions

The following actions are prohibited:

- Opening or damaging Utility locks
- Breaking/removing seals on meter or regulators
- Tampering with, moving, or removing Utility equipment
- Bypassing the meter
- Interference with operation of Company equipment.
- Unauthorized work performed on meter installation or other property of the Utility.

Disconnection

The Utility may disconnect service to the customer without notice in the event of such diversion or tampering.

Customer Cost

The customer shall be responsible for payment of all costs incurred as a result of unauthorized use, diversion of service or tampering. The customer may also be back-billed for estimated/approximate consumption charges and the customer may also be required to relocate their gas meter and associated service to the outside of the premises to allow 24-hour access to the meter. This will be done at the customer's expense. Service will not be restored until all required payments are received.

LIMITATION OF UTILITY LIABILITY

Utility cannot guarantee a utility service will be free from interruptions or fluctuations in service. The Utility will not be liable for any injury, loss, or damage resulting from interruption, shortage or insufficiency of service, or irregularities of service (e.g., over-pressure, under-pressure, heating content (BTU), etc.) unless caused by willful acts or gross negligence on the part of the Utility. In no event shall Utility be liable for consequential or punitive damages.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, UTILITY DISCLAIMS ALL WARRANTIES, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Utility is not liable for any damage to persons, property, or equipment, whether owned by a customer or third party, resulting from the use of a Utility service or from the presence of Utility equipment on or near premises.

RIGHT TO DENY SERVICE

All customers are required to maintain their property and gas piping systems with applicable building, safety, piping, electrical, or other code standards. Utility reserves the right to deny service to any customer if the Utility determines that providing the utility service would create or perpetuate a hazardous, unsafe, or dangerous condition.

CUSTOMER RELATIONS

APPLICATION FOR SERVICE

Customers may initiate utility services by visiting the CRMU Business Office at 123 3rd Avenue S., by calling 712-999-2225, or by visiting www.crmu.net; however, signatures will be required on all accounts.

In order for the application to be complete, the applicant shall provide:

- Full name(s) of account holder(s), first and last name of other occupants
- Copy of Driver's License or Government Issued ID.
- Phone number(s)
- Social Security Number
- Employer and employer telephone number
- Collection of other customer information as required.
- Payment of all past due bills owed the Utility (including any utility service, fee, etc.)
- Determination of deposit, if applicable.
- Applicant's voluntary designation of a person or agency to receive a copy of any notice to disconnect service due to the applicant's nonpayment of a bill or deposit.
- An opportunity to enter into Budget Billing after one year of service at that location. This application may require other needed information.
- An opportunity to sign up for Automatic Payment. This application may require other needed information.

As soon as practical after the approval of an application, the Utility will supply service to the applicant in accordance with these Service Rules and at a rate established by the Utility for the applicant's appropriate class of service.

Premises receiving service must also comply with equipment provisions of the *Service* section of these Service Rules.

DEPOSITS

A deposit is intended to guarantee partial payment of bills for utility services. A deposit may be required prior to approval of the service application. In any case where a deposit has been refunded or is found to be inadequate, a new or additional deposit may be required upon 12 days' written notice to the customer.

Credit Criteria for Initial Service Deposits

A deposit may be required of an applicant if any of the following criteria exists:

- Past payment history with Utility is unsatisfactory.
- No credit history with Utility.
- New service is for a different rate classification than that for which the payment history was established.

Initial Service Deposits

An initial service deposit may be required for natural gas service from applicants who meet the credit criteria above. The average amount of an initial service deposit will be \$100.

Credit Criteria for New or Additional Deposits

A 12-day written notice will be sent to a customer who is required to provide a new or additional deposit, if the initial service deposit has been refunded or is found to be inadequate.

A new or additional deposit may be required from customers who meet any of the following criteria:

- Customer has made two late payments, or received two Non-Sufficient Funds (NSF) check or Automated Clearing House (ACH) reject notices, or a combination of any two, in the previous 12 months.
- Diversion of services or fraud.

Deposit Calculation Criteria

A customer's deposit may be the higher of \$100 or the 2 highest monthly bills for the previous 12 months based on current rates. The highest meter reading in the previous 12 months may be adjusted for the following:

- Change in the number of persons serviced.
- Change in type of service.
- Installation or removal of conservation measures.

Receipt for Deposit

The Utility shall keep the following records concerning the deposit:

- The name and address of each customer on behalf of whom the deposit was made.
- The amount and date of the deposit.

Interest on Deposits

No interest will be paid by the Utility.

Deposit Refund

Refund for Prompt Payment

A deposit may be refunded after 12 consecutive months of prompt payment, which includes 11 timely payments and 1 automatically forgiven late payment. The deposit will be refunded to the customer or the customer's account. If a customer is not eligible to have their deposit refunded after 12 months, their account will be reviewed every 12 months to determine refund eligibility.

Refund for Termination of Service

Upon termination of service, the deposit, less any unpaid bill for the combined utility account shall be reimbursed to the person who made the deposit.

Unclaimed Deposits and Overpayments

A record of each unclaimed deposit or overpayment will be maintained for a period of 2 years from the date service is terminated. During that time, Utility shall make a reasonable effort to return the funds. Deposits or overpayments remaining unclaimed 1 year after termination of service will be transferred to the State of Iowa in accordance with Chapter 556, Code of Iowa.

BILLING INFORMATION

Monthly meter readings are taken on dates designated by the Utility. If a meter cannot be read an estimated reading may be used. Failure to provide Utility access to read the meter on a monthly basis may result in disconnection.

Customers are billed monthly according to the appropriate rate schedule for metered service received during the billing period.

Billing Form

Utility may show the following information on the bill, or advise the customer (on the bill) that the information can be obtained by contacting Utility:

- The actual or estimated meter readings at the beginning and end of the billing period.
- The date of the meter readings.
- The number and kind of units metered.
- The identification of the applicable rate schedule.
- The account balance brought forward and amount of each charge for rate-schedule-priced Utility service, sales tax, other charges, late payment or other charges and total amount currently due.
- The last date for timely payment shall be clearly shown and generally not be less than 20 days after the bill is rendered.

Bill Payment Terms

A bill is due and payable when rendered and is generally considered delinquent after 20 days from the time it is rendered. A bill is considered rendered by Utility when deposited in the U.S. mail with postage prepaid or when sent electronically to an email account that a Customer has provided to Utility or when delivered by Utility to the last known address of the party responsible for payment. A late payment charge of 1.5% of the unpaid balance or a \$5 minimum will be assessed on past-due accounts. Each account will be granted 1 forgiveness of a late payment charge in each calendar year.

Customers can pay bills by mail, credit card, direct payment at the Utility Business Office, or direct deposit through a financial institution.

Failure to receive a properly rendered bill does not entitle the customer to relief from late payment charges. In addition to this late payment charge, disconnection and reconnection charges may still apply.

Partial Payments

Partial payments will be applied to the various Utility products or services utilized by the customer in accordance with Utility billing practices for the combined service account and not just to the natural gas utility. Utility bills multiple utility services (e.g. electric, natural gas, water, wastewater, etc., etc.) to a property or premise as a combined service account; therefore, subject to Iowa Code 384.84(3)(b) – natural gas service may be discontinued if the combined service account becomes delinquent. The late payment charge shall apply only to the bill amount outstanding after the due date.

Returned Checks and ACH Rejects

A service charge is assessed to any customer whose check is returned unpaid or ACH payment is rejected by the financial institution on which it is drawn. The service charge shall be in addition to the late payment charge if the check or ACH is not made good prior to the delinquent date of the bill. If one or more checks are dishonored or ACH payments rejected within a 6-month period, Utility may require future payments by cash, cashier's check, or money order.

Budget Billing

Budget Billing is available to residential customers who have 12 months of good credit history on their account. This plan is designed to limit the volatility of a customer's bill and maintain reasonable account balances. Budget Billing

- is offered to each eligible customer after one year of service at that location;
- is available to existing eligible customers upon request anytime during the calendar year; and,
- may be cancelled at any time upon request of the customer.

The Budget Billing amount is calculated at the time of entry into the plan. It will be recalculated at least annually, but can also be recalculated monthly, quarterly, when requested by the customer, or whenever price, consumption, or a combination of factors results in a new estimate differing by 10 percent or more from that in use.

When the amount is recalculated, the account balance is divided by 12, and the resulting Budget Billing amount is adjusted.

Irrespective of the account balance, a delinquency in payment shall be subject to the same collection and disconnection procedures as other accounts, with the late payment charge applied to the Budget Billing amount. Utility may terminate Budget Billing after 30 days of delinquency. Balances are addressed as follows:

- Any balance due shall be paid at the time of termination.
- If there is a credit balance, the balance will apply towards future charges or a refund issued by check.

The Utility is not required to offer a new Budget Billing plan to a customer for 6 months after the customer has discontinued Budget Billing.

Payment Agreements – Residential Customers

Utility follows the most updated version of the Iowa Association of Municipal Utilities "Municipal Utility Disconnection Handbook" – 2019, for policies and procedures associated with payment agreements. A copy of this handbook is available on CRMU's website.

Meter Reading

All meters shall be read on a monthly basis. All meters shall be read for the beginning and termination of service to a customer. In the event the meter cannot be read on the monthly basis, the Utility will estimate the usage based on previous consumption.

Customer Requested Meter Test

A customer may request a meter test, providing that such test shall not be more frequently than once each twelve months. If the meter is within the allowable tolerance for meter error, the customer shall be billed for the test in an amount established by the Board of Trustees.

Adjustment of Bills after Issuance (Meter Error and Non-Meter Error)

Customers of the Utility shall have the duty to review billing invoices and other billing communications from the Utility, to monitor their utility usage, and to notify the Utility promptly if any billing appears out of the ordinary or excessive in general or relative to prior billings and usage. Such notice shall be given to the Utility's Office. Failure to promptly notify the Utility of a potential or suspected billing overcharge may be a basis for denial of a request for a refund or credit for an overcharge for the time period after the Customer was aware of or suspected the potential overcharge.

Bills may be adjusted for the following reasons:

Meter Error

- Meter test has an average error of more than $\pm 2.0\%$ weighted average in addition to the errors allowed under the accuracy class of the meter.

For metering installations the weighted average shall be the arithmetic average of the percent registration at 20 percent of rated test capacity and at 80 percent of rated test capacity giving the 80 percent of rated test capacity a weight of four and the 20 percent of rated test capacity a weight of one.

- Meter failure, which results in the meter failing to register the amount of gas supplied during any period.

Non-Meter Error

- Incorrect reading of the meter.
- Incorrect application of the rate schedule.
- Incorrect connection or configuration of the metering installation.
- Computation, typing or human errors.
- Other similar reasons.

Limitation of Billing Adjustment

- When a customer has been overcharged or undercharged as a result of a meter error or non-meter error, the amount of the overcharge or undercharge shall be adjusted, refunded or back billed to the customer. If the date that the error began can be determined, such date shall be the starting point for the determination of the amount of the adjustment. If the error date cannot be determined, it shall be assumed that the error has existed as one-half the time since the meter was installed or last tested; however, the time period for which the utility is required to adjust, refund or back bill the customer's account shall not exceed one year.
- In the case of a failure to promptly notify the Utility or the Customer, as applicable, of a potential or suspected overcharge or undercharge, there shall be no recovery of an undercharge or refund or credit for an overcharge for the time period after the Customer suspected or was aware of the potential overcharge or the Utility suspected or was aware of the potential undercharge.

Refunds

If the recalculated bill indicates that \$5 or more is due to an existing customer a refund will be given for the full amount of the difference between the amount paid and the amount recalculated. Refunds will only be made to the existing customer receiving service through the metering installation found in error.

DISCONNECTIONS, DENIALS, AND RECONNECTIONS

Customer Initiated (Voluntary)

Temporary Disconnections and Reconections – Meter (Voluntary)

Upon reasonable notice by a customer, Utility may make temporary disconnections for the customer's convenience. The customer may be required to pay a charge for disconnection and for reconnection. The customer will be advised of the charges at the time of the request.

Permanent Disconnections (Voluntary)

A customer requesting permanent disconnection shall provide a minimum 1 business day's notice to Utility. The customer will be advised of the charges at the time of the request.

Utility Initiated (Involuntary)

Just Cause for Disconnection or Denial (Involuntary – Other than Nonpayment)

Utility reserves the right to refuse or disconnect service for any of the reasons listed below, subject to the provisions of this section and other provisions of these Service Rules. If a customer fails to comply with a rule of the Utility, a 12-day written notice will be given, allowing the customer time to comply with the Service Rules. Except for reasons given in the first four items below or disconnection at the customer's request, no service will be disconnected unless the Utility is prepared to reconnect the service within 24 hours. A reconnection charge is posted to the account when the disconnection results from an act or omission on the part of the customer.

One written notice, including all reasons for the notice, will be given where more than one cause exists for disconnection of service. In determining the final date by which the account is to be settled or other specific action taken, the days of notice for the causes shall be concurrent.

Reasons for refusal or disconnection without notice are:

- Existence of a hazardous condition, as determined by Utility.
- Customer use of equipment in such a manner that will adversely affect Utility's equipment or service to others.
- Tampering with Utility-furnished/owned equipment. (For the purposes of these Service Rules, a broken or absent meter seal or lock alone does not constitute tampering).
- Unauthorized use or resale of the Utility's service.

Reasons for refusal or disconnection with notice are:

- Violation of or noncompliance with these Service Rules.
- Failure of the customer or prospective customer to furnish service equipment, permits, certifications, or rights-of-way specified by the Utility as a condition of receiving service.
- Failure of the customer or prospective customer to fulfill his contractual obligations for service or facilities.
- Failure of the customer or prospective customer to permit the Utility safe and reasonable access to its equipment.
- Condition of the service creates a hazard to the distribution system.

Disconnection and Reconnection Fee (Involuntary – Other Than Nonpayment)

For any disconnection or reconnection pursuant to these Service Rules, the customer shall pay the current Utility applicable rates for labor, equipment, and materials.

Utility Initiated (Involuntary – Due to Nonpayment)

Utility reserves the right to refuse or disconnect service for nonpayment of the bill or deposit, subject to the provisions of these Service Rules. Utility bills multiple utility services (e.g. electric, natural gas, water, wastewater, etc., etc.) to a property or premise as a combined service account; therefore, subject to Iowa Code 384.84(3)(b) – ALL utility services (i.e. natural gas) may be discontinued if the combined service account becomes delinquent. Utility may disconnect service after a minimum 24-hour notice (and without a 12-day written notice) for failure of the customer to comply with the terms of a payment agreement.

Written Notice

Utility shall give a 12-day written notice to the customer and, where applicable, the person or agency designated by the customer to receive such notice, that service will be disconnected if the account is not settled. Notice shall include a telephone number where a representative qualified to provide additional information about the disconnection can be reached. Each Utility representative should provide their first name to the caller and have immediate access to current, detailed information concerning the customer's account and previous contacts with Utility.

Multi-Occupancy Premises

If the disconnection will affect occupants of residential units leased from the customer (renters), the premises of any building known by the utility to contain residential units affected by disconnection must be posted, at least 48 hours prior to disconnection, with a notice informing any occupants of the date when service will be disconnected and the reasons for disconnection.

Landlord Notification

In the cases of a residential customer, if attempted contact is unsuccessful, and Utility has reason to believe that the residential customer is a renter, the landlord, if known, may be contacted to determine if the customer is still in occupancy, and if not, his present location. The landlord may also be informed of the date when services may be disconnected.

Avoiding Disconnection – Disputed Bill

If the customer has received notice of disconnection (either 12-day or 48-hour) and has a dispute concerning a bill for natural gas service, the customer may dispute their bill by notifying Utility of the reason for the dispute. The customer must pay the undisputed part of the bill. Utility will not disconnect natural gas service for 45 days from the date the bill was mailed while the dispute is being resolved between the customer and Utility.

Disconnection

Disconnection of a residential customer will take place between the hours of 7 AM and 2 PM on a weekday and not on weekends or holidays.

Personal Contact

When disconnecting service to a customer, Utility shall make a diligent attempt to contact, by telephone or in person, the individual or agency responsible for paying the bill to inform the customer of the pending disconnection and available remedies.

If the attempt at customer contact fails, the premises will be posted with a notice informing the customer of the pending disconnection. The notice shall be posted at least 24 hours prior to disconnection. A posting charge is assessed to all accounts requiring a posting notice. The posting charge is reviewed periodically and adjusted as needed.

Reconnection

If a disconnected customer makes payment or other arrangements during the business hours of Monday – Friday, 7 AM to 2 PM, all reasonable efforts will be made to reconnect the customer that day. Before reconnection, all outstanding account balances must be paid.

Reconnection Charge for Nonpayment

For any reconnection of service pursuant to these Service Rules, there is a reconnection service charge during normal working hours.

Additional charges apply for reconnection of service outside normal working hours. Reconnection charges are reviewed periodically by the Utility and adjusted as needed.

Severe Cold Weather

A disconnection may not take place where natural gas is used as the only source of space heating or to control or operate the only space heating equipment at the residence on any day when the National Weather Service forecast for the following 24 hours covering the area in which the residence is located includes a forecast that the temperature will be 20 degrees Fahrenheit or colder. In any case where the utility has posted a disconnect notice for nonpayment but is precluded from disconnecting service because of a National Weather Service forecast, the Utility may immediately proceed with the appropriate disconnect procedures, without further notice, when the temperature in the area where the residence is located rises above 20 degrees Fahrenheit and is forecasted to be above 20 degrees Fahrenheit for at least 24 hours, unless the customer has paid in the full past due amount or is entitled to postponement of disconnection under some other provision.

Winter Energy Assistance (November 1 through April 1)

If the utility is informed that the customer's household may qualify for winter energy assistance or weatherization funds, there shall be no disconnection of service for 30 days from the date the utility is notified to allow the customer time to obtain assistance. Disconnection shall not take place from November 1 through April 1 for a resident who is a head of household and who has been certified to the Utility by the community action agency as eligible for either the low-income home energy assistance program or weatherization assistance program.

CHARGES FOR SERVICES

Charged Services

Customers may be billed for the cost of services that are not Utility's responsibility, including the following:

- All laboratory or testing services will be billed at the applicable rates for labor and materials.
- Service line fees, connection fees, labor, etc. as applicable.

Non-charged Services

The customer will not be billed for services or equipment for which Utility is responsible.

Underground Facilities Locating

Customers should call Iowa One Call (811 or 1-800-292-8989) no less than 48 hours in advance of beginning work. Every effort to locate the underground facilities correctly will be made by Utility, but the Utility cannot guarantee its location nor be held liable. Utility will not locate private services as a practice, but may provide locates with or without charge to customers as a courtesy, provided the customer waives any responsibility or liability to the Utility for any damages incurred since the Utility cannot guarantee the accuracy of the locations.

CUSTOMER COMMUNICATIONS

Utility Customer Representative

A Utility representative charged with customer communication should give their first name to the customer, whether communication is in person or by telephone. The representative should have immediate access to current detailed information concerning the customer's account and previous contact with the Utility and shall be properly qualified and instructed in the screening and prompt handling of complaints.

Telephone Procedure

Telephone number 712-999-2225 is attended continuously 9 hours a day, Monday-Friday for the handling of problems or complaints. Customers can also page out Utility on-call personnel at 877-999-4572 for emergency purposes.

Complaint Procedure

Customers should contact a Utility Customer Service Representative to initiate a complaint. The complaint may be pursued with the appropriate Supervisor, Manager, Director, and the General Manager, in that order, if the customer is not satisfied with the initial handling of the complaint.

Complaints concerning the charges, practices, facilities, or services of the Utility will be investigated promptly, thoroughly, and courteously. Utility keeps records of written complaints sufficient to enable review and analysis of its procedures and actions. Based on Utility staff judgment, customers may be asked to submit complaints in writing. The complaint should include the following information:

- Name(s) of complainant
- Address(es) of complainant
- Telephone number(s) of complainant
- Nature of the complaint
- Relief sought

A written complaint may be filed with the Chairman of the Board of Trustees if the customer is not satisfied with the General Manager's handling of the complaint. If the Chairman of the Board believes the customer's complaint warrants further attention, the Chairman of the Board may place the complaint on the agenda of the next regularly scheduled Board meeting for the ultimate resolution of the complaint by the Board of Trustees.

A customer who is unable to travel need not appear before any Utility official described above in person to explain the nature of their complaint. They may do so by telephone or in some other mutually agreeable fashion.

CUSTOMER OBLIGATIONS

Acceptance of any Utility service obligates a customer to all conditions of service set forth by the Utility, and these Service Rules. Customers may request a copy of the Service Rules by contacting Utility Customer Service Representatives at 123 3rd Avenue, Coon Rapids, IA, by calling 712-999-2225, or by viewing the Service Rules on www.crmu.net. The Utility reserves the right to revise the Service Rules and conditions of service at any time.

Use of the Utility's Facilities by Customers and Others

Utility Facilities

The customer or any third party shall not, without written consent from Utility, use any of the poles, structures, or other Utility facilities for fastening thereto, support, or for any other purpose whatsoever. Nor shall the customer or a third party locate anything in such proximity to the Utility's facilities that will cause, or be likely to cause, interference with service or a dangerous condition in connection with unauthorized use of Utility's gas facilities.

Non-liability of the Utility

The Utility assumes no liability for unauthorized attachments, equipment, or appurtenances whether attached by individuals or companies. Upon becoming aware of such attachments, Utility will remove them immediately. In the case Utility personnel become aware of illegally attached pipes, equipment, or appurtenances that are of a hazardous nature to life, limb or property, such attachments will be removed immediately by the Utility without notification.

Customer Liability for Damages or Alterations

Customer Liability

The customer is responsible for all damage to, or loss of, Utility property located on customer's premises unless the damage or loss is due to the negligence of the Utility or by any act or omission on the part of the Utility or its authorized representative.

Protection of Utility's Facilities on Customer's Premises

All equipment installed by the Utility at its own expense is the Utility's facilities. Customers are responsible to protect the Utility's facilities on the customer's premises and not interfere with or alter, or permit interference with or alteration of the Utility facilities except by duly authorized Utility representatives.

Under no circumstances or conditions shall any person who is not a Utility representative connect to or disconnect from any meter, or disturb any connections between the meter and the service after the meter has been installed. All gas services must be connected or disconnected only by an authorized Utility representative. Any tampering constitutes theft of service and may lead to disconnection as outlined in the appropriate theft of utility services policies and procedures.

Customer Equipment

Customer Equipment Standards

Except for facilities defined in *Extent of Service*, the customer is responsible for all equipment on customer's premises. The installation and maintenance of customer facilities shall be consistent with applicable standards imposed by these divisions of the Service Rules dealing with special conditions of service, applicable engineering practices, and any other applicable statutory or administrative law.

Utility Not Liable

No inspection or approval by the Utility of a customer's compliance with the *Service* section shall be construed to impose any duty or liability on the Utility, but shall be considered solely for ensuring protection of Utility's property and for ensuring the continuity of service to customers.

CUSTOMER PREMISES

The customer and owner grant to Utility, without charge, right-of-way over and on the premises on which Utility-owned equipment and structures are located. Access to the equipment and structures is granted to the Utility for installation, inspection, testing, repair, and other functions necessary for the maintenance of satisfactory service.