Black Hills/Iowa Gas Utility Company, L.L.C.
d/b/a Black Hills Energy

Gas Tariff No. 1
Applying to Black Hills Energy's
Town Plant and Mainline Customers
In the State of Iowa

Filed with the
Iowa Utilities Board

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Notwithstanding any other provision of this Iowa Utilities Board Gas Tariff, Seventh Revised Rate Schedule Tariff No. 1 or any contracts with customers referred to specifically or generally in Sheet Nos. 98 through 147, as revised, all rates and charges contained in this Tariff or the aforesaid contracts may be modified at any time by a subsequent filing made pursuant to the provisions of Chapter 476 of the Code of Iowa.

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RULES AND REGULATIONS – GAS
DEFINITIONS

ABBREVIATIONS	B.T.U.	-	British Thermal Unit
	P.S.I.G.	-	Pounds Per Square Inch Gauge
	P.S.I.A.	-	Pounds Per Square Inch Absolute
	W.C.	-	Water Column
	MCF	-	Thousand Cubic Feet
	CFH	-	Cubic Feet Per Hour
	F	-	Degrees Fahrenheit
	CCF	-	Hundred Cubic Feet

ACCOUNT	Tariff references to charges per account shall mean each meter.
APPLICANT	The developer, builder, or other person, partnership, association, firm, private or public corporation, trust, estate, political subdivision, governmental agency or other legal entity recognized by law applying for the construction of a gas Distribution Extension, Extension Upgrade, or Relocation.
BASIC EXTENSION REQUEST	A request by Applicant for a Distribution Extension for which the Company specified facilities are provided free of charge to the Applicant.
BOARD	The term "Board" is herein used to designate the Iowa Utilities Board having jurisdiction of the subject matter hereunder.
COMMERCIAL SERVICE	The term "commercial service" is used herein to mean gas service to customers primarily engaged in wholesale or retail trade, agriculture, forestry, fisheries, transportation, communication, sanitary services, finance, insurance, real estate, personal services (club, hotels, rooming houses, five or more households served under a single meter, auto repair, etc.) government and to service that does not directly fit under one of the other classifications of service defined in these terms and conditions. The size of the customer or volume of natural gas used is not a criterion for determining commercial service. The nature of the customer's primary business or economic activity at the location served determines the customer classification.
COMPANY	The term "Company" is herein used to designate Black Hills/Iowa Gas Utility Company, L.L.C. d/b/a Black Hills Energy, which furnishes natural gas service under general rules, regulations, terms and conditions.

RULES AND REGULATIONS – GAS
DEFINITIONS

CONTRACTUAL CUSTOMERS	The term "contractual customer" is used herein to describe customers who have natural gas requirements which do not coincide with those previously specified in the Company's General Service and Small Volume Interruptible rate schedules and who qualify for special contracts. Such contractual customers are categorized for operational purposes as follows: Small Volume Firm - Customers whose maximum daily firm natural gas requirements exceed 24 Dekatherm per day but are less than 200 Dekatherm per day. Large Volume Firm - Customers whose maximum daily firm natural gas requirements, which, combined with interruptible requirements, if any, equal or exceed 200 Dekatherms. Large Volume Interruptible - Customers whose maximum daily interruptible natural gas requirements equal or exceed 200 Dekatherm. Joint Rate Customers - Customers with natural gas requirements, which are satisfied by firm contractual service (either Small or Large Volume Firm), which is supplemented with interruptible service (either Small or Large Volume Interruptible).
CUSTOMER	The term "customer" is herein used to designate a person, partnership, association, firm, public or private corporation or governmental agency using gas service supplied by Company.
DEKATHERM	*DekaTherm* means 1,000,000 British thermal units.
DELINQUENCY	An account for which a service bill or service payment agreement has not been paid in full on or before the last day for timely payment.
DISTRIBUTION EXTENSION	Distribution facilities including mains, services, and meter installation facilities installed by Company.
DISTRIBUTION MAINS	Distribution mains are installed piping comprising that portion of the gas distribution system which transports natural gas from the town border station to the customer's service line.

RULES AND REGULATIONS – GAS
DEFINITIONS

EXTENSION COMPLETION DATE	The date on which the construction of a Distribution Extension, Extension Upgrade or Relocation is completed as shown by Company's records.
EXTENSION UPGRADE	The increase in capacity of existing gas distribution facilities necessitated by Applicant's estimated gas requirements and for which Company determines that such facilities can be reasonably installed.
FACILITIES EXTENSION AGREEMENT	Written agreement between Applicant and Company setting out the contractual provisions of Construction Allowance, Construction Charges, payment arrangements, the Open Extension Period, end-use commitments, etc. in accordance with this extension policy.
FIXED CARRYING COST	Company's cost of capital to provide the requisite return on its investment as well as the costs for depreciation, property taxes and property insurance.
FUEL LINE	All yard lines, interior piping, valves and fittings downstream from the point of delivery to the inlet of the appliance which is furnished and maintained by the customer.
GAS	Unless otherwise specifically designated, means manufactured gas, natural gas, other hydrocarbon gases, or any mixture of gases produced, transmitted, distributed or furnished by the Company.
GENERAL SERVICE CUSTOMER	The term "general service customer" is herein used to designate a person, partnership, association, firm, public or private corporation who meets the requirements for gas service as specified in the Company rate schedules on file with the Board which have been designated as "General Service."

RULES AND REGULATIONS – GAS
DEFINITIONS

HEATING AND CALORIFIC VALUES	The following values shall be used: *British thermal unit* (Btu) is the quantity of heat that must be added to one avoirdupois pound of pure water to raise its temperature from 58.5 degrees Fahrenheit to 59.5 degrees Fahrenheit under standard pressure. *Dry calorific value* of a gas (total or net) is the value of the total or the net calorific value of the gas divided by the volume of dry gas in a standard cubic foot. The amount of dry gas in a standard cubic foot is .9826 cubic feet. *Net calorific value* of a gas is the No. of British thermal units evolved by the complete combustion, at constant temperature, of one standard cubic foot of gas with air, the temperature of the gas, air, and products of combustion being 60 degrees Farenheit and all water formed by the combusion reaction remaining in the vapor state. *Therm* means 100,000 British thermal units. *Total calorific value* of a gas is the No. of British thermal units evolved by the complete combustion, at constant temperature, of one standard cubic foot of gas with air, the temperature of the gas, air, and products of combustion being 60 degrees Farenheit and all water formed by the combustion reaction condensed to the liquid state.	
INDUSTRIAL SERVICE	The term "industrial service" is used herein to mean gas service to customers engaged primarily in a process which creates or changes raw or unfinished materials to another form or product. The size of the customer or volume of use is not a criterion for determining industrial service. The nature of the customer's primary business or economic activity at the location served determines its classification.	
INTERRUPTION OF SERVICE	Any disturbance of the gas supply whereby gas service to 50 customers or more in one segment or in a portion of a distribution system cannot be maintained.	
LIQUEFIED NATURAL GAS	A clear, colorless, odorless, non-corrosive, non-toxic liquid that is formed when natural gas is cooled to minus 259 degrees Fahrenheit.	N N N
LOSS FACTOR	As used in IAC Sec. 19.10(476) means test-year purchases less test-year sales. A five-year average of purchases less sales may be used if the test year is determined by the Board to be abnormal.	

RULES AND REGULATIONS – GAS
DEFINITIONS

MAIN	A gas pipe, owned, operated or maintained by a utility, which is used for the purpose of transmission or distribution of gas, but does not include "service line."
MAXIMUM DAILY QUANTITY (MDQ)	The amount calculated by dividing the volumes consumed by a particular customer during the highest historical peak month of usage in the last thirty six (36) months for that customer by twenty (20). Company will estimate a peak month for new customers. A Maximum Daily Quantity may also be established through direct measurement or other means (i.e., estimating the peak day requirements after installation of new processing equipment or more energy efficient heating systems) if approved by Company.
METER	Any device or instrument which is used by a utility in measuring a quantity of gas.
POINT OF DELIVERY	Town Plant - The point of delivery and the point where Company ownership and maintenance of service pipe ends, shall be at the outlet side of the Company's meter, unless otherwise defined in writing between Company and customer. All yard lines, interior piping, valves, fittings and appliances downstream from this point shall be furnished and maintained by the customer and are subject to the inspection and approval of the Company and the other authorities which have jurisdiction. Mainline - Natural gas sold by Company shall be delivered at the point of connection between the interstate pipeline and that of the Customer on the outlet side of the meter of Company located on the interstate pipeline at a point to be selected by Company. Customer at its sole expense and responsibility will construct, own, operate and maintain in a good workmanlike manner, a gas service pipeline and all valves, fittings, pressure regulators, odorizing equipment and other equipment required beyond the point of delivery as defined above.

RULES AND REGULATIONS – GAS
DEFINITIONS

PRESSURE	Expressed in pounds per square inch above atmospheric pressure, i.e., gauge pressure (abbreviation psig).	
PRODUCER	A company or its agent that makes or processes Renewable Gas.	N
RENEWABLE GAS	Gas produced from organic waste that has characteristics: (a) Consistent with the provisions of all Company gas standards, and (b) That in the sole view of the Company does not otherwise pose a hazard to inclusion in the Company's distribution lines when comingled with natural gas.	N N N N N
RESIDENTIAL SERVICE	The term "residential service" is used herein to mean gas service supplied for residential uses (space heating, cooling, water heating, clothes drying, etc.) through an individual meter in a single family dwelling or building, or in an individual flat or apartment; or to mean service supplied for such residential uses through a single meter in a multiple family dwelling occupied by not more than four households. Residential premises used regularly for professional or business purposes (doctor's office, small store, etc.) are considered as residential where the residential natural gas usage is half or more of the total gas usage.	
SERVICE LINE	A service line consists of the installed pipe that transports natural gas from the distribution main to a customer's meter or to the connection with a customer's fuel line, whichever is farther downstream.	
SMALL VOLUME INTERRUPTIBLE	The term "small volume interruptible" is herein used to designate a class of customers each of whose maximum daily interruptible natural gas requirements, which, combined with firm requirements, if any, exceed 24 Dekatherm per day but are less than 200 Dekatherm per day.	
TARIFF	The entire body of rates, tolls, rentals, charges, classifications, rules, procedures, policies, etc., adopted and filed with the Board by the Company in fulfilling its role of furnishing gas service.	
THERM	*Therm* means 100,000 British thermal units.	
TIMELY PAYMENT	A payment on a Customer's account made on or before the date shown on a current bill for service or on a form which records a payment agreement between the Customer and the Company for a series of partial payments to settle a delinquent account, as the date which determines application of a late payment charge to the current bill or future collection efforts.	

RULES AND REGULATIONS – GAS
DEFINITIONS

TRANSMISSION SALES MEASURING STATION	Transmission Sales Measuring Station as referred to herein constitutes all meters, the valves, fittings, piping, regulators and miscellaneous attachments located between the transmission pipeline and the outlet side of the measuring station meter. Each such station may be owned, operated and maintained by the owner of the transmission pipeline or local distribution company on which it is located. Town Border Sales Measuring Station - A Town Border Sales Measuring Station is a facility comprising valves, fittings, piping, regulators, meter, miscellaneous attachments and fenced site, which is established to serve a particular franchised area. All service provided by the Company from the Town Border Station is defined as town plant service and is not limited to the geographical boundaries of the franchise. Domestic Farm Tap Sales Measuring Station - A domestic farm tap sales measuring station is a retail sales facility located on the transmission pipeline right-of-way to serve domestic right-of-way grantors. This is commonly referred to as a "Farm Tap." Rural Sales Measuring Station - A rural sales measuring station is a retail sales facility located on the transmission pipeline to serve all nonfranchised, nonright-of-way grantors and those right-of- way grantors to whom service is furnished for other than domestic purposes.

RESERVED FOR FUTURE USE

RULES AND REGULATIONS – GAS
MEASUREMENT AND QUALITY

QUALITY	Natural gas delivered shall be merchantable natural gas suitable for the purposes for which it is sold. For natural gas delivered by Northern Natural Gas Company (NNG) and Natural Gas Pipeline Company of America (NGPL) there shall be a Btu adjustment when the Btu content of the natural gas delivered varies from 1000 Btu/cu. ft. A Customer's billed consumption (Therm or Dekatherm) per month will be adjusted according to Btu content of the natural gas delivered. When Company is required to supplement supply with propane-air mixture, liquefied natural gas and/or a synthetic gas mixture, the Btu content will vary. A change in Btu content range by supplier will result in subsequent and like change in gas delivered to customer.
UNIT OF MEASUREMENT	For all customers, the standard unit of measurement shall be a cubic foot at 14.73 psia at a temperature of 60ºF.
DELIVERY PRESSURE	Town Plant - Delivery pressure of natural gas by Company to town plant customers for residential and general service will approximate four ounces. Delivery of gas at a pressure of up to five psi will be provided to the customer upon request subject to Company approval and compliance with fuel line installation standards of Company and subject to distribution system design and capacity. Where the customer has entered into a standard gas sales contract with the Company, deliveries of gas will be made at the pressure specified in such contract. The customer shall install, operate and maintain at its own expense, such pressure regulating and relief devices as may be necessary to regulate the pressure of gas after delivery to the customer. Mainline - Delivery pressure of natural gas by the Company to retail customers served directly from the transmission pipeline will be at approximately 10 psi. Delivery of gas at other pressures will be provided to the customer upon request, subject to the Company's approval and customer compliance with fuel line installation standards of the Company. Where the customer has entered into a standard gas sales agreement with the Company, deliveries of gas will be made at the pressure specified in such contract. The customer shall install, operate and maintain at its own expense, such pressure regulating and relief devices as may be necessary to regulate the pressure of gas after delivery to the customer.

RULES AND REGULATIONS - GAS
MEASUREMENT AND QUALITY

ODORIZATION IAC SEC. 19.8(5)	Town Plant - Natural gas shall be odorized by the Company before delivery to the customer. The intensity of the odor shall be readily detectable at concentrations of one-fifth (1/5) of the lower explosive limit. The Company shall test the odorant level of the gas downstream of each Town Border Station at reasonable intervals but not less than four times per year. Mainline - As provided for in the definition of "Point of Delivery", Customer is responsible for purchasing and owning any necessary odorization equipment, which is to be located at a point in the fuel line directly adjacent to the outlet side of the mainline meter located at the sales measuring station. The intensity of the odor shall be readily detectable at concentrations of one-fifth (1/5) of the lower explosive limit. The Company will periodically test the odorant level of the gas downstream of each odorizer to ensure the odorization is being properly maintained. The test will be made at reasonable intervals but not less than one time per year. Any required odorant will be provided by Company at its own expense.
COMPUTATION OF VOLUMES OF GAS SOLD	General Service and Small Volume Interruptible Customers - The volume of gas delivered as measured at delivery pressures shall be corrected to the standard unit of measurement. Measurement and determination of volumes delivered shall be made in accordance with the recommendations set forth in AGA Gas Measurement Committee Report No. 3, as amended, or American Meter Handbook No. E-4. Contractual Customers - Measurement Factors: The volume of gas delivered as measured at delivery pressures shall be corrected to the standard unit of measurement. Measurement and determination of volumes delivered shall be made in accordance with the recommendations set forth in AGA Gas Measurement Committee Report No. 3, as amended, or American Meter Handbook No. E-4. Temperature: The temperature of gas delivered and measured shall be assumed to be sixty (60) degrees Fahrenheit. Where a recording thermometer has been installed to record the temperature of the gas flowing through the meters, the arithmetic average of the hourly temperature so recorded shall be used in measurement computation.

RULES AND REGULATIONS - GAS
MEASUREMENT AND QUALITY

COMPUTATION OF VOLUMES OF GAS SOLD (continued)

Contractual Customers (continued)

Specific Gravity: The specific gravity of the gas used in the measurement shall be as determined and documented monthly by the Company wholesale natural gas suppliers (Northern Natural Gas Company and Natural Gas Pipeline Company of America).

Heating Value: The heating value of the natural gas as delivered from the interstate pipeline may vary; however, if in any month the arithmetic average of heating values recorded hourly and reported by the pipeline to the Company is less than 1000 Btu per cubic foot or greater than 1000 Btu, then the volume of gas delivered during such month shall be computed by multiplying the volume by a fraction whose numerator shall be such arithmetic average heating value and who denominator shall be 994. See Measurement Factors on Sheet 10.

METER STANDARDS

Meter - The gas delivered by Company to the customer shall be measured by an adequate meter of standard type, installed, operated and maintained by Company. Company will determine the best location of the meter.

Location:

Town Plant: The customer will provide a place on the customer's premises at no cost to the Company for location of the meter.

Domestic and Small Volume Commercial - Meters will be set and maintained on the customer's premises, and the Company will determine the location of the meter. In some cases, it will be more feasible to set meters on customer's property line, this to be decided by the Company.

Large Volume and/or Industrial - Meters will be set at customer's property line nearest the gas main whenever possible. Alternative locations must be approved by the Company.

The customer may request Company to shift or change the location of any service line or meter set installed on customer's property and Company will, if feasible, and if such change does not interfere with safe operations, make such change upon customer's pre-payment of the estimated cost thereof to the Company.

RULES AND REGULATIONS - GAS
MEASUREMENT AND QUALITY

METER STANDARDS (continued)

Mainline: All farm tap and rural retail sales measuring station meters will be set within the geographical boundaries of the transmission pipeline right-of-way unless specifically stated otherwise in the sales contract.

Access: The Company's authorized agents shall have access to the Company's meters and pipes at all reasonable times for purposes of meter reading, turn-on or shut-off inspection, maintenance, leak detection and to ascertain the quantity of gas consumed or registered.

TESTING IAC SEC. 19.6(4-6)

Company shall test its meters at reasonable intervals, not to exceed that specified by state regulation and shall at the time of the test adjust the meter to record accurately.

Request Tests:
Upon a request by a customer, the Company shall test the meter servicing that customer, except that such tests need not be made more frequently than once in eighteen months. A written report of the test shall be mailed to the customer within 10 days of the completed test and a record of each test shall be kept on file at the Company's office. The Company shall give the customer or a representative of the customer the opportunity to be present while the test is conducted. If the test finds the meter is accurate within the limits accepted by the Company in its meter inspection and testing program, the Company may charge the customer $25 or the cost of conducting the test, whichever is less. The customer shall be advised of any potential charge before the meter is removed for testing. The Company's inspection and meter testing program provides a two (2) percent tolerance for determining whether a meter is considered accurate under this section.

Referee Tests:
Upon written request by a customer or utility, the Board will conduct a referee test of a meter except that such tests need not be made more frequently than once in 18 months. The request shall be accompanied by a $30 check or money order made payable to the Company. Within five days of receipt of the written request and payment, the Board shall forward the deposit to the Company and notify the Company of the requirement for a test. The Company shall, within 30 days after notification of the request, schedule the date, time and place of the test with the Board and customer. The meter shall not be removed or adjusted before the test and the Company shall furnish all testing equipment and facilities for the test. If the tested meter is found to be more than 2 percent fast or 2 percent slow, the deposit will be returned to the party requesting the test and billing adjustments shall be made as required in IAC-19.4(13). The Board shall issue its report within 15 days after the test is conducted, with a copy to the customer and the Company.

RULES AND REGULATIONS - GAS
MEASUREMENT AND QUALITY

ADJUSTMENT OF MEASUREMENT FACTORS

Fast Meters: Whenever a metering installation is tested and found to have over-registered more than two percent, the Company shall recalculate the bills for service, for the period as determined below:

(1) The bills for service shall be recalculated from the time at which the error first developed or occurred if that time can be definitely determined.

(2) If the time at which the error first developed or occurred cannot be definitely determined, it shall be assumed that the over registration has existed for the shortest time period calculated as one-half the time since the meter was installed or one-half the time elapsed since the last meter test, unless otherwise ordered by the Board.

The billing adjustment shall be calculated on the basis that the meter should be 100 percent (100%) accurate. For the purposes of billing adjustment, the meter error shall be one-half of the algebraic sum of the error at full rated flow plus the error at check flow.

(3) If a recalculated bill indicates that five dollars ($5.00) or more is due an existing customer or ten dollars ($10.00) or more is due a person no longer a customer of the Company, then the full amount of the calculated difference between the amount paid and the recalculated amount shall be refunded.

Refunds shall be made to the two most recent customers who received service through the time the error existed. In the case of a previous customer who is no longer a customer of the Company, a notice of the amount subject to refund shall be mailed to such previous customer at the last known address and the Company shall, upon demand made within three months thereafter refund the same. Refund shall be completed within six months following the date of the metering installation test.

RULES AND REGULATIONS – GAS
MEASUREMENT AND QUALITY

ADJUSTMENT OF MEASUREMENT FACTORS (continued)

Slow Meters: When a meter is found to be more than two percent slow, the Company will bill the customer for the amount the test indicates he has been undercharged for the period of inaccuracy.

The minimum amount the Company may charge for back billing shall be five dollars ($5) for an existing customer and ten dollars ($10) for a former customer. All recalculations resulting in an amount due equal or greater than these amounts shall result in issuance of a back bill. The period for back billing shall not exceed the last six months the meter was in service unless otherwise ordered by the Board. Back billings shall be rendered no later than six months after the meter installation test.

The billing adjustment shall be calculated on the basis that the meter is 100 percent (100%) accurate. For the purposes of billing adjustments the meter error shall be one-half the algebraic sum of the error at full rated flow plus the error at check flow. The amount of undercharge calculated will be charged to the customer.

Non-registering Meters:
When the amount of gas consumed cannot be determined by test because of failure of part or all the metering equipment, the Company will use the best available estimating procedures to determine as close as possible the amount of gas actually consumed. The customer will be advised of the failure and the basis for the estimated gas quantity billed.

RULES AND REGULATIONS – GAS
MEASUREMENT AND QUALITY

METER READING

Town Plant - Meter readings of meters serving customers connected to Company distribution system shall normally be taken by the Company at intervals of approximately 30 days, and at the beginning and termination of service.

Should Company's meter reader for any reason fail to gain access to the meter on the occasion of his regular call, a printed form will be left at the customer's premises so that customer may submit the meter reading himself. Said form will contain the following statement: "If the form is not completed, mailed by the customer, and received, by the Company in time to be entered into the normal monthly computer billing cycle transactions, an estimated bill will be rendered." If actual readings on subsequent calls cannot be obtained, the Company will render an estimated bill, but same will be limited to three consecutive bills unless customer approval is obtained by Company. Any customer who has three estimated billings will receive special attention to obtain an actual reading. Each customer will receive at least one actual reading within a 12 month period, with the exception of Farm Tap customers which shall be within a 15 month period. After a reading is obtained, if there is any material difference, an adjusted bill shall be rendered for the period since the last previous reading of the meter. The Company shall divide the municipality or territory into districts and will read meters in each district at a selected time.

Regardless of whether a bill is based on customer reading, Company's reading or Company's estimate of consumption, Company shall have the right to discontinue service for non-payment thereof as provided elsewhere in these Rules, Regulations, Terms and Conditions with respect to delinquent bills.

Mainline - Meter readings of meters serving residential and farm tap customers connected to transmission sales measuring stations will be taken by the customer on a form provided by the Company at approximately 30 day intervals. The Company will take an actual reading at least once every fifteen months and at the beginning and termination of service. All other customers served from sales measuring stations located along the transmission pipeline will be read by the Company at approximately 30 day intervals unless otherwise specified in the contract. Customer agrees to mark reading of meters on cards provided by Company and mail them promptly. On failure to receive marked cards for two consecutive months, the Company may send a meter reader to read such meter and Customer agrees to pay Company sixty-six dollars ($66.00) as Company's cost of making such trip and reading.

RULES AND REGULATIONS – GAS
MEASUREMENT AND QUALITY

METER READING (continued)	Regardless of whether a bill is based on customer reading, Company's reading or Company's estimate of consumption, Company shall have the right to discontinue service for non-payment thereof as provided elsewhere in these Rules, Regulations, Terms and Conditions with respect to delinquent bills.
METER READ DEVICES	The meter read devices contain the following information: • Customer name, address, rate schedule or identification of rate schedule. • Identifying No. or description of the meter(s). • Meter readings. • If the reading has been estimated. • Any applicable multiplier or constant, or reference thereto.

RESERVED FOR FUTURE USE

RESERVED FOR FUTURE USE

RULES AND REGULATIONS
GAS

COMPANY OWNED ITEMS	The Company shall furnish, own, install and maintain where applicable the following items required to provide service to the point of delivery: • Service pipes. • Meters. • Regulators. • Pressure relief vents and valves. • Shut-off valves. • Connectors and miscellaneous fittings.	
FUEL LINE INSTALLATION STANDARDS	Customer's fuel lines including piping and, where applicable, pressure regulation, valves, jointing, pressure relief valves, fittings and equipment shall be installed and maintained in compliance with the most current applicable provision of American National Standard "National Fuel Gas Code," ANSI Z 223.1-1974, (NFPA No. 54-1974) and Company standards and local codes and regulation pertaining to natural gas piping. Company shall reserve the right to test and inspect customer's piping to assure compliance with the standards and to check for gas leaks.	
EXCESS FLOW VALVES FOR EXISTING CUSTOMERS	In accordance with 49 C.F.R. Sec. 192.383, the Company will install an excess flow valve on an existing service line at the Customer's request. The customer will be required to pay a nonrefundable contribution in aid of construction, inclusive of income tax effects. The Customer's contribution in aid of construction will be limited to fifty percent of the actual cost of construction, up to a maximum of $400, unless there are expenses associated with adverse conditions for construction identified by the Company at the time of the request prior to commencement of construction. Additional costs related to adverse conditions shall be calculated and communicated in writing to the affected Customer prior to construction. Examples of adverse conditions include, but are not limited to, situations in which the Company encounters rock, concrete/asphalt, sand, tree roots, extremely muddy conditions, frost (depth typically greater than six inches), significant snow accumulation, or the area is obstructed in a manner that impedes or does not allow normal installation methods.	N N N N N N N N N N N N N N N

RULES AND REGULATIONS
GAS

WASTAGE OF GAS	No billing adjustments will be made for wastage of gas that occurs through the customer's fuel line and downstream of the Company's meter even though wastage may occur without the knowledge of the customer. Such wastage if detected by Company will be reported to the customer along with necessary recommendations for repair. Wastage of gas which occurs through the Company owned mains and services will not be billed to the customer. Wastage which occurs as a direct result of negligent damage by the customer or a third party to Company property will be billed to that customer or person(s) responsible for such damage. “Customer’s fuel line” shall mean pipe on the outlet side of a customer-owned meter.
TEMPORARY SERVICE	When the Company renders temporary service to a customer, the customer will bear the costs of installing and removing the service in excess of any salvage realized. The cost shall include the cost of labor, materials, permits, right-of-ways, pavement repairs and all other costs incident to the furnishing and installation of the service.

RULES AND REGULATIONS N
FARM TAPS N

CONDITIONS OF SERVICE	A. Farm tap customers, identified in Sheet 7, must operate and comply with all applicable rules and regulations of the Iowa Utilities Board and/or any Federal Regulations, as well as applicable conditions for new service stated on Sheet No. 59, Conditions for New Service Rural and Agricultural Service to Right of Way Grantors.	N N N N N
	B. Any fuel line or yard line, defined as the portion of the customer-owned piping that connects the outlet of the gas meter to the outside wall of residential and commercial premises, must be tested regularly to confirm the line meets DOT pipeline safety standards.	N N N N
	C. Continued natural gas service from farm taps is conditioned upon the following criteria: a. The fuel lines must pass an MAOP test; b. The line must be constructed of materials that meet BHE's approved safety standards and O&M requirements approved by the Board; c. The line must be locatable; d. BHE must be able to access the line on the customer's property; and e. If the line runs across properties owned by persons other than the customer, the customer must have the necessary property rights, easements or contractual authority for BHE to enter onto those other parcels to allow BHE access to its equipment and the service line.	N N N N N N N N N N N N N N N N N
	D. If the customer-owned facilities do not meet DOT safety regulations, or if, in the Company's sole opinion, any condition exists that is determined to be dangerous to life or property, the Company may discontinue service.	N N N N
	E. The customer shall grant the Company the right of ingress or egress to customer's premises, for any and all purposes associated with Farm Tap Service or the exercise of any and all rights under the tariff. Customer authorizes Company representatives to enter Customer premises to inspect, test, maintain, repair or remove any Customer lines, service any odorization equipment if installed, and read any installed meters.	N N N N N N N
	F. If Customer's fuel line runs across another landowner's property, Customer must obtain an easement to allow Company to access all Company owned property.	N N N N

RULES AND REGULATIONS
FARM TAPS

SERVICE LINE REPLACEMENT	In the event customer's fuel or yard line does not comply with DOT testing standards, the Company will replace and own the service line. BHE shall install any replacement lines along the most direct route reasonably possible between the tap at the interstate pipeline and the customer's existing usage location(s). BHE shall install a meter at or near the customer's premises if one is not already present. BHE shall replace all existing lines without a customer contribution. BHE may purchase existing lines under the following conditions: (1) the line must meet all Conditions of Service in Section C above; (2) the line must have been installed or replaced within the last ten years; (3) the customer must provide documentation to prove the date the existing line was installed or replaced. BHE may assume control of older lines if they meet the safety criteria. BHE shall compensate those customers by paying the lesser of the customer's original cost or $10 per lineal foot, using the most direct route from the tap to the premise, less depreciation. BHE shall recover the costs of testing and line replacement and acquisition through a Farm Tap Tracker mechanism. BHE shall file an implementation plan and annual report, as well as a final report at the conclusion of the safety testing and replacement program.	N N
LIABILITY	During the time period when the Company performs testing and replaces or acquires farm tap fuel lines, the Liability provisions on Sheet 70 shall apply. When the Company replaces a customer owned line, BHE ownership shall begin when the line is placed in service. When the Company acquires a customer owned line, BHE ownership shall begin when the customer signs a bill of sale and BHE provides payment for the line.	

RULES AND REGULATIONS N
FARM TAPS N

DETERMINATION OF THE FARM TAP TRACKER ADJUSTMENT (FTTA) AMOUNT	The FTTA will be applied to all BHE customer classes that include a farm tap customer. The following formula will be used to compute the FTTA for each customer class: FTTA Surcharge (by class) = (NP x DR) + DE + TC NC x 12 NP: Net Plant is the 12 month average net plant balance for eligible investments DR: Debt Rate which equals 4.4 percent DE: Depreciation Expense for eligible investments for the applicable 12 month period TC: MAOP Testing Costs for the applicable 12 month period NC: Number of customers in the applicable class Eligible costs must be incurred within three years from the date on which the Utilities Board approved the Farm Tap Replacement Plan. Costs incurred after the three-year period will not be eligible for recovery through the FTTA unless otherwise approved by the Utilities Board. Cost recovery through the FTTA will begin at the conclusion of year one and continue until the company files its next rate case. Black Hills will file its initial FTTA values within 90 days of the conclusion of the first plan year and annually thereafter	N N N N N N N N N N N N N N N N N N N N
ELIGIBLE COSTS	Eligible program line replacements running from the interstate transmission line tap to the customer's primary location. Applicable reimbursements for existing lines installed within the last ten years, at $10 per lineal foot, less depreciation. Maximum Allowable Operating Pressure (MAOP) testing costs.	N N N N N
RECONCILIATION	Black Hills will track the amount of over or under recovery by year and the balance of the over/under recovery account will be reconciled during Black Hills' next rate case unless the Board decides to address the over/under recovery sooner.	N N N N

RULES AND REGULATIONS - GAS
GUARANTEE DEPOSITS
IAC SEC. 19.4(2)

WHEN MADE

The Company may require from any customer or prospective customer a deposit intended to guarantee partial payments of bills for service. The Company shall allow a person other than the customer to pay the customer's deposit.

Residential Deposit

The Company may require a cash deposit on residential customers who demonstrate credit risk. Demonstrated credit risk is defined as having one disconnection of service during the last year of service, or three or more disconnection notices during the last year of service, or has an undisputed unpaid debt with the company.

If a customer is unable to pay the full amount of the deposit, at the discretion of the Company, the customer may pay the deposit in full with the next billing cycle following turn-on/reconnection (during the months of November 1st through April 1st).

Non-Residential Deposit

The Company may require a cash deposit on commercial customers that demonstrate credit risk. Demonstrated credit risk is defined as having more than one late payment in the last twelve months or having no prior credit history with the company. In leiu of a cash deposit for non residential customers, an irrevocable letter of credit or surety bond may be used as guarantee of payment.

The Company may accept installment agreements, on forms provided by Company, to satisfy the deposit requirements of this tariff provision. If a customer fails to keep such installment payments, or any of them current, Company may issue a written notice to customer that such failure is grounds for disconnection of service unless payment of the delinquent installment is received within five days. Any disconnection of service based on failure of customer to pay such installment(s) shall, however, be preceded by a further five day notice, given in accordance with the notice provisions of Non-Payment of Bills on Sheet 30.

AMOUNT

The total deposit for any residential or commercial customer for a place which has previously received service shall not be greater than the highest billing of service for one month for the place in the previous twelve-month period. The deposit for any residential or commercial customer for a place which has not previously received service or for an industrial customer, shall be the customer's projected one-month usage for the place to be served as determined by the utility, or as may be reasonably required by the utility in cases involving service for short periods or special occasions. Interest on customer deposits shall be computed at 7.5 percent (7.5%) per annum, compounded annually.

RULES AND REGULATIONS - GAS
GUARANTEE DEPOSITS
IAC SEC. 19.4(2)

AMOUNT (continued)	Interest for prior periods shall be computed at the rate specified by the rule in effect for the period in question. Interest is paid as a credit to the customer's bill. The deposit will begin to draw interest on the date it is received by Company and will cease to draw interest at the time it is returned to the customer, or on the date the deposit is applied to a customer's account, or when customer's bill becomes permanently delinquent, or upon the date of notice sent to a customer's last known address that a deposit is no longer required. The date when a bill is "permanently delinquent" relative to an account treated as an uncollectible account is the most recent date the account became delinquent. Records showing the customer's name, address and the current amount of deposit will be maintained by the Company.
ADDITIONAL DEPOSITS AND REPLACEMENT	A new, additional or replacement deposit may be required upon reasonable notice of the need for such a requirement in any case where a deposit has been refunded or where a deposit is found to be inadequate or where a customer payment history is not satisfactory to the Company. Three late payments over the past twelve months, or portion thereof, may cause an account to be reviewed to determine the amount of new or additional deposit, if any, required. In the event service to a customer has been disconnected for non-payment, this deposit may be required before service can be restored. The service of any customer who fails to furnish such a new or additional deposit after issuance of written notice to do so, may be disconnected. Such disconnection shall, however, be preceded by a further twelve-day notice, given in accordance with the notice provisions of Non-Payment of Bills on Sheet 30. No residential customer shall be disconnected for failure to pay a deposit during the period November 1 through April I for the location at which he/she has been receiving service as a duly recognized customer.
REFUNDS	The deposit shall be refunded after twelve consecutive months of prompt payment (which may be eleven timely payments and one automatic forgiveness of late payment), unless Company is entitled to require a new or additional deposit. For refund purposes, customer's account shall be reviewed after twelve months of service following the making of the deposit and for each twelve-month interval terminating on the anniversary of the deposit. Upon termination of service, the deposit plus accumulated interest, less any unpaid utility bill of the customer, shall be reimbursed to the person who made the deposit.

RULES AND REGULATIONS - GAS
BILLING AND PAYMENT
IAC SEC. 19.4(11)

BILLING PERIODS AND PAYMENT TERMS	Bills shall be calculated in accordance with the applicable rate schedule each month and shall be payable monthly. When the billing period deviates by more than ten per cent (counting only business days) from the normal meter reading period, such bills will be prorated based on a daily basis. If the billing for the initial period covers six days or less, a bill will not be issued and the amount will be included in the following month's billing. Upon request, the Company shall give the customer the approximate date on which he should receive his bill each month, and if a bill is not received or is lost, the Company, shall upon request, issue a duplicate. Failure to receive a bill shall not relieve a customer from payment as provided for in the applicable tariff and these rules and regulations. The bill shall be considered rendered to the customer when deposited in the U.S. Mail with postage prepaid. If delivery is by other than U.S. Mail, the bill shall be considered rendered when delivered to the last known address of the party responsible for payment. There shall be not less than 20 days between the rendering of a bill and the date by which the account becomes delinquent. When customer payments are made by mail, bills will be considered as having been paid on the date of mailing as shown by postmark. The date of delinquency for all residential customers or other customers whose consumption is less than two hundred fifty Therm per month shall be changeable for cause in writing, such as, but not limited to, 15 days from the approximate date each month upon which income is received by the person responsible for payment. Company, however, is not required to delay the date of delinquency more than thirty (30) days beyond the date of preparation of the previous bill.

RULES AND REGULATIONS - GAS
BILLING AND PAYMENT
IAC SEC. 19.4(11)

EVEN PAYMENT PLAN

The Company shall, at the time that service is requested, offer to all residential customers and to all other customers whose consumption is less than 25 Dekatherm (250 Therm) per month a budget bill payment plan which allows the customer to pay a uniform amount and avoid spikes in bill amounts, such as those caused by high gas prices or severe cold weather. The customer's account will be calculated monthly, and the budget bill amount will not change unless it is ten percent (10%) greater or less than the last monthly budget bill amount. Eligible customers may enroll in the budget bill plan during any month of the year and shall not be required to make an initial "catch-up" payment at the time of enrollment.

When budget payment amounts are recalculated, any amount owing from the "Even Payment" year just ended shall be carried forward and added to the charges to be paid over the course of the ensuing year. However, unpaid budget bill program billings shall not be allowed to be carried forward.

Amounts to be paid by customers on the Even Payment Plan will be computed at the time of entry into the plan.

The budget billing plan shall be balanced upon termination of service or whenever the Customer requests withdrawal from the plan.

Delinquency in the payment of monthly budget billing plan bills shall be subject to the same procedures as other accounts with respect to collections and terminations. If, at the time of delinquency, the account balance is a credit, the Even Payment plan shall terminate after not less than thirty (30) days not more than sixty (60) days of delinquency.

RULES AND REGULATIONS - GAS
BILLING AND PAYMENT
IAC Sec. 19.4(11)

COMBINED BILLING	When customers have a single load requirement, but are located in a manner to require several meter settings, the Company may allow combined billing in the following instances: • Service to public schools. • Parochial schools, churches, convents, and colleges where buildings are in the same block or across the street. • Industrial customers where buildings are in the same block or across the street. • Meters set in parallel at Company's request as opposed to setting one larger meter. In cases where the criteria for combined billing are not met, and for the convenience of the customer, the Company may prepare a single bill for several accounts of the customers, but each account's consumption will be individually billed through the rate schedule blocks and then summarized on a single bill form. Limitations to this service are that the customer's accounts must be served under the same rate schedule, in the same community and billing cycle.
NON-SUFFICIENT FUND CHECKS	The Company may require a returned check charge of $20.00 from the customer for customer checks returned for non-sufficient funds.
LATE PAYMENT PENALTY	Late payment penalties are assessed on the past due amount and shall not exceed one and one-half percent per month of the past due amount. The penalty date shall be not less than twenty days after the rendering of the bill and shall be considered to have expired at office opening time of the next day after the date indicated on the bill. Mail payments are considered to have been paid on the date of the postmark. If the penalty date falls on a Saturday, Sunday or holiday, it will be extended to the next normal working day before the penalty is assessed. Paying a part of the bill does not entitle the customer to escape a proportionate amount of the penalty. The customer shall be allowed the complete forgiveness of one late payment penalty per year allowed and will be notified by bill message when such annual forgiveness has been used. Bills for service become delinquent as provided in other sections of this Tariff, however, Company will give a residential customer disconnected or about to be disconnected due to inability to pay in full an opportunity to enter into a reasonable agreement to pay that bill. Reasonable agreements will be entered into with customers as set forth on Sheets 39 to 41.

RULES AND REGULATIONS - GAS
BILLING AND PAYMENT

BILLING FOR OTHER THAN NATURAL GAS	The Company shall utilize the same customer bill form to bill for merchandising, jobbing, rental appliances, and other goods and services, but no action taken to collect payment of these amounts shall affect the customer's gas service account.
INFORMATION SHOWN ON CUSTOMER'S PORTION OF BILL	• Customer name, mailing and service address • Location of Company office where bill is to be paid • Customer account No. • Present and previous meter reading • Meter reading date and No. of days of service • Usage for period • Rate Designation • Gross and Net amount for gas • Charges for non-gas items (Merchandise, service, etc.) • Sales Tax • Date after which gross amount is due • Past due amount and ending account balance • Designation if bill is estimated • Designation if bill is minimum • Unit cost of gas adjustment included in the rate • Pressure or other adjustment factors • Budget adjustment if customer is utilizing the even payment plan

RULES AND REGULATIONS – GAS
BILLING AND PAYMENT
IAC Sec. 19.4(13)

ADJUSTMENT OF BILLING ERRORS	Overcharges. When a customer has been overcharged due to incorrect reading of meter, application of rate schedules, connection of a meter or similar reasons, the overcharge will be adjusted, refunded or credited to the customer. The time period for which the Company is required to make such refunds shall not exceed five years, unless otherwise ordered by the Board. Undercharges. When a customer has been undercharged as a result of incorrect reading of meter, incorrect application of rate schedules, incorrect connection of a meter or similar reasons, the undercharge may be billed to the Customer. The period for which the Company may adjust for undercharges shall not exceed five (5) years, unless otherwise ordered by the Board. Under charges for similar reasons may be adjusted for up to five years. The maximum back bill shall not exceed the billing for the dollar amount equivalent to the tariffed rate for like charges (e.g., usage-based, fixed or service charges) in the twelve (12) months preceding discovery of the error, unless otherwise ordered by the Board.
EXCISE TAXES	When any Town, City, County or state imposes a franchise, occupation, business, sales, license, excise, privilege or similar tax of any kind on the Company, the amounts thereof, insofar as practical, shall be surcharged on a proportionate basis to all customers receiving gas service within such Town, City, County or State. This tax charge, in all cases, will be in addition to the regular charges for gas services. When towns, cities, counties or states provide exemptions from fees or taxes to certain customers, the Company shall not apply such taxes or fees to such customers. The taxes or fees imposed by the taxing entities in Company's service territory are as provided on Sheets 119 to 121 of Company's rate tariffs.

RESERVED FOR FUTURE USE

RULES AND REGULATIONS - GAS
CONDITIONS UNDER WHICH SERVICE CAN BE REFUSED OR DISCONTINUED
IAC SEC. 19.4(15)

Company may refuse or disconnect service to a Customer after proper notice for nonpayment of a bill or deposit if the Company has complied with the following provisions, when applicable:

NON-PAYMENT OF BILLS

Bills for service become delinquent twenty (20) days from date the bill is mailed. In case bills for service become delinquent, the customer and any other person or agency designated by the customer will be given written notice, in the form described in Section B below. The Customer has at least 12 days in which to make settlement of the account to avoid disconnection and a written summary of the rights and responsibilities available. Customers billed more frequently than monthly shall be given posted written notice that they have 24 hours to make settlement of the account to avoid disconnection and a written summary of the rights and responsibilities. All notices shall include a toll-free or collect telephone No. where a Company representative qualified to provide additional information about the disconnection can be reached. Each Company representative must provide the representative's name and have immediate access to current, detailed information concerning the Customer's account and previous contacts with the Company.

The customer has a right to a meeting (hearing) with Company personnel if he disputes his bill. Any customer desiring a disputed bill meeting will request, and will be granted such a meeting to be held before the date of discontinuance of service as specified on the written notice.

Service will not be discontinued and/or disconnected until at least twelve (12) days have passed after the date of the mailing of such notice of discontinuation of service. Company, prior to disconnection, will make a good faith attempt to contact the customer by telephone or in person to inform the customer of the pending disconnection and his or her rights and responsibilities. During the period from November 1 to April 1, if the attempt at customer contact fails, the premises shall be posted at least one day prior to disconnection with a notice informing the Customer of the pending disconnection and rights and responsibilities available to avoid disconnection.

RULES AND REGULATIONS – GAS
CONDITIONS UNDER WHICH SERVICE CAN BE REFUSED OR DISCONTINUED
IAC SEC. 19.4(15)

NON-PAYMENT OF BILLS (continued)	In no case shall such discontinuance be effected prior to thirty-four (34) days from the date the bill is prepared and mailed. If collection of delinquent bills is at the customer's premises or, if service is discontinued because of non-payment of bills, Company will require the payment of a collection and/or reconnection charge. In the event there is a dispute concerning the amount of a bill for service, Company may require the customer whose account is in dispute to pay a sum of money equal to the amount of the undisputed portion of the bill pending settlement, and thereby avoid discontinuance of service for nonpayment of such disputed bill for up to forty-five (45) days after the rendering of the bill. The forty-five (45) days shall be extended to sixty (60) days if requested by the Board acting in response to a written complaint filed with the Board by the customer.
ITEMS TO BE CONTAINED IN THE NOTICE OF DISCONTINUANCE OF SERVICE	The Notice of Discontinuation of Service, as provided for on Sheet 30, shall state, at a minimum, the following items: • Amount owed and past due Company. • Date prior to which delinquent amounts must be paid to avoid disconnection. • Amount to be charged by Company for reconnection of service. • A toll-free or collect phone No. where a Company representative qualified to provide additional information about the disconnection may be reached. • The notice shall contain a list of "Customer Rights and Responsibilities to Avoid Disconnection" in compliance with IAC—19 (4)(15)h(3).
DANGEROUS CONDITIONS FOUND IN CUSTOMER'S PREMISES	In any case where Company has received notice or knows that a dangerous condition exists with respect to the presence or delivery of natural gas on customer's premises, Company will, without advance notice, refuse to connect if service has not already been connected or shut off the service and same shall not be resumed until such dangerous condition shall have been eliminated. If service is discontinued because the customer's equipment and/or facilities have caused an unsafe or dangerous condition, a reconnection charge may be required to be paid before service is restored.
MISUSE OF SERVICE BY CUSTOMER	In case gas supplied by Company to the customer is misused or misapplied by the customer so as to cause unsatisfactory conditions affecting the quality, safety or continuity of service to other customers, the Company shall, without any advance notice, disconnect the service. If service is required to be discontinued for this cause, a reconnection charge will be required to be paid before service is restored.

RULES AND REGULATIONS - GAS
CONDITIONS UNDER WHICH SERVICE CAN BE REFUSED OR DISCONTINUED
IAC SEC. 19.4(15)

RESELLING OR DISTRIBUTION OF SERVICE	The service furnished is for the sole use of the customer; customer shall not sell or redeliver gas service to any other person. In case gas supplied by Company to the customer is resold without the consent of the Company, service shall be discontinued. If service is required to be discontinued for this cause, a reconnection charge will be required to be paid before service is restored.
NONCOMPLIANCE WITH RULES AND REGULATIONS	All service furnished to customer shall be in accordance with these general rules, regulations, terms and conditions, and in case a customer fails to conform to such rules, the Company will, after five (5) days sufficient notice in writing (unless otherwise provided for herein), discontinue and/or disconnect service unless within such time conditions complained of are remedied. Such notice shall specify the cause of the default and the Company shall cooperate with the customer in suggesting the proper remedy. If service is so discontinued and/or disconnected, a reconnection charge will be required to be paid before service is restored. Connection of space heating or other load by a customer without proper authority obtained pursuant to the connection policy set forth herein at Sheets 57 and 58, Limitations on New Gas Service will be considered noncompliance for the purposes of this section
FRAUDULENT USE OF SERVICE	In case gas is used fraudulently in any manner on the premises occupied by customer with or without customer's knowledge, the service will be shut off without any advance notice and service shall then not be resumed until customer shall have given satisfactory assurance that such fraudulent use of gas will be discontinued and shall have paid to Company such an amount estimated by Company to be a reasonable payment for gas fraudulently used and not paid for. Company shall be entitled to a reconnection charge if service is reconnected.
SERVICE TO AN INDEBTED HOUSEHOLD	If a creditworthy applicant for service is able to satisfy any deposit requirements and did not permanently reside at the premise during the time a bill at the premise became delinquent, service will be allowed. Collection will be sought from the customer(s) that have requested service and knowingly created a debtor-creditor relationship with Company.

RULES AND REGULATIONS - GAS
CONDITIONS UNDER WHICH SERVICE CAN BE REFUSED OR DISCONTINUED
IAC SEC. 19.4(15)

TAMPERING WITH AND CARE OF COMPANY'S PROPERTY	No one except an agent of Company or one otherwise lawfully entitled to do so shall be permitted to remove or tamper with Company's meter or connections or with any of the property of the Company on or about the customer's premises. If at any time the Company shall find that a meter, piping, or equipment, or parts thereof, or other instruments used in furnishing service to the customer has been tampered with by anyone except an agent of Company or one otherwise lawfully entitled to do so, it shall be considered sufficient cause for immediate discontinuance of service by Company. If service is so discontinued, a reconnection charge will be required to be paid before service is restored. A broken or absent meter seal alone shall not constitute tampering.
DISREGARD OF CURTAILMENT ORDERS	Failure of an interruptible customer to comply with curtailment orders issued by Company shall be sufficient cause for discontinuance of such service by Company and in such event the service may be discontinued and/or disconnected without any advance notice to customer. If service is discontinued, a reconnection charge, in addition to the overrun deterrent and liquidated damages charge set out herein and normal rate for gas consumed, will be required to be paid before service is restored.
SPECIAL RESTRAINT ON DISCONNECTION ORDERS	The Company, when affecting a discontinuance or disconnection of a Residential customer's service for non-payment of a bill or a deposit, or failure to comply with the terms of a payment agreement, shall comply with the procedures set out below.
CUSTOMER CONTACT	When disconnecting service to a residence, Company shall make a diligent attempt to contact, by telephone or in person, the Customer responsible for payment for service to the residence to inform the customer of the pending disconnection and his rights and responsibilities. During the period from November 1 through April 1, if the attempt at customer contact fails, the premises shall be posted at least one day prior to disconnection with a notice informing the Customer of the pending disconnection and rights and responsibilities available to avoid disconnection. If an attempt at personal or telephone contact of a customer occupying a rental unit has been unsuccessful, the landlord of the rental unit, if known, shall be contacted to determine if the customer is still in occupancy and, if so, the customer's present location. The landlord shall also be informed of the date when service may be disconnected.

RULES AND REGULATIONS - GAS
CONDITIONS UNDER WHICH SERVICE CAN BE REFUSED OR DISCONTINUED
IAC SEC. 19.4(15)

CUSTOMER CONTACT (CONTINUED)	A customer who fails to comply with the terms of a payment agreement between November 1 and April 1 must be given notice of his or her right to seek energy assistance. Disconnection cannot take place for at least 12 days from the date such notice is mailed, to give the customer a chance to apply for assistance and to notify Company of possible eligibility for assistance. If the disconnection will affect occupants of residential units leased from the customer, the premises of any building known by the Company to contain residential units affected by disconnection must be posted, at least two days prior to disconnection with a notice informing any occupants of the date when service will be disconnected and the reasons for the disconnection.
TIME AND TEMPERATURE RESTRICTIONS	A disconnection may not take place where 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 lower. In any case, where the Company has posted a disconnection notice, but is precluded from disconnecting service because of a National Weather Service forecast, the Company may immediately proceed with appropriate disconnection procedures, without further notice, when the temperature in the area where the residence is located rises to above 20 degrees Fahrenheit and is forecasted to be above 20 degrees Fahrenheit for at least 24 hours, unless the Customer has paid in full the past due amount or is entitled to postponement of disconnection under some other provision.
WINTER ENERGY ASSISTANCE	If the Company is informed that the customer's household may qualify for energy assistance or weatherization funds, there shall be no disconnection of service for thirty days from the date of application to allow the customer time to obtain assistance. Application for assistance must be made prior to the disconnection date specified in the notice. 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 Company by the community action agency as eligible for either the low income energy assistance program or weatherization assistance program. In addition to the notification procedure required herein, the Company shall, prior to November 1, mail customers a notice describing the availability of winter energy assistance funds and advising the customer how assistance may be obtained.

RULES AND REGULATIONS - GAS
CONDITIONS UNDER WHICH SERVICE CAN BE REFUSED OR DISCONTINUED
IAC SEC. 19.4(15)

HEALTH OF A RESIDENT	Disconnection of a residential customer shall be postponed if the discontinuance of service would present an especial danger to the health of any permanent resident of the premises. The Company may require written verification of the special danger to health by a physician or a public health official, including the name of the person endangered, a statement that the person is a resident of the premises in question, the name, business address and telephone No. of the certifying party, the nature of the health danger, and approximately how long the danger will continue. Initial verification by the verifying party may be made by telephone if written verification is forwarded to the Company within five (5) days. Verification shall postpone disconnection for 30 days. In the event service is terminated within 14 days prior to verification of illness by or for a qualifying resident, service shall be restored to that residence if a prior verification is thereafter made in accordance with the foregoing provisions. If the customer does not enter into a reasonable payment agreement for the retirement of the unpaid balance of the account within the first 30 days and does not keep the current account paid during the period that the unpaid balance is to be retired, the Customer is subject to disconnection. As set out in the Rules of the Board at IAC 19.4(15)"d"(8), an especial danger to health is indicated if one appears to be seriously impaired and may; because of mental or physical problems, be unable to manage his or her own resources, carry out activities of daily living or protect oneself from neglect or hazardous situations without assistance from others. Indicators of an especial danger to health include, but are not limited to: Age, infirmity, or mental incapacitation, serious illness, physical disability, including blindness and limited mobility, and any other factual circumstances which indicate a severe or hazardous health situation.
ABNORMAL GAS CONSUMPTION	A customer who is subject to disconnection for nonpayment of bill, and who has gas consumption which appears to the customer to be abnormally high, may request the Company to provide assistance in identifying the factors contributing to this usage pattern and to suggest remedial measures. The Company shall provide such assistance by discussing patterns of gas usage which may be readily identifiable, suggesting that an energy audit be conducted, and identifying sources of energy conservation information and financial assistance which may be available to the customer.
DEPLOYMENT	If the utility is informed that one of the heads of household as defined in Iowa Code section 476.20 is a service member deployed for military service, as defined in Iowa Code section 29A.90, disconnection cannot take place at the residence during the deployment or prior to 90 days after the end of the deployment.

RULES AND REGULATIONS - GAS
CONDITIONS UNDER WHICH SERVICE CAN BE REFUSED OR DISCONTINUED
IAC SEC. 19.4(15)

DISCONNECTION WITHOUT NOTICE	The Company may disconnect gas service without the 12 day notice for failure of the Customer to comply with the terms of a payment agreement, except as provided on Sheet 39, Terms of First Time Payment Agreements, provided that the Company complies with the provisions of Sheet 41, Refusal by Utility.
DISPUTED BILL	If the customer has received notice of disconnection and has a dispute concerning a bill for natural gas service, the utility may require the customer to pay a sum of money equal to the amount of the undisputed portion of the bill pending settlement and thereby avoid disconnection of service. A utility shall delay disconnection for nonpayment of the disputed bill for up to 45 days after the rendering of the bill if the customer pays the undisputed amount. The 45 days shall be extended by up to 60 days if requested of the utility by the Board in the event the customer files a written complaint with Board in compliance with 199-Chapter 6.
SPECIAL CIRCUMSTANCES	Disconnection of a residential customer may take place only between the hours of 6 a.m. and 2 p.m. on a weekday and not on weekends or holidays. If a disconnected customer makes payment or other arrangements during normal business hours, all reasonable efforts shall be made to reconnect the customer that day. If a disconnected customer makes payment or other arrangements after 7 p.m., all reasonable efforts shall be made to reconnect the customer not later than 11 a.m. the next day.

RESERVED FOR FUTURE USE

RESERVED FOR FUTURE USE

RULES AND REGULATIONS - GAS
CUSTOMER PAYMENT AGREEMENTS
IAC SEC. 19.4(10)

AVAILABILITY OF A FIRST PAYMENT AGREEMENT	When a residential customer cannot pay in full a delinquent bill for utility service or has an outstanding debt to the Company for residential utility service and is not in default of a payment agreement, the Company shall offer the customer an opportunity to enter into a reasonable payment agreement.
REASONABLENESS	Whether a payment agreement is reasonable will be determined by considering the current household income, ability to pay, payment history including prior defaults on similar agreements, the size of the bill, the amount of time and the reasons why the bill has been outstanding, and any special circumstances creating extreme hardships within the household. The utility may require the person to confirm financial difficulty with an acknowledgment from the department of human services or another agency.
TERMS - FIRST PAYMENT AGREEMENTS	The Company shall offer customers who have received a disconnection notice or have been disconnected 120 days or less and who are not in default of a payment agreement the option of spreading payments evenly over at least 12 months by paying specific amounts at scheduled times. The Company shall offer customers who have been disconnected more than 120 days and who are not in default of a payment agreement the option of spreading payments evenly over at least 6 months by paying specific amounts at scheduled times. The agreement shall also include provision for payment of the current account. The Company may also require the customer to enter into a level payment plan to pay the current bill. When the customer makes the agreement in person, a signed copy of the agreement shall be provided to the customer.

RULES AND REGULATIONS - GAS
CUSTOMER PAYMENT AGREEMENTS
IAC SEC. 19.4(10)

TERMS - FIRST PAYMENT AGREEMENTS (CONTINUED)	The Company may offer the customer the option of making the agreement over the telephone or through electronic transmission. When the customer makes the agreement over the telephone or through electronic transmission, the Company shall render to the customer a written document reflecting the terms and conditions of the agreement within three days of the date the parties entered into the oral agreement or electronic agreement. The document will be considered rendered to the customer when addressed to the customer's last-known address and deposited in the U.S. mail with postage prepaid. If delivery is by other than U.S. mail, the document shall be considered rendered to the customer when delivered to the last-known address of the person responsible for payment for the service. The document shall state that unless the customer notifies the Company within ten days from the date the document is rendered, it will be deemed that the customer accepts the terms as reflected in the written document. The document stating the terms and agreements shall include the address and a toll-free or collect telephone No. where a qualified representative can be reached. By making the first payment, the customer confirms acceptance of the terms of the oral agreement or electronic agreement. Each customer entering into a first payment agreement shall be granted at least one late payment that is made four days or less beyond the due date for payment and the first payment agreement shall remain in effect.
TERMS - SECOND PAYMENT AGREEMENTS	The Company shall offer a second payment agreement to a customer who is in default of a first payment agreement if the customer has made at least two consecutive full payments under the first payment agreement. The second payment agreement shall be for the same term as or longer than the term of the first payment agreement. The customer shall be required to pay for current service in addition to the monthly payments under the second payment agreement and may be required to make the first payment up-front as a condition of entering into the second payment agreement. The Company may also require the customer to enter into a level payment plan to pay the current bill. The Company may offer additional payment agreements to the customer.

RULES AND REGULATIONS - GAS
CUSTOMER PAYMENT AGREEMENTS
IAC SEC. 19.4(10)

REFUSAL BY UTILITY

A customer may offer the Company a proposed payment agreement. If the Company and the customer do not reach an agreement, the Company may refuse the offer orally, but the Company must render a written refusal of the customer's final offer, stating the reason for the refusal, within three days of the oral notification. The written refusal shall be considered rendered to the customer when addressed to the customer's last-known address and deposited in the U.S. mail with postage prepaid. If delivery is by other than U.S. mail, the written refusal shall be considered rendered to the customer when handed to the customer or when delivered to the last-known address of the person responsible for the payment for the service. A customer may ask the Board for assistance in working out a reasonable payment agreement. The request for assistance must be made to the Board within ten days after the rendering of the written refusal. During the review of this request, the Company shall not disconnect the service.

Customer may protest the Company's refusal of the offered agreement by making payment as provided for in the offered agreement and by filing a written complaint, including a copy of Company's refusal, with the Board within ten (10) days after Company's written refusal of tendered payment agreement.

The customer who has been in default of a payment arrangement from November 1 to April 1 may be required to pay current bills based on a budget estimate of the customer's actual usage, weather-normalized, during the prior 12-month period or based on projected usage if historical usage data is not available.

RESERVED FOR FUTURE USE

RULES AND REGULATIONS - GAS
INSUFFICIENT CONDITIONS TO REFUSE OR DISCONTINUE SERVICE
IAC SEC. 19.4(16)

NON-PERMISSIBLE REASONS TO DISCONTINUE SERVICE	The following shall not constitute sufficient cause for terminating service to a present customer or refusing service to a prospective customer: • Delinquency in payment for service by a previous occupant of the premises to be served. • Failure to pay for merchandise purchased from the Company. • Failure to pay for a different type or class of service. • Failure to pay the bill of another customer as guarantor thereof. • Failure to pay back bill in accordance with slow meter provision (Sheets 13-14). • Failure to pay back bill in accordance with Billing Adjustment provision in Sheets 28. • Failure of a residential customer to pay a deposit during the period November 1 through April 1 for the location at which he or she has been receiving service. • Delinquency in payment for service by an occupant, if the customer applying for service is creditworthy and able to satisfy any deposit requirements.
WHEN DISCONNECTION PROHIBITED	No disconnection may take place from November 1 through April 1 for a resident who is head of household and has been certified to the Company by the local community action agency as being eligible for either the Low-Income Home Energy Assistance Program or Weatherization Assistance Program.

RULES AND REGULATIONS - GAS
CUSTOMER RIGHTS AND RESPONSIBILITES
TO AVOID SHUTOFF OF GAS SERVICE FOR NONPAYMENT

1. What can I do if I receive a notice from the utility that says my gas service will be shut off because I have a past due bill?	a) Pay the bill in full; or b) Enter into a reasonable payment plan with the utility (see #2 below); or c) Apply for and become eligible for low-income energy assistance (see #3 below;) or d) Give the utility a written statement from a doctor or public health official stating that shutting off your gas service would pose an especial health danger for a person living at the residence (see #4 below); or e) Tell the utility if you think part of the amount shown on the bill is wrong. However, you must still pay the part of the bill you agree you owe the utility (see #5 below).
2. How do I go about making a reasonable payment plan? (Residential customers only)	a) Contact the utility as soon as you know you cannot pay the amount you owe. If you cannot pay all the money you owe at one time, the utility may offer you a payment plan that spreads payments evenly over at least 12 months. The plan may be longer depending on your financial situation. b) If you have not made the payments you promised in a previous payment plan with the utility and still owe money, you may qualify for a second payment agreement under certain conditions. c) If you do not make the payments you promise, the utility may shut off your utility service on one day's notice unless all the money you owe the utility is paid or you enter into another payment agreement.
3. How do I apply for low-income energy assistance? (Residential customers only)	a) Contact the utility as soon as you know you cannot pay the amount you owe. If you cannot pay all the money you owe at one time, the utility may offer you a payment plan that spreads payments evenly over at least 12 months. The plan may be longer depending on your financial situation. b) If you have not made the payments you promised in a previous payment plan with the utility and still owe money, you may qualify for a second payment agreement under certain conditions. c) If you do not make the payments you promise, the utility may shut off your utility service on one day's notice unless all the money you owe the utility is paid or you enter into another payment agreement. d) Being certified eligible for energy assistance will prevent your service from being disconnected from November 1 through April 1.

RULES AND REGULATIONS - GAS
CUSTOMER RIGHTS AND RESPONSIBILITES
TO AVOID SHUTOFF OF GAS SERVICE FOR NONPAYMENT

4. What if someone living at the residence has a serious health condition? (Residential customers only)	Contact the utility if you believe this is the case. Contact your doctor or a public health official and ask the doctor or health official to contact the utility and state that shutting off your utility service would pose an especial health danger for a person living at your residence. The doctor or public health official must provide a written statement to the utility office within 5 days of when your doctor or public health official notifies the utility of the health condition; otherwise, your utility service may be shut off. If the utility receives this written statement, your service will not be shut off for 30 days. This 30-day delay is to allow you time to arrange payment of your utility bill or find other living arrangements. After 30 days, your service may be shut off if payment arrangements have not been made.
5. What should I do if I believe my bill is not correct?	You may dispute your utility bill. You must tell the utility that you dispute the bill. You must pay the part of the bill you think is correct. If you do this, the utility will not shut off your service for 45 days from the date the bill was mailed while you and utility work out the dispute over the part of the bill you think is incorrect. You may ask the Iowa Utilities Board for assistance in resolving the dispute. (See #9 below.)
6. When can the utility shut off my utility service because I have not paid my bill?	a) Your utility can shut off service between the hours of 6 a.m. and 2 p.m., Monday through Friday. b) The utility will not shut off your service on nights, weekends, or holidays for nonpayment of a bill. c) The utility will not shut off your service if you enter into a reasonable payment plan to pay the overdue amount (see #2 above). d) The utility will not shut off your service if the temperature is forecasted to be 20 degrees Fahrenheit or colder during the following 24-hour period, including the day your service is scheduled to be shut off. e) If you have qualified for low-income energy assistance, the utility cannot shut off your service from November 1 through April 1. However, you will still owe the utility for the service used during this time. f) The utility will not shut off your service if you have notified the utility that you dispute a portion of your bill and you pay the part of the bill that you agree is correct. g) If one of the heads of household is a service member deployed for military service, utility service cannot be shut off during the deployment or within 90 days after the end of deployment. In order for this exception to disconnection to apply, the utility must be informed of the deployment prior to disconnection. However, you will still owe the utility for service used during this time.

RULES AND REGULATIONS - GAS
CUSTOMER RIGHTS AND RESPONSIBILITES
TO AVOID SHUTOFF OF GAS SERVICE FOR NONPAYMENT

7. How will I be told the utility is going to shut off my gas service?	a) You must be given a written notice at least 12 days before the utility service can be shut off for nonpayment. This notice will include the reason for shutting off your service. b) If you have not made payments required by an agreed-upon payment plan, your service may be disconnected with only one day's notice. c) The utility must also try to reach you by telephone or in person before it shuts off your service. From November 1 through April 1, if the utility cannot reach you by telephone or in person, the utility will put a written notice on the door of your residence to tell you that your utility service will be shut off.
8. If service is shut off, when will it be turned back on?	a) The utility will turn your service back on if you pay the whole amount you owe or agree to a reasonable payment plan (see #2 above). b) If you make your payment during regular business hours, or by 7 p.m. for utilities permitting such payment or other arrangements after regular business hours, the utility must make a reasonable effort to turn your service back on that day. If service cannot reasonably be turned on that same day, the utility must do it by 11 a.m. the next day. c) The utility may charge you a fee to turn your service back on. Those fees may be higher in the evening or on weekends, so you may ask that your service be turned on during normal utility business hours.
9. Is there any other help available besides my utility?	If the utility has not been able to help you with your problem, you may contact the Iowa Utilities Board toll-free at 1-877-565-4450. You may also write the Iowa Utilities Board at 1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069, or by E-mail at customer@iub.iowa.gov Low-income customers may also be eligible for free legal assistance from Iowa Legal Aid, and may contact Legal Aid at 1-800-532-1275.

RESERVED FOR FUTURE USE

RULES AND REGULATIONS – GAS
CHARGES TO BE PAID BY CUSTOMER

RECONNECTION OF TOWN PLANT CUSTOMERS	In the event it is necessary to reconnect service on the customer premises as provided herein, the charge will be the fixed charge stated below: Fixed Service Charges: • Reconnects during the hours of 8 a.m. to 5:00 p.m, Monday through Friday: $20.00, except as provided in Seasonal Disconnection below. • Reconnects during the hours of 5:00 p.m. to 8:00 a.m. on weekdays and Friday 5 p.m. to Monday at 8:00 a.m. and on holidays: $75.00, except as provided in Seasonal Disconnection below.
RECONNECTION OF MAINLINE CUSTOMERS	Charges for reconnection of services for customers served from transmission sales measuring stations will be the sum of the mileage and labor as described below: Mileage: Mileage will be charged for a rate per mile set by the Company applied to the total round trip mileage. A minimum mileage charge will be $5.00. Labor: Labor will be charged at the hourly rate set by the Company applied to the sum of the premise time and the round trip travel time. Labor charges outside normal working hours at customer request will be 1-1/2 times the above rate. The minimum labor charge will be $10.00.
SEASONAL DISCONNECTION	In the event that a customer is voluntarily disconnected and a reconnection of service at the same premises within a period of twelve (12) months, the Company may collect as a reconnect fee the sum of such customer charges as would have occurred during the period of disconnection in addition to the reconnect fee. If a customer is involuntarily disconnected for nonpayment, the Company may collect only the reconnect fee.

RULES AND REGULATIONS - GAS
CHARGES TO BE PAID BY CUSTOMER

ENERGY CONSERVATION STANDARDS FOR NEW STRUCTURES	The Company shall not provide gas service to any structure completed after April 1, 1984, unless the owner or builder of the structure has certified to the Company that the building conforms to the energy conservation requirements adopted under Iowa Administrative Code Section 661-16.801(103A) and 661-16.802(103A). If this compliance is already being certified to a state or local agency, a copy of that certification shall be provided to the Company. If no state or local agency is monitoring compliance with these energy conservation standards, the owner or builder shall certify that the structure complies with the standards by signing a form provided by the utility. No certification will be required for structures that are not heated or cooled by gas service or are not intended primarily for human occupancy.
CHARGES FOR WORK PERFORMED ON CUSTOMER'S PREMISES	Except as set out in Nonchargeable Services below the Company will charge for all materials furnished and for all work done on the customer's premises. <u>Nonchargeable Services</u>: The Company will not charge for work done involving the following items: • Change of meter or service line location when done at the election and choice of the Company. • Maintenance repairs or replacements of Company-owned property on customer premises except when damage is due to negligence of or misuse by customer or his agents. • Parts replaced in warranty where equipment was originally sold by Company. • Leak calls or leak checks. • Unlock of new accounts during normal working hours <u>Chargeable Services:</u> Work done by the Company for the customer for services other than those described above will be charged for based on rates set by the Company which are designed to recover all costs. The customer will be advised of the approximate charges for performing work, for his approval, prior to work being performed.

RULES AND REGULATIONS - GAS
INFORMATION AND ASSISTANCE AVAILABLE TO CUSTOMERS
IAC Sec. 19.4(19)

CUSTOMER COMPLAINTS	Company shall investigate promptly and thoroughly and keep a record of written complaints and all other reasonable complaints received by it from its customers in regard to safety, service, or rates, and the operation of its system as will enable it to review and analyze its procedures and actions. The record shall show the name and address of each complainant, the name and nature of the complaint, and its disposition and the date thereof.
RATES AND OTHER CUSTOMER INFORMATION	Company will inform the public at least annually that rate schedules and rules relating to the service of the Company are available for inspection. The Company's rate schedules, general rules, regulations, Terms and Conditions, are available on the Company's website, http://www.blackhillsenergy.com/rates, for information of the party interested therein. Upon request, the Company's agent in charge will assist any interested party to procure information with reference thereto as may be desired. Where the Company's rate schedules provide optional rates for the same character of service, the customer shall select the rate schedule under which he elects to be billed and agrees to take service thereunder for a period of not less than one year, or six months for small volume transportation service. The Company will assist any customer or prospective customer to apply the Company's rate schedule, general rules, regulations, Terms and Conditions, and where optional schedules are available will advise such customer or prospective customer upon request as to the schedule appearing upon information then available to be most advantageous to the customer for the character of service to be taken.
COMPLIANCE WITH RATE SCHEDULES	If the Company has in effect more than one rate schedule, customer in order to secure the benefit of any rate must use services for purposes and in accordance with conditions specified in the schedule for such rate. Customers using service for purposes not permitted in rate schedule specified in service application shall be required to execute new service application referring to the proper rate schedule. The Company reserves the right to rebill for service rendered under the rate schedule applicable thereto for the period during which such service is in effect.

RULES AND REGULATIONS - GAS
INFORMATION AND ASSISTANCE AVAILABLE TO CUSTOMERS
IAC Sec. 19.4(19)

NOTICE OF DISCONTINUANCE OF SERVICE	Service may be discontinued by customer or Company in accordance with the terms of his contract. In case no term is specified or in case the time of notice of discontinuance is not specified, customer may discontinue his service by giving two (2) days' notice to the Company, at its office, of his intention to do so. Customer shall be liable for all service supplied to the premises for which customer has made application for service until the date specified in customer's notice of his intention of discontinuing service, provided such date does not give Company less notice than specified above. Where two (2) days' notice is required, Sundays and legal holidays shall not be included in such period. When a change in occupancy takes place on any premises which is served by the Company, notice shall be given at the office of the Company two (2) days prior to the date of such change. In case no such notice is given to the Company, the outgoing occupant shall be responsible for all service supplied until such notice is given to the Company.
DEFECTIVE EQUIPMENT	In case gas is found by customer to be escaping from any pipes or equipment in or about the customer's premises, the customer shall notify the Company immediately. Defective appliances shall be disconnected at once and properly repaired before using again. In case of interruption of service, customer shall notify the Company immediately.
ORAL AGREEMENTS	Agents of the Company are not authorized to bind the Company except by a duly executed written instrument.
INFORMATION FROM CUSTOMERS	Each customer, upon request, shall furnish Company such reasonable data, as, in Company's judgment, is necessary for the proper analysis of the gas loads requirements of the customer

RESERVED FOR FUTURE USE

RULES AND REGULATIONS - GAS
CONTINUOUS SERVICE

RELIABLE SERVICE	The Company will use reasonable diligence to provide reliable service. However, the Company does not guarantee its service against irregularities and interruption. Causes of irregularities and interruptions in service include, but are not limited to, the following: repairs or changes in facilities, valid curtailment or proration orders, rules and regulations promulgated by state or federal regulatory authorities, an emergency as contemplated in Section 476.20 of the Code of Iowa, occurrences beyond the Company's reasonable control, including but not limited to accidents, acts of God (e.g., floods, wind, lightning, ice), acts or omissions of civil or military authorities or of suppliers, equipment failure, fires, epidemics, quarantine restrictions, strikes or other labor disputes, embargoes, wars sabotage, political strife, riots, delays in transportation, compliance with any regulations or directives of any national, state, local or municipal government or any department thereof, fuel, power, material or labor shortages.
REPAIR OF FACILITIES	The Company reserves the right to interrupt service for repair of or changes in Company facilities. The Company will make a reasonable effort to notify the customer prior to planned repairs or changes. The Company will not be liable for any injury, loss or damage, resulting from interruption, shortage or insufficiency of service or irregularities of service unless caused by the Company's willful default or gross negligence. In no event shall Company be liable for consequential or punitive damages.
CUSTOMER RESPONSIBILITY FOR PAYMENT DURING PERIODS OF INTERRUPTION	The customer will not be relieved of responsibility for payment of charges for service actually supplied (including minimum charges) because of interruption, irregularity or insufficiency of service, accidents to the customer's equipment or machinery, failure or a customer's installation, not due to the fault of the Company.
INTERRUPTION OF SERVICE	In the event of an anticipated gas shortage or interruption in the Company's gas supply for any reason, the Company shall be entitled to interrupt deliveries of gas to Interruptible Sales Customers. Interruptible Sales Customers shall have a priority subordinate to the Company's Firm Sales and Transportation Services. Where there is an anticipated gas shortage or interruption in the Company's gas supply, the Company shall not curtail deliveries of customer-owned gas that are scheduled at the Company's city gates unless the Company does not have the physical ability, in its sole judgment reasonably exercised, to deliver customer-owned gas to the transporting customer. The Company and transportation customers remain able to enter into gas diversion agreements pursuant to FERC Order 636.

RULES AND REGULATIONS - GAS
CONTINUOUS SERVICE

INTERRUPTION OF SERVICE (continued)	The Company shall be entitled to curtail deliveries of Company or customer-owned gas supply to any customer, whenever in its sole judgment reasonably exercised, such curtailment shall be necessary in an emergency situation to maintain the operational integrity of the natural gas system.
CURTAILMENT OF FIRM CUSTOMERS	Curtailment of firm customers will include both sales and transportation customers. To the extent possible, curtailment shall be performed pro-rata, with the largest customers, including both sales and transportation customers, curtailed first and proceeding through the smallest. The Company may first curtail or discontinue the supply of gas to such Customers as commonly use large quantities of gas and are not engaged in an activity essential to health or safety. Any curtailment or allocation of gas supply will be applied to the smallest determinable geographic area.
PRIORITIES OF INTERRUPTION	The following priorities will be followed when operational and supply conditions require service interruptions with highest priorities listed first: • General Service (residential and small commercial) • Small Volume Firm • Large Volume Firm • Small Volume Interruptible • Large Volume Interruptible

RULES AND REGULATIONS - GAS
CONTINUOUS SERVICE

INTERRUPTIBLE CUSTOMERS STANDARD ORDER OF CURTAILMENT	When in the opinion of the Company it becomes necessary to curtail or interrupt service under any of the Company's Interruptible Rate Schedules, such service shall be interrupted in the following order to protect deliveries to General Service Customers: First: Large Volume Interruptible Customers Second: Small Volume Interruptible Customers. Company must comply with curtailment plans, orders, definitions and classifications as set out in Federal Energy Regulatory Commission gas tariffs of wholesale pipeline suppliers and in the rules and orders of regulatory or governmental bodies having jurisdiction.
INTERRUPTIBLE CUSTOMERS PARTIAL CURTAILMENT	Where curtailment of only part of the deliveries of gas under similar interruptible classification is necessary, all customers under such classification will, over a reasonable period of time, be treated alike so far as practicable
UNAUTHORIZED OVERRUN DETERRENT AND LIQUIDATED DAMAGES CHARGE	If customer fails to curtail its use of gas hereunder when requested to do so by Company, customer shall be billed at the transportation charge plus the cost of gas Company secures for the customer, plus the greater of either the pipeline daily delivery variance charges or $20 per Dekatherm, for gas used in excess of the volumes of gas to which customer is limited. Revenues related to unauthorized takes will be credited to the Company's PGA. Company may in addition disconnect customer's supply of gas if customer fails to curtail its use thereof when requested by Company to do so. The only exceptions shall be, (1) when the volumes were taken because of a force majeure operating situation of the customer, or (2) when sufficient evidence is provided to the Company that circumstances beyond his control prohibited the customer from discontinuing the use of gas. A force majeure operating situation under the previous paragraph shall be defined as a situation involving unintentional runaway takes of gas directly resulting from fire, flood, earthquake, storm, impact by a falling or out-of-control object, explosion, riot vandalism, war or insurrection, provided, however, customer shall promptly and diligently take such action as may be necessary to repair or otherwise remedy such situation. The malfunction of fuel equipment and the unavailability of an alternate fuel supply shall not be classified as exceptions for the billing and payment of penalties.

RULES AND REGULATIONS - GAS
CONTINUOUS SERVICE

GENERAL SERVICE CUSTOMERS EMERGENCY REPAIRS	The Company reserves the right to shut off the supply of gas at any time when such action is necessary for the purpose of making repairs or in case of any emergency. In such case, Company shall make every reasonable effort to restore service at the earliest practical moment. An interruption of service will not relieve customer from any charges for service which has actually been rendered.
GENERAL SERVICE CUSTOMERS RECORDS OF SERVICE INTERRUPTION	Company shall maintain records of such interruptions of service which will include information concerning cause, date and time, location, duration and No. of customers affected. Appropriate steps shall be taken by Company to prevent recurrence of such interruptions.

RULES AND REGULATIONS - GAS
LIMITATIONS ON NEW GAS SERVICE

REQUESTS FOR SERVICE AND PERMITS

Requests for natural gas service are accepted through the Company's website, http://www.blackhillsenergy.com/rates, and are required for:

- New residential service - except as exempted below.
- Residential heating conversion from another fuel or expansion of peak heating requirements - except as exempted below.
- Commercial service, new and expanded requirements except as exempted below.
- Industrial service - new and expanded requirements.

Requests for natural gas service are not required for additions to base load appliances for clothes drying, water heating and cooking.

All requests for natural gas service will be reviewed by Company's management and depending on Company's judgment of its gas supply-market requirements balance and creditworthiness, all applications shall be processed in the following manner:

- Approved
- Denied
- Retained for future use, subject to cancellation by applicant

The Company reserves the right to refuse requests for gas service on the basis of Company's sole judgment with respect to present and future connection factors and conditions.

RULES AND REGULATIONS - GAS
LIMITATIONS ON NEW GAS SERVICE

CONDITIONS FOR NEW SERVICE - RESIDENTIAL	Natural gas will be used for approved residential purposes in a single family and/or multiple-family dwelling for individually metered or master metered dwelling units when individual metering of service is prevented because: • Gas is used in centralized heating, cooling, water heating or ventilation units. • Where individual metering is impractical, unreasonable or uneconomical. If an alternate form of energy other than solar is used for heating, it must provide 100% of peak day heating requirement. Applicants for service must agree to comply with all provisions of the main and service line extension policy described on Sheets 60-66. Applicants must agree to comply with any applicable heat loss or insulation standards established by Federal or State mandate or as Company may establish in its tariff.
CONDITIONS FOR NEW SERVICE – FIRM COMMERCIAL AND FIRM INDUSTRIAL	Natural gas will be used for approved commercial and industrial purposes. This excludes gas used for irrigation, alfalfa dehydration and grain drying. Customer's total requirement must be less than 200 Dekatherm on peak day. If an alternate form of energy other than solar is used, it must provide 100% of peak day heating requirement. Applicants for service must agree to comply with all the provisions of the Company's main and service line extension policies described on Sheets 60-66. Customer must comply with heat loss or insulation standards established by Federal or State mandate or as Company may establish in its tariff.

RULES AND REGULATIONS - GAS
LIMITATIONS ON NEW GAS SERVICE

CONDITIONS FOR NEW SERVICE – INTERRUPTIBLE SERVICE	Company determines that the anticipated revenue from the new load is sufficient to prevent undue burden on existing ratepayers and conditions justify such service. Load to be connected must not be prohibited by the connection policy of the pipeline supplier or be in violation of any end use standards promulgated by State or Federal agencies. Applicants for service must agree to comply with all provisions of the service line extension policy described on Sheets 60-66.
CONDITIONS FOR NEW SERVICE – RURAL AND AGRICULTURAL SERVICE TO RIGHT-OF-WAY GRANTORS	Rural and Agricultural service to Right-of-Way Grantors in accordance with easement agreements executed with the supplier, Northern Natural Gas Company under the following conditions: • Applications for service must refer to and be based on an easement clause which grants a right to a tap on the pipeline constructed pursuant to the easement. • Applicant must be the Grantor of the easement, or his successor or assignee. • The pipeline tap must be on a part of the property described in the easement. • The right to the tap set forth in the easement may not have been previously exercised. • The volume of gas to be delivered through the tap may not exceed the smaller of the capacity of the initially installed small volume meter or the limits established by the wholesale supplier for small volume users. • Northern Natural Gas must obtain requisite regulatory authority to make the sale. • Gas delivered through the tap will not be resold to others by the Applicant or any of his successors. • Gas delivered will not be used for such commercial services as grain drying. Customer must agree, at its sole expense, to construct, own, operate and maintain, in a good workmanlike and efficient manner, a gas service pipeline and all valves, fittings, pressure regulators, odorizing equipment and other equipment required beyond the point of delivery, as required by Rural Natural Gas Sales Agreement between Customer and Company.

RULES AND REGULATIONS - GAS
EXTENSION OF GAS FACILITIES – IAC SEC. 19.3(10)
DEFINITIONS

PURPOSE AND AVAILABILITY

The purpose of this policy is to set forth the service connection and distribution system extension requirements when one or more applicants request gas service at premises not connected to Company's distribution system or request an alteration in service to premises already connected where such change necessitates additional investment.

This policy is available for applications where Company is expected to commence construction on or after April 1, 2005.

CONSTRUCTION ALLOWANCE

The cost of that portion of the Distribution Extension which is for economically justifiable and necessary construction and which is made by Company at its expense. The formula used to determine the appropriate Construction Allowance will be based on Company's capital feasibility model (Feasibility Model). Generally, the formula used by the Feasibility Model is the Estimated Margin divided by the Fixed Carrying Cost percentage as measured over the first five (5) year life of the Distribution Extension.

$$CA = \frac{SUM\ (EM1 + EM2 + EM3 + EM4 + EM5)}{SUM\ (FCC1 + FCC2 + FCC3 + FCC4 + FCC5)}$$

Where
CA = Construction Allowance;
EM = Estimated Margin;
FCC = Fixed Carrying Cost;

CONSTRUCTION CHARGES

That portion of the Distribution Extension's construction costs for which the Applicant is responsible. This extension policy specifies which cost segments shall be furnished by Applicant and which segments are provided by Company at cost to Applicant. These charges may consist of the following components:

Nonrefundable charges represent the portion of Construction Charges which are not supported by the expected revenue stream or for non-standard costs associated with the Distribution Extension and will not be reimbursable to Applicant. (Exception: Non-standard costs for Excess Facilities may be recovered on a surcharge basis as mutually agreed to by Applicant and Company and specified in the Facilities Extension Agreement.)

Refundable charges represent the portion of Construction Charges that may be reimbursed to the Applicant during the Open Extension Period, dependent upon the Applicant's requisite performance as outlined in the Facilities Extension Agreement.

RULES AND REGULATIONS - GAS
EXTENSION OF GAS FACILITIES – IAC SEC. 19.3(10)
DEFINITIONS

ESTIMATED CONSTRUCTION COSTS	The Estimated Construction Costs shall be the necessary cost of the Distribution Extension and shall include the cost of all materials, labor, rights-of-way, trench and backfill, together with all incidental expenses connected therewith.
ESTIMATED MARGIN	The Estimated Margin will be determined by first multiplying the effective rates for each customer class by the estimated incremental usage – and then subtracting applicable margin allocation for network and infrastructure support costs. Revenues from the Energy Efficiency Cost Recovery Surcharge will be excluded.
OPEN EXTENSION PERIOD	The period of time, ten (10) years, during which Company shall calculate and pay refunds of Construction Charges according to the provisions of this extension policy. The (10) ten-year period begins on the Extension Completion Date.
PERMANENT SERVICE	Residential Applicants: Gas extensions where a continuous return to Company of sufficient revenue to support the necessary investment is reasonably assured. Applicant agrees to a minimum of one (1) year of service at the end-use commitments outlined in the Facilities Extension Agreement. Non-Residential Applicants: Gas extensions where the use of service is to be permanent and where a continuous return to Company of sufficient revenue to support the necessary investment is reasonably assured. For 50,000 therms or less, Applicant agrees to a minimum of one (1) year of service at the end-use commitments outlined in the Facilities Extension Agreement. For usage greater than 50,000 therms, Applicant agrees to a minimum of three (3) years of service at the end-use commitments outlined in the Facilities Extension Agreement.
TEMPORARY OR LIMITED SERVICE	Residential Applicants: Any service that is of a known temporary or limited nature. Non-Residential Applicants: Any service that is of a known temporary or limited nature and/or the Applicant is unwilling to agree to specific end-use commitments for a period of at least one (1) and three (3) years as applicable per the definition of Permanent Service.

RULES AND REGULATIONS - GAS
EXTENSION OF GAS FACILITIES – IAC SEC. 19.3(10)
DEFINITIONS

NON-REFUNDABLE CONTRIBUTION IN AID OF CONSTRUCTION (CIAC)	Customer(s) have the option to provide a non-refundable contribution in aid of construction for Distribution Extensions	D D D D D D D D D D D D D D D D D D D D D D

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RULES AND REGULATIONS - GAS
EXTENSION OF GAS FACILITIES – IAC SEC. 19.3(10)

GENERAL PROVISIONS

Company, at its sole discretion, after consideration of Applicant's gas requirements and commitment, will designate the class of service requested as Permanent or Temporary (Limited) in accordance with the definitions set forth herein.

The determination of facility type and routing will be made by Company to be consistent with the characteristics of an Applicant's requirements and for the territory in which service is to be rendered and the nature of Company's Service's existing facilities in the area.

Facilities Extension Agreements will be based upon Company's Estimated Construction Cost for providing the facilities necessary to supply the service requested by Applicant. Company shall exercise due diligence with respect to providing the estimate of total costs to the customer. If it is necessary or desirable to use private, public and/or government rights-of-way to furnish service, Applicant may, at Company's discretion, be required to pay the cost of providing such rights-of-way. All Distribution Extensions, provided wholly, or in part, at the expense of an Applicant shall become the property of Company.

Company shall construct, own, operate and maintain distribution system facilities only on or along public streets, roads and highways which Company has the legal right to occupy, and on or along private property across which right-of-ways and easements satisfactory to Company have been received.

Rights-of-way and easements which are satisfactory to Company must be furnished by the Applicant in reasonable time to meet construction and service requirements and before Company shall be required to commence its installation; such rights-of-way and easements must be cleared of trees, tree stumps, and other obstructions, and graded to within six (6) inches of final grade by Applicant at no charge to Company. Such clearance and grading must be maintained by the Applicant during construction by Company. If the grade is changed subsequent to construction of the distribution system in such a way as to require relocation of any of the gas facilities, the estimated cost of such relocation shall be paid by the Applicant or its successors as a non-refundable Construction Charge.

RULES AND REGULATIONS - GAS
EXTENSION OF GAS FACILITIES – IAC SEC. 19.3(10)

GENERAL PROVISIONS (continued)	An additional Construction Charge shall be paid by the applicant to Company for any ditching required to be performed by Company due to soil conditions including, but not limited to, the presence of rock or other environmental issues which prevent the use of normal trenching and backfilling practices used in trenchable soil. The charge under this provision shall be the estimated trenching and backfilling costs to be incurred by Company less the estimated cost of normal trenching and backfilling. Applicant may be required to perform said ditching.
PERMANENT SERVICE	Each application to Company for gas service of a permanent nature to premises requiring extension of the Company's existing distribution facilities will be evaluated by the Company in order that the Company may determine the amount of investment (Construction Allowance) warranted by the Company in making such extension. In the absence of special financing arrangements between the Applicant and the Company, the Construction Charges as specified in the Facilities Extension Agreement shall be paid by the Applicant to the Company before the Company's construction commences. The Construction Charges may be refundable in part, or in their entirety, to the original Applicant during the Open Extension Period. The Facilities Extension Agreement, to be executed by Applicant and the Company, shall outline the applicable refund mechanism as related to the performance required by Applicant. In no event shall refunds aggregate an amount greater than the Construction Charges. Refundable Construction Charges shall not accrue interest. No interest in any potential refunds may be assigned. Applicant shall be responsible for notifying the Company within six months time of qualifying permanent loads connected to the Company's system. On a periodic basis, the Company shall make the applicable refund(s) as specified in the Facilities Extension Agreement. No refunds will be made for performance after the Open Extension Period. The Company will evaluate the feasibility of growth for an existing area when determining the amount of Construction Charges. Where sufficient growth is anticipated, the extension may be made without an additional charge or at a reduced rate.

RULES AND REGULATIONS – GAS
EXTENSION OF GAS FACILITIES – IAC SEC. 19.3(10)

TEMORARY OR LIMITED SERVICE	A non-residential Applicant, requesting greater than a basic extension, shall include at least a three (3) year commitment of gas service for annual usage greater than 50,000 therms. Service commitments less than these minimums, are considered temporary or limited. For gas service of a temporary or limited nature, Applicant shall be required to pay to Company as non-refundable Construction Charges as outlined in the Facilities Extension Agreement an amount equal to the estimated net cost of installing, owning and removing the Distribution Extension including non-salvageable materials. Applicant shall pay Company before Company's construction commences.
EXTENSION UPGRADES	Where a gas distribution Extension Upgrade is required to serve a non-residential customer's load requirements, the Facilities Extension Agreement between Company and Applicant shall apply the Estimated Construction Costs, Construction Allowance, and Construction Charges provisions contained in this extension policy to the Extension Upgrade.
RELOCATION OR CONVERSION REQUESTS	An Applicant desiring to have Company's existing facilities relocated may request Company to make such changes. If Company determines that such conversion or relocation can reasonably be made, Company will make such conversion or relocation on the following basis: The cost of removing and relocating such facilities, the related net cost of non-salvageable materials and the cost of any new facilities to be installed shall be paid by the Applicant as non-refundable Construction Charges as outlined in the Facilities Extension Agreement.
EXCESS FACILITIES REQUESTS	In those instances, for Non Residential Single Family Project Applications, where Company chooses to provide facilities at Applicant's request in variance with the normal gas construction standards, Applicant's shall be required to pay Company for the cost of such facilities, and to pay Company a Nonrefundable Construction Charge or a surcharge as outlined in the Facilities Extension Agreement. The charge is designed to recover the cost of insurance, replacement (or cost of removal), license and fees, taxes, operation and maintenance and appropriate allocable administrative and general expenses associated with such distribution facilities.

RULES AND REGULATIONS - GAS
EXTENSION OF GAS FACILITIES – IAC SEC. 19.3(10)

Company has segmented Applicants into the following general categories for administration of this Extension Policy:

BASIC EXTENSION REQUEST FOR GENERAL SERVICE	All Applicants, classified as Permanent Service will receive the following installed basic facilities free of charge: • first 100 feet of service line (polyethylene plastic pipe) per Applicant as measured per each service extension on private property; • one gas meter, not to exceed 399 cfh (cubic feet hour) at ½ inch differential; • one standard regulator and meter bar assembly. For Residential Single Family projects(of four homes or less) requiring greater than an average of 100 feet of service line and/or a main extension, the Standard Construction Allowance will be subtracted from the Estimated Construction Costs for the project to determine the Nonrefundable Charge, if any, to be paid by Applicant.
NON-BASIC EXTENSION REQUEST FOR SUBDIVISION PROJECTS	Applicants, classified as permanent service, requiring a Distribution Extension in excess of the basic installed facilities which are provided free of charge may incur construction charges as described below: Proven Projects: Projects requested by Applicant (developers) which have a proven track record to constructing projects at the specified No. of dwellings and at the specified end-uses within five years, will have the applicable standard Construction Allowance subtracted from the Estimated Construction Costs for the Applicant's project in order to determine the Nonrefundable Construction Charge to be paid by Applicant. Potentially refundable charges will not be applied to proven projects. Unproven/Indeterminate Projects: Projects defined as unproven or indeterminate, at Company's sole discretion, based upon the Applicant's (developers') track record will have a potentially refundable construction charge applied on a per dwelling basis to be paid by Applicant. In addition, the applicable standard Construction Allowance will be subtracted from the Estimated Construction Costs for the Applicant's project in order to determine the Nonrefundable Construction Charge to be paid by Applicant.

RULES AND REGULATIONS - GAS
EXTENSION OF GAS FACILITIES – IAC SEC. 19.3(10)

APPLICABILITY LIMITATIONS	The applicability of this extension policy is limited by the following conditions: FACILITIES EXTENSION AGREEMENT NOT TIMELY EXECUTED: Company's Estimated Construction Costs and Construction Charges requirements as calculated for each extension may become void, at Company's discretion, after 120 days from the time a proposed Facilities Extension Agreement is provided by Company to Applicant. If a Facilities Extension Agreement is not fully executed before that time, it may become necessary for new estimates to be made incorporating the then current construction costs and the terms and conditions of Company's extension policy as on file and in effect with the Commission at that time. ACCURATE ESTIMATES DOUBTFUL -- TRUE-UP FOR ACTUAL COSTS: The Estimated Construction Costs will typically be the amount used in calculating the Construction Allowance and Construction Charges. In situations where the accuracy of the estimate is known to be highly uncertain, a true-up to reflect actual costs at the Extension Completion date will be made. The intention to adjust the Estimated Construction Costs to reflect actual costs shall be specified and agreed to by both Applicant and Company in the Facilities Extension Agreement.
RESIDENTIAL MULTI-FAMILY OR RESIDENTIAL MOBILE HOME TRAILER PARKS	All applicants, classified as permanent service, will have a Construction Allowance calculated per the Feasibility Model for the customized project. The Construction Allowance is subtracted from the Estimated Construction Cost for the Applicant's project in order to determine the Nonrefundable Construction Charge to be paid by Applicant. Potentially refundable construction charges may be applied at Company's discretion as dependent on the Applicant's credit history and project complexity and/or size. All mobile homes will be served natural gas at each mobile home position. Company will install all mains, services, regulators, meters, and termination valves for serving individual mobile home spaces in mobile home courts.
COMMERCIAL OR INDUSTRIAL	All applicants, classified as permanent service, will have a Construction Allowance calculated per the Feasibility Model for the customized project. The Construction Allowance is subtracted from the Estimated Construction Cost for the Applicant's project in order to determine the Nonrefundable Construction Charge to be paid by Applicant. Potentially refundable construction charges may be applied at Company's discretion as dependent on the Applicant's credit history and project complexity and/or size.

RESERVED FOR FUTURE USE

RULES AND REGULATIONS - GAS
ALTERATION OF RULES AND REGULATIONS

TITLE	The Company warrants the title to the natural gas delivered and that it has good right and lawful authority to sell the same.
LIABILITY OF PARTIES	<u>Maintenance and Operation of Properties</u> The Company and the customer each assume full responsibility and liability for the maintenance and operation of their respective properties and shall indemnify and save harmless the other party from all liability and expense on account of any and all damages, claims or actions, including injury to and death of persons, arising from any act or accident in connection with the installation, presence, maintenance and operation of the property and equipment of the indemnifying party. <u>Ability to Deliver and Receive Gas</u> The Company will use reasonable diligence in furnishing a regular and uninterrupted service but Company shall not be liable to the customer for its failure to deliver gas and the customer shall not be liable to the Company for its failure to receive gas when such failure on the part of either shall be due to accident to or breakage of pipelines, machinery or equipment, fires, floods, storms, weather conditions, strikes, riots, legal interferences, act of God or public enemy, shutdowns for necessary repairs and maintenance, failure or curtailment of gas supply or, without limitation by enumeration, any other cause beyond the reasonable control of the party failing to deliver or receive gas, as the case may be, provided such party shall promptly and diligently take such action as may be necessary and practicable under the then existing circumstances to remove the cause of failure and resume the delivery or receipt of gas, as the case may be; provided, however, that if the customer fails to take and receive gas made available for delivery by Company, Customer shall nonetheless be charged the minimum bill as provided for and defined in the Board approved rate schedule under which Customer is served. <u>Beyond Point of Delivery</u>: The Company shall not be liable for any loss, damage or injury whatsoever caused by leakage, escape or loss of gas after same has passed through the Company's meter herein defined as "point of delivery," nor for defects in the customer's piping or appliances. <u>Depletion of Gas Supply and/or Disruption Due to Jurisdictional Regulatory Orders</u>: The Company shall not be liable for its failure to deliver gas when such failure shall be due to depletion of supply of gas at its source, curtailments or reallocations by regulatory authorities with jurisdiction, or for inability to maintain capacity to meet gas requirements hereunder at the time.

RULES AND REGULATIONS - GAS
ALTERATION OF RULES AND REGULATIONS

GOVERNMENTAL ACTION AND AUTHORITY	Regulatory Action: The purchase and sale of gas by the Company to the customer is subject to all valid legislation with respect thereto and to all valid present and future orders, rules and regulations of duly constituted authorities having jurisdiction The Company reserves the right to make and to file with any and all duly constituted authorities having jurisdiction, changes in terms and conditions of service or new terms and conditions including, but not limited to, changes in rates or new rates. War and National Defense: During any period in which a state of war exists between the United States and any foreign power, or terrorist activity, both customer and Company shall recognize that the national defense is paramount to any contractual obligations then existing between them and notwithstanding the provisions of any such contract, neither shall assert, nor be required to assume, any obligation which is inconsistent with or contrary to any governmental policy, rule, regulation or order made, issued or promulgated in the promotion thereof.
ALTERATIONS OF RULES AND REGULATIONS	No agent or employee has the right to modify or alter the application, rates, terms, conditions, rules or regulations or to make any promises or representations not contained herein, supplements thereto and revisions thereof.

RULES AND REGULATIONS - GAS
LOCATION OF RECORDS

LOCATION OF RECORDS

Records of various items are maintained at several organizational levels of the Company. The Company's organizational levels are set out below and the level indicated in connection with each record is the lowest level at which information is available. The information available at the local level would pertain only to the area served by that office and summaries of a larger geographic area would have to be maintained at a higher level office.

Company's organization consists of the following:

- Central Office – located in Grimes, IA
- Gas Supply Services Office – located in Papillion, NE
- Regulatory and Gas Accounting Office – located in Papillion, NE
- Corporate Offices – located in Rapid City, SD
- Central Engineering Office – located in Papillion, NE
- Meter Shop – located in Council Bluffs, IA
- Billing and Information Technology Departments – located in Papillion, NE and Rapid City, SD
- Customer Service Call Centers – located in Fayetteville, AR T and Rapid City, SD
- Field Offices:
  - Council Bluffs, IA
  - Decorah, IA
  - Denison, IA
  - Dubuque, IA
  - Manchester, IA
  - Newton, IA
  - Spencer, IA
  - Webster City, IA

RULES AND REGULATIONS - GAS
LOCATION OF RECORDS

LOCATION OF RECORDS (Continued)

Records are available in the following offices:

- General Financial Records
  - Regulatory Accounting Office or Corporate Offices
- Customer Information Records including billing, meter reading, payment records, guaranteed deposits, service calls and complaints
  - Billing and Call Center Office and each Field Office has access via data systems
- General Operating records including gas acquisition and disposition, heating value, leak and pressure surveys and checks, odorant information, service interruptions and similar types of information
  - Gas Supply, Field or Central Offices
- Maps
  - Central Engineering and Field Offices
- Franchise Data
  - Central or Corporate Offices
- Meter Testing Records
  - Meter Shop or Central Offices
- Meter Reading Charts
  - Field Offices
- Rate Schedules and Tariff Rules and Regulations
  - Regulatory Office, Central Office, Field Office, or Gas Accounting Office
- Customer Contributions in Aid of Construction
  - Field Office or Central Office

RULES AND REGULATIONS - GAS
AUTHORIZED PERSONNEL

The following list sets out Company's management personnel who are authorized to receive, act upon and respond to communications from the Board. In each instance, the individuals are listed in order of whom should be first contacted under each category. The phone listing shows the business No. first and cellular No. second.

		Business Phone	Cellular Phone	
GENERAL MANAGEMENT	**Tariff rules and regulations, rates, financial data, pass-along increases, related refunds and all other items not covered below:**			
	Robert Amdor			
	Director, Regulatory Services	402-221-2227		
	Wes Ashton			
	Director of Operations	515-343-2016	515-423-2704	
	Tariff rules and regulations, pass-along increases and related refunds:			
	Robert Amdor			
	Manager, Regulatory Services	402.221-2227		
	Meg McGill			
	Manager, Regulatory Energy Adjust.	402-221-2251		
	Wes Ashton			
	Director Operations	515-343-2016	515-423-2704	
CUSTOMER COMPLAINTS	**Field Area Offices**			
	Communities served by the Area Offices are listed on Sheet 77.			T
	Field Area Management:			
	Wes Ashton			
	Director of Operations	515-343-2016	515-423-2704	
	Jeff Staudenmaier			
	Manager, Eastern IA	563-585-4035	563-213-8298	T
	Evan Petersen			
	Manager, Central IA	515-343-2014	515-371-6957	T
	Steve Stone			
	Manager, Western IA	712-325-3019	641-275-5258	T
	Operations Supervisors:			
	Council Bluffs			
	Bill Butts	712-325-3028	402-669-4494	
	Lester Campbell	712-325-3016	402-669-1828	
	Decorah			
	Ivan Hackman	563-382-0953	563-380-5995	
	Denison			
	Scott Kinzer	712-263-3395	712-269-9535	

RULES AND REGULATIONS - GAS
AUTHORIZED PERSONNEL

CUSTOMER COMPLAINTS (continued)

Operations Supervisors: (continued)

	Business Phone	Cellular Phone	
Dubuque			
Jeff Welty	563-585-4082	563-543-8003	
Cassie Hiatt	563-585-4026	563-564-7969	T
Manchester			
Chip Wical	563-927-1017	402-649-2723	T
Newton			
Summer Wade	641-791-5410	515-473-8232	
Spencer			
Heath Richter	712-262-4275	712-363-6678	
Webster City			
Michael Wright	515-832-7978	515-351-8240	

EMERGENCIES NON-OFFICE HOURS

Emergency telephone numbers of the Company in each community served are listed in the telephone directory for that community. In the event that contact cannot be made with personnel at the field office, the appropriate Field Area Office listed above should be contacted.

RULES AND REGULATIONS - GAS
ALPHABETICAL LISTING OF COUNTIES SERVED BY COMPANY

Adair	Dickinson	Linn
Alamakee	Dubuque	Marshall
Blackhawk	Emmett	Mills
Boone	Fayette	Mitchell
Bremer	Floyd	Monona
Buchanan	Franklin	O'Brien
Butler	Fremont	Pocahontas
Calhoun	Greene	Polk
Carroll	Grundy	Pottawattamie
Cass	Guthrie	Sac
Cedar	Hamilton	Story
Chickasaw	Hancock	Webster
Clay	Hardin	Winnebago
Clayton	Howard	Winneshiek
Crawford	Jackson	Worth
Dallas	Jasper	
Delaware	Jones	

RULES AND REGULATIONS - GAS
ALPHABETICAL LISTING OF COMMUNITIES SERVED BY COMPANY

Ackley
Adair
Anamosa
Andrew
Anita
Ankeny
Arion
Arlington
Arnolds Park
Aurora
Baxter
Bellevue
Boxholm
Calmar
Carter Lake
Cedar Falls
Charles City
Colesburg
Coon Rapids
Council Bluffs
Crescent
Cresco
Cumberland
Dayton
Decorah
Delhi
Denison
Dike
Dow City
Dubuque
Dyersville
Eagle Center
Earlville
Edgewood
Elkader
Emmons
Epworth
Estherville
Farley
Farmersburg
Farnhamville
Fayette
Fertile
Fonda
Forest City
Fostoria
Fredericksburg
Garden City
Garnavillo
Glenwood
Glidden
Gowrie
Grand Junction
Granger
Greene
Grimes
Grundy Center
Guttenberg
Hamburg
Hanlontown
Harcourt
Hawkeye
Hopkinton
Ionia
Jesup
Jewel
Joice
Kellogg
Klemme
La Motte
Lake Mills
Lake View
Lamont
Langworthy
LaPorte City
Lawler
Lehigh
Leland
Lewis
Luana
Madrid
Manchester
Maquoketa
Marble Rock
Martelle
Massena
Miles
Milford
Mingo
Mitchell
Monona
Monticello
New Hampton
New Vienna
Newton
Ogden
Okoboji
Onawa
Orleans
Ossian
Paullina
Peosta
Petersburg
Pilot Mound
Pocahontas
Postville
Primghar
Ralston
Readlyn
Rhodes
Ridgeway
Rippey
Rockford
Royal
Scranton
Sidney
Spencer
Spirit Lake
Springville
St. Ansgar
St. Olaf
Stanhope
Story City
Strawberry Point
Sumner
Superior
Tabor
Terril
Tipton
Tripoli
Vincent
Wahpeton
Wallingford
Waukon
Webster City
West Okoboji
West Union
Woodward
Worthington
Zwingle

RULES AND REGULATIONS - GAS
SAMPLE METER READ CARDS AND BILL FORMS
METER READ REQUEST LETTER, PAGE 1 OF 2

Black Hills Energy
Improving life with energy

Customer Service: 1-888-890-5554
Or visit us at www.blackhillsenergy.com

Letter Date	:	06/02/2015	Mailing_address1		
Meter Cycle	:	08	Account Number	:	Account_ID
Meter No.	:	Meter_number			
Premises Address	:	Premise_address			

We appreciate your help in obtaining a meter reading for your account. Entering your meter read is fast, easy and convenient. To enter your reading, please:

1. Read your meter on one of the Meter Read Dates listed below by using the blank dials provided on the back of this form:
   > Face the meter and mark the exact position of each dial's pointer.
   > Write the dial's reading in the space below the dial. When the pointer is between two numbers, write down the lower number (even if the pointer is closer to the higher number). Exception: If the number is between 9 and 0, use 9. (If you have a digital meter, write the numbers in the spaces in the Direct Meter Read section.)
2. Call Black Hills Energy's Customer Service line at 1-888-890-5554, and follow the prompts for entering a meter read or you can submit your read online at www.blackhillsenergy.com. When asked to enter your reading, enter the reading from left to right.

Please note:
If you do not call in your reading on one of the Meter Read Dates below, your bill will be estimated.
Do NOT include your meter reading with your payment.

If you have additional questions about reading your meter, you are welcome to call us at 1-888-890-5554.

Meter Read Dates	Time Available to Enter Read
06/09/2015 - 06/10/2015	Enter Read at Anytime
06/11/2015	Enter Read Before 5 p.m.

Black Hills Energy
PO BOX 6001
RAPID CITY SD 57709-6001

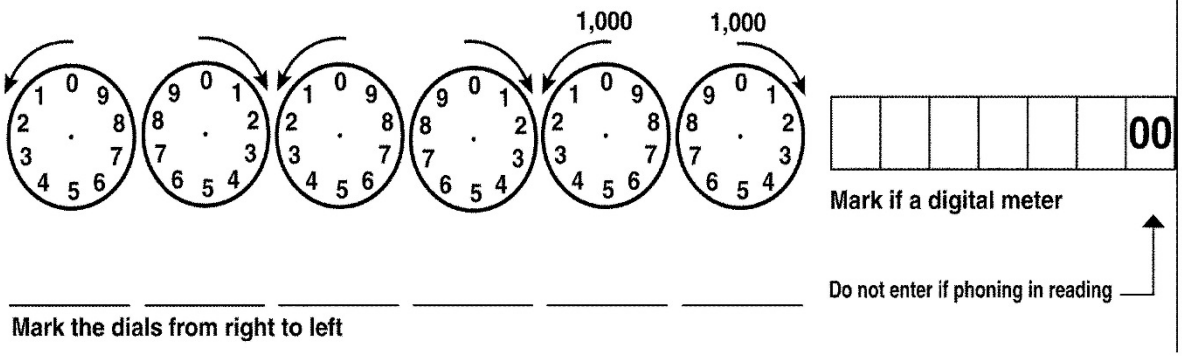
00001

Mailing_address1
Mailing_address2
Mailing_address3
Mailing_address4
Mailing_address5

MRC

RULES AND REGULATIONS – GAS
SAMPLE METER READ CARDS AND BILL FORMS
METER READ REQUEST LETTER, PAGE 2 OF 2

Date of Meter Read: _____



RULES AND REGULATIONS – GAS
SAMPLE METER READ CARDS AND BILL FORMS
GENERAL SERVICE CUSTOMER BILL WITH BUDGET BILLING – FRONT OF BILL

Black Hills Energy

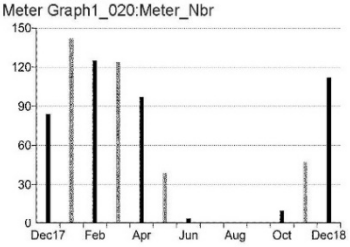
PO BOX 6001
RAPID CITY SD 57709-6001

Account Number: H_010:Account_Id_2
Service For: 010:Customer_Name
H_010:Misc_Name
Billing Date: Dec 07, 2018

Current Month Charges - Due 12/27/18	61.59 CR
Total This Bill	**$61.59 CR**
	DO NOT SEND PAYMENT

www.blackhillsenergy.com | Make a Payment: 1-866-537-9039 | 24-Hour Emergency: 1-800-694-8989 | Customer Service: 1-888-890-5554

Your gas use at a glance (in Therms)
for Graph1_020:Service_Address
Meter Graph1_020:Meter_Nbr



	Days	Therms/Day	Cost/Day
This Month	30	3.73	$3.04
Last Month	29	1.62	$1.66
Last Year	30	2.80	$2.36

Your Account Summary **(see following pages for details)**

Previous Bill Total		$65.00
Payments	THANK YOU	65.00 CR
Balance Forward		**0.00**
Current Month Charges:		
Gas Service		65.00
Fees/Adjustments		126.59 CR
Total This Bill		**$61.59 CR**

If you smell natural gas, leave the premises immediately and call Black Hills Energy at 1-800-694-8989 or call 911.

Black Hills Cares helps eligible customers with their energy needs through tax-deductible donations from other customers like you. To give, round up your bill to the next dollar and donate the difference, or select a recurring monthly or one-time donation. Visit us online to learn more.

----------< Detach here and return the bottom portion with your payment >----------

Black Hills Energy
PO BOX 6001
RAPID CITY SD 57709-6001

00003

Account Number: H_010:Account_Id_2

Current Month Charges - Due 12/27/18	61.59 CR
Total This Bill	**$61.59 CR**
	DO NOT SEND PAYMENT
ENTER AMOUNT ENCLOSED:	

H_010:Mail_Name_and_Addr_1
H_010:Mail_Name_and_Addr_2
H_010:Mail_Name_and_Addr_3
H_010:Mail_Name_and_Addr_4
H_010:Mail_Name_and_Addr_5

To give to Black Hills Cares round up your monthly bill to the next dollar. You can also make a recurring monthly or one-time donation.

Round
Up _____ $5_____ $10_____ Other $_____ One-time $_____

BLACK HILLS ENERGY
PO BOX 6001
RAPID CITY SD 57709-6001

eBILL Saves you time.
www.blackhillsenergy.com

H_010:Payment_OCR

RULES AND REGULATIONS – GAS
SAMPLE METER READ CARDS AND BILL FORMS
GENERAL SERVICE CUSTOMER BILL WITH BUDGET BILLING - BACK OF BILL

H_010:Customer_Name Account Number: H_010:Account_Id Page 2

Details of Current Charges -- Gas Service for SubHeader_025:Service_Address

GAS SERVICE (IA001)
Meter Number: NGM206537

Reading	12/07/18	5154	
Reading	11/07/18	5047	
	30 days	107	Hundred Cubic Feet (CCF)
		x 0.9708	Gas Pressure Factor
		x 1.0826	BTU Factor
		112	**Total Billable Therms**
Your average daily usage was		3.73	Therms
Last year this period it was		2.80	Therms

Billing Details for 11/07/18 - 12/07/18, 30 days.

Customer Charge	18.25
Base Rate 112 therms @ $0.11635	13.03
EECR 112 therms @ $0.08335	9.34
PGA 112 therms @ $0.4376	49.01
SSMA	0.81
County Sales Tax $90.44 @ 1%	0.90
Total Charge this Service	**$91.34**

Payments:	
11/30/2018	65.00 CR
Total Payments	**$65.00 CR**
Fees/Adjustments:	
Budget bill plan termination	126.59 CR
Total Fees/Adjustments	**$126.59 CR**
Utility Budget Balance:	
Previous utility balance	152.93 CR
Budget bill plan termination (Gas)	126.59
Prev Bal adjustment	26.34
Ending Utility Budget Balance	**$0.00**

Important Information

BHE Cust Serv 1-888-890-5554. If BHE does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling 1-515-725-7321 or toll-free 1-877-565-4450, or by writing to 1375 E Court Ave., Rm 69, Des Moines, Iowa 50319, or by E-mail to customer@iub.iowa.gov.

For a complete description of terms and fees on your bill or for more tariff or rate schedule information, please contact us or visit www.blackhillsenergy.com/rates.

Access your account at www.blackhillsenergy.com to:

- Update your mailing address
- Enroll in Automatic Bank Transfer for electronic payments
- Sign up for eBill to receive paperless bills and make FREE online payments
- Obtain PDF copies of previous bills
- View usage, billing, payment history, and more!!

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

1

RULES AND REGULATIONS – GAS
SAMPLE METER READ CARDS AND BILL FORMS
COMPUTER GENERATED CUSTOMER BILL – FRONT OF BILL

Black Hills Energy

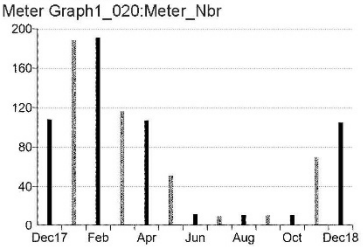
PO BOX 6001
RAPID CITY SD 57709-6001

Account Number: H_010:Account_Id_2
Service For: 010:Customer_Name
H_010:Misc_Name
Billing Date: Dec 10, 2018

Current Month Charges - Due 12/31/18	90.28
Total This Bill	**$90.28**

www.blackhillsenergy.com | Make a Payment: 1-866-537-9039 | 24-Hour Emergency: 1-800-694-8989 | Customer Service: 1-888-890-5554

Your gas use at a glance (in Therms)
for Graph1_020:Service_Address
Meter Graph1_020:Meter_Nbr



	Days	Therms/Day	Cost/Day
This Month	28	3.75	$3.22
Last Month	31	2.26	$2.10
Last Year	32	3.38	$2.78

Your Account Summary **(see following pages for details)**

Previous Bill Total		$65.11	
Payments	THANK YOU	65.11	CR
Balance Forward		**0.00**	
Current Month Charges:			
Gas Service		90.28	
Total This Bill		**$90.28**	

If you smell natural gas, leave the premises immediately and call Black Hills Energy at 1-800-694-8989 or call 911.

A total of $91.63 is due if full payment is not received by 12/31/2018.

Black Hills Cares helps eligible customers with their energy needs through tax-deductible donations from other customers like you. To give, round up your bill to the next dollar and donate the difference, or select a recurring monthly or one-time donation. Visit us online to learn more.

----------< Detach here and return the bottom portion with your payment > ----------

Black Hills Energy
PO BOX 6001
RAPID CITY SD 57709-6001

00002

Account Number: H_010:Account_Id_2

Current Month Charges - Due 12/31/18	90.28
Total This Bill	**$90.28**
Make checks payable to: Black Hills Energy	
ENTER AMOUNT ENCLOSED:	

H_010:Mail_Name_and_Addr_1
H_010:Mail_Name_and_Addr_2
H_010:Mail_Name_and_Addr_3
H_010:Mail_Name_and_Addr_4
H_010:Mail_Name_and_Addr_5

To give to Black Hills Cares round up your monthly bill to the next dollar. You can also make a recurring monthly or one-time donation.

Round
Up _____ $5_____ $10_____ Other $_____ One-time $_____

BLACK HILLS ENERGY
PO BOX 6001
RAPID CITY SD 57709-6001

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H_010:Payment_OCR

RULES AND REGULATIONS - GAS
SAMPLE METER READ CARDS AND BILL FORMS
COMPUTER GENERATED CUSTOMER BILL - BACK OF BILL

H_010:Customer_Name Account Number: H_010:Account_Id Page 2

Details of Current Charges -- Gas Service for SubHeader_025:Service_Address

GAS SERVICE (IA001)
Meter Number: NGM934710

Reading	12/10/18	966	Estimate
Reading	11/12/18	866	
	28 days	100	Hundred Cubic Feet (CCF)
		x 0.9939	Gas Pressure Factor
		x 1.0569	BTU Factor
		105	**Total Billable Therms**
Your average daily usage was		3.75	Therms
Last year this period it was		3.38	Therms

Billing Details for 11/12/18 - 12/10/18, 28 days.

Customer Charge	18.25
Base Rate 105 therms @ $0.11635	12.22
EECR 105 therms @ $0.08335	8.75
PGA 105 therms @ $0.4376	45.95
SSMA	0.81
Franchise Fee $85.98 @ 5%	4.30
Total Charge this Service	**$90.28**

Payments:

12/04/2018	65.11 CR
Total Payments	**$65.11 CR**

Important Information

BHE Cust Serv 1-888-890-5554. If BHE does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling 1-515-725-7321 or toll-free 1-877-565-4450, or by writing to 1375 E Court Ave., Rm 69, Des Moines, Iowa 50319, or by E-mail to customer@iub.iowa.gov.

Your natural gas bill includes a 5% franchise fee collected on behalf of the City of Dubuque. Black Hills Energy will collect the fee and transfer all proceeds directly to the City, as per city ordinance 15-15. Contact City of Dubuque Finance at 563-589-4133 for more information.

For a complete description of terms and fees on your bill or for more tariff or rate schedule information, please contact us or visit www.blackhillsenergy.com/rates.

Access your account at www.blackhillsenergy.com to:

- Update your mailing address
- Enroll in Automatic Bank Transfer for electronic payments
- Sign up for eBill to receive paperless bills and make FREE online payments
- Obtain PDF copies of previous bills
- View usage, billing, payment history, and more!!

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0

RULES AND REGULATIONS - GAS
SAMPLE METER READ CARDS AND BILL FORMS
SAMPLE BILL FOR TRANSPORTATION CUSTOMERS – FRONT OF BILL

Black Hills Energy
Improving life with energy
PO BOX 6001
RAPID CITY SD 57709-6001

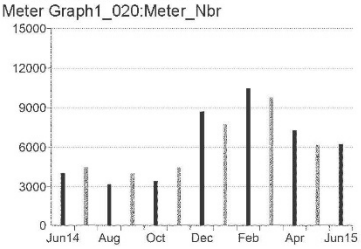
Scan to Pay Now

Account Number: H_010:Account_Id_2
Service For: 010:Customer_Name
H_010:Misc_Name
Billing Date: Jun 02, 2015

Current Month Charges - Due 06/22/15	578.04
Total This Bill	**$578.04**

Customer Service: 1-888-890-5554 | 24-Hour Emergency: 1-800-694-8989 | Email: custserv@blackhillscorp.com | www.blackhillsenergy.com

Your gas use at a glance (in Therms)
for Graph1_020:Service_Address
Meter Graph1_020:Meter_Nbr



	Days	Therms/Day	Cost/Day
This Month	31	201.52	$18.65
Last Month	29	213.76	$19.83
Last Year	28	144.39	$15.62

Your Account Summary **(see following pages for details)**

Previous Bill Total		$574.93	
Payments	THANK YOU	574.93	CR
Balance Forward		**0.00**	
Current Month Charges:			
Gas Service		578.04	
Total This Bill		**$578.04**	

If you smell natural gas, leave the premises immediately and call Black Hills Energy at 1-800-694-8989 or call 911.

A total of $586.71 is due if full payment is not received by 06/22/2015.

Black Hills Cares helps eligible customers with their energy needs through tax-deductible donations from other customers like you. To give, round up your bill to the next dollar and donate the difference, or select a recurring monthly or one-time donation. Visit us online to learn more.

----------< Detach here and return the bottom portion with your payment > ----------

Black Hills Energy
PO BOX 6001
RAPID CITY SD 57709-6001

00005

H_010:Mail_Name_and_Addr_1
H_010:Mail_Name_and_Addr_2
H_010:Mail_Name_and_Addr_3
H_010:Mail_Name_and_Addr_4
H_010:Mail_Name_and_Addr_5

BLACK HILLS ENERGY
PO BOX 6001
RAPID CITY SD 57709-6001

H_010:Payment_OCR

Account Number: H_010:Account_Id_2

Current Month Charges - Due 06/22/15	578.04
Total This Bill	**$578.04**
Make checks payable to: Black Hills Energy	
ENTER AMOUNT ENCLOSED:	

To give to Black Hills Cares round up your monthly bill to the next dollar. You can also make a recurring monthly or one-time donation.

Round
Up _____ $5_____ $10_____ Other $_____ One-time $_____

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www.blackhillsenergy.com

RULES AND REGULATIONS - GAS
SAMPLE METER READ CARDS AND BILL FORMS
SAMPLE BILL FOR TRANSPORTATION CUSTOMERS – BACK OF BILL

H_010:Customer_Name

Account Number: H_010:Account_Id2719907151
Page 2

Details of Current Charges -- Gas Service for SubHeader_025:Service_Address

GAS SERVICE (IA571)
Meter Number: 999999999

Reading	05/31/15	52005	
Reading	04/30/15	46617	
	31 days	5388	Hundred Cubic Feet (CCF)
		x 1.1001	Gas Pressure Factor
		x 1.0540	BTU Factor
		6247	**Total Billable Therms**
Your average daily usage was		201.52	Therms
Last year this period it was		144.39	Therms

Billing Details for 04/30/15 - 05/31/15, 31 days.

Demand 670 therms @ $0.0501	33.57
Customer Charge	75.00
Transportation Charge	374.01
Transportation Administration Fee	50.00
SSMA	2.05
Franchise Tax $534.63 @ 2%	10.69
State Sales Tax $545.32 @ 6%	32.72
Total Charge this Service	**$578.04**

Details of Current Charges -- Gas Service for SubHeader_025:Service_Address

GAS SERVICE (IADAA)
Meter Number: 999999999

Reading	05/31/15	52005	
Reading	04/30/15	46617	
	31 days	5388	Hundred Cubic Feet (CCF)
		x 1.1001	Gas Pressure Factor
		x 1.0540	BTU Factor
		6247	**Total Billable Therms**
Your average daily usage was		201.52	Therms
Last year this period it was		144.39	Therms

Billing Details for 04/30/15 - 05/31/15, 31 days.

Total Charge this Service	**$0.00**

Payments:

05/20/2015	574.93 CR
Total Payments	**$574.93 CR**

Important Information

BHE Cust Serv 1-888-890-5554. If BHE does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling 1-515-725-7321 or toll-free 1-877-565-4450, or by writing to 1375 E Court Ave., Rm 69, Des Moines, Iowa 50319, or by E-mail to customer@iub.iowa.gov.

For a complete description of terms and fees on your bill or for more tariff or rate schedule information, please contact us or visit www.blackhillsenergy.com/rates.

Access your account at www.blackhillsenergy.com to:

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- Obtain PDF copies of previous bills
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2

RULES AND REGULATIONS – GAS
SAMPLE METER READ CARDS AND BILL FORMS
SAMPLE BILL FOR UTILITY PAYMENT ARRANGEMENT – PAGE 1

Black Hills Energy

PO BOX 6001
RAPID CITY SD 57709-6001

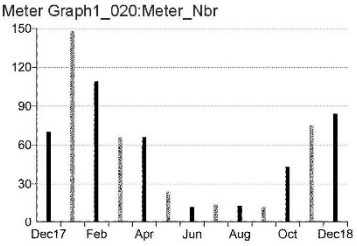
Scan to Pay Now

Account Number: H_010:Account_Id_2
Service For: 010:Customer_Name
H_010:Misc_Name
Billing Date: Dec 14, 2018

Balance Forward	95.32
Current Month Charges - Due 01/03/19	97.34
Total This Bill	**$192.66**

www.blackhillsenergy.com | Make a Payment: 1-866-537-9039 | 24-Hour Emergency: 1-800-694-8989 | Customer Service: 1-888-890-5554

Your gas use at a glance (in Therms)
for Graph1_020:Service_Address
Meter Graph1_020:Meter_Nbr



	Days	Therms/Day	Cost/Day
This Month	23	3.65	$2.99
Last Month	28	2.68	$2.39
Last Year	30	2.33	$2.08

Your Account Summary **(see following pages for details)**

Previous Bill Total	$95.32
Payments	0.00
Balance Forward	**95.32**
Current Month Charges:	
Gas Service	68.82
Utility Payment Arrangement	28.52
Total This Bill	**$192.66**

If you smell natural gas, leave the premises immediately and call Black Hills Energy at 1-800-694-8989 or call 911.

A total of $199.47 is due if full payment is not received by 01/03/2019.

Your account has payment arrangements for a balance forward. If an arrangement is not kept, the entire payment arrangement balance will be due with next month's bill.

Black Hills Cares helps eligible customers with their energy needs through tax-deductible donations from other customers like you. To give, round up your bill to the next dollar and donate the difference, or select a recurring monthly or one-time donation. Visit us online to learn more.

----------< Detach here and return the bottom portion with your payment > ----------

Black Hills Energy
PO BOX 6001
RAPID CITY SD 57709-6001

00006

Account Number: H_010:Account_Id_2

Balance Forward	95.32
Current Month Charges - Due 01/03/19	97.34
Total This Bill	**$192.66**
Make checks payable to: Black Hills Energy	
ENTER AMOUNT ENCLOSED:	

H_010:Mail_Name_and_Addr_1
H_010:Mail_Name_and_Addr_2
H_010:Mail_Name_and_Addr_3
H_010:Mail_Name_and_Addr_4
H_010:Mail_Name_and_Addr_5

To give to Black Hills Cares round up your monthly bill to the next dollar. You can also make a recurring monthly or one-time donation.

Round
Up _____ $5_____ $10_____ Other $_____ One-time $_____

BLACK HILLS ENERGY
PO BOX 6001
RAPID CITY SD 57709-6001

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H_010:Payment_OCR

RULES AND REGULATIONS – GAS
SAMPLE METER READ CARDS AND BILL FORMS
SAMPLE BILL FOR UTILITY PAYMENT ARRANGEMENT – PAGE 2

H_010:Customer_Name Account Number: H_010:Account_Id Page 2

Details of Current Charges -- Gas Service for SubHeader_025:Service_Address

GAS SERVICE (IA001)
Meter Number: NGM941073

Reading	12/14/18	9429	Estimate
Reading	11/21/18	9347	
	23 days	82	Hundred Cubic Feet (CCF)
		x 0.9606	Gas Pressure Factor
		x 1.0704	BTU Factor
		84	**Total Billable Therms**
Your average daily usage was		3.65	Therms
Last year this period it was		2.33	Therms

Billing Details for 11/21/18 - 12/14/18, 23 days.

Customer Charge	13.99
Base Rate 84 therms @ $0.11635	9.77
EECR 84 therms @ $0.08335	7.00
PGA 84 therms @ $0.4376	36.76
SSMA	0.62
County Sales Tax $68.14 @ 1%	0.68
Total Charge this Service	**$68.82**

Deposit Billing Summary:

Total deposit required	117.00
Deposit on hand	117.00
Total deposit unpaid	**$0.00**

Utility Payment Arrangement Detail:

Beginning utility payment arrangement balance	318.47
Pymts/adjustments received on arrangement	28.52
Current payment arrangement due	28.52
Remaining Payment Arrangement Balance	**$261.43**

Important Information

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For a complete description of terms and fees on your bill or for more tariff or rate schedule information, please contact us or visit www.blackhillsenergy.com/rates.

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2

RULES AND REGULATIONS - GAS
SAMPLE METER READ CARDS AND BILL FORMS
SAMPLE BILL FOR BUDGET BILLING WITH ENERGY ASSISTANCE – PAGE 1

Black Hills Energy

PO BOX 6001
RAPID CITY SD 57709-6001

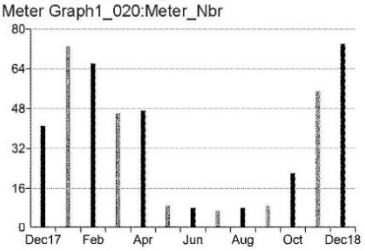
Scan to Pay Now

Account Number: H_010:Account_Id_2
Service For: 010:Customer_Name
H_010:Misc_Name
Billing Date: Dec 14, 2018

Current Month Charges - Due 01/03/19	48.00
Total This Bill	**$48.00**

www.blackhillsenergy.com | Make a Payment: 1-866-537-9039 | 24-Hour Emergency: 1-800-694-8989 | Customer Service: 1-888-890-5554

Your gas use at a glance (in Therms)
for Graph1_020:Service_Address
Meter Graph1_020:Meter_Nbr



	Days	Therms/Day	Cost/Day
This Month	18	4.11	$3.29
Last Month	32	1.72	$1.70
Last Year	30	1.37	$1.48

Your Account Summary **(see following pages for details)**

Previous Bill Total		$154.00	
Previous Balance Adjustment		246.00	
Payments	THANK YOU	400.00	CR
Balance Forward		**0.00**	
Current Month Charges:			
Gas Service Monthly Budget		48.00	
Total This Bill		**$48.00**	

If you smell natural gas, leave the premises immediately and call Black Hills Energy at 1-800-694-8989 or call 911.

A total of $48.72 is due if full payment is not received by 01/03/2019.

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< Detach here and return the bottom portion with your payment >

Black Hills Energy
PO BOX 6001
RAPID CITY SD 57709-6001

00002

Account Number: H_010:Account_Id_2

Current Month Charges - Due 01/03/19	48.00
Total This Bill	**$48.00**
Make checks payable to: Black Hills Energy	
ENTER AMOUNT ENCLOSED:	

H_010:Mail_Name_and_Addr_1
H_010:Mail_Name_and_Addr_2
H_010:Mail_Name_and_Addr_3
H_010:Mail_Name_and_Addr_4
H_010:Mail_Name_and_Addr_5

To give to Black Hills Cares round up your monthly bill to the next dollar. You can also make a recurring monthly or one-time donation.

Round
Up _____ $5_____ $10_____ Other $_____ One-time $_____

BLACK HILLS ENERGY
PO BOX 6001
RAPID CITY SD 57709-6001

H_010:Payment_OCR

eBILL Saves you time.
www.blackhillsenergy.com

RULES AND REGULATIONS - GAS
SAMPLE METER READ CARDS AND BILL FORMS
SAMPLE BILL FOR BUDGET BILLING WITH ENERGY ASSISTANCE – PAGE 2

H_010:Customer_Name Account Number: H_010:Account_Id Page 2

Details of Current Charges -- Gas Service for SubHeader_025:Service_Address

GAS SERVICE (IA001)
Meter Number: NGM704901

Reading	12/14/18	6649	Estimate
Reading	11/26/18	6585	
	18 days	64	Hundred Cubic Feet (CCF)
		x 1.1028	Gas Pressure Factor
		x 1.0512	BTU Factor
		74	**Total Billable Therms**
Your average daily usage was		4.11	Therms
Last year this period it was		1.37	Therms

Billing Details for 11/26/18 - 12/14/18, 18 days.

Customer Charge	10.95
Base Rate 74 therms @ $0.11635	8.61
EECR 74 therms @ $0.08335	6.17
PGA 74 therms @ $0.4376	32.38
SSMA	0.49
County Sales Tax $58.60 @ 1%	0.59
Total Charge this Service	**$59.19**
Budget Amount Billed	**$48.00**

Payments:	
12/12/2018 IMPACT COMMUNITY ACTION	400.00 CR
Total Payments	**$400.00 CR**
Previous Balance Adjustments:	
Energy assistance credit moved to EA balance	246.00
Total Previous Balance Adjustments	**$246.00**
Utility Budget Balance:	
Previous utility balance	14.29
Current month utility charges	59.19
Current budget payment requested	48.00 CR
Utility Budget Balance After Your Payment	**$25.48**
Utility Energy Assistance (EA):	
Previous month balance	0.00
Remaining EA funds moved to EA Balance	246.00 CR
Utility EA Balance	**$246.00 CR**

Important Information

BHE Cust Serv 1-888-890-5554. If BHE does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling 1-515-725-7321 or toll-free 1-877-565-4450, or by writing to 1375 E Court Ave., Rm 69, Des Moines, Iowa 50319, or by E-mail to customer@iub.iowa.gov.

Your budget billing amount has been adjusted to reflect a change of at least 10% in your energy usage and/or the cost of fuel for the previous 12 months.

For a complete description of terms and fees on your bill or for more tariff or rate schedule information, please contact us or visit www.blackhillsenergy.com/rates.

Access your account at www.blackhillsenergy.com to:

- Update your mailing address
- Enroll in Automatic Bank Transfer for electronic payments
- Sign up for eBill to receive paperless bills and make FREE online payments
- Obtain PDF copies of previous bills
- View usage, billing, payment history, and more!!

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

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RULES AND REGULATIONS - GAS
SAMPLE METER READ CARDS AND BILL FORMS
SAMPLE BILL FOR FINAL BILL – PAGE 1

Black Hills Energy

PO BOX 6001
RAPID CITY SD 57709-6001

Scan to Pay Now

Account Number: H_010:Account_Id_2
Service For: 010:Customer_Name
H_010:Misc_Name
Billing Date: Dec 11, 2018

Balance Forward	24.58
Current Month Charges - Due 12/31/18	38.98
Total This Bill	**$63.56**

www.blackhillsenergy.com | Make a Payment: 1-866-537-9039 | 24-Hour Emergency: 1-800-694-8989 | Customer Service: 1-888-890-5554

Your Account Summary **(see following pages for details)**

Previous Bill Total	$24.58
Payments	0.00
Balance Forward	**24.58**
Current Month Charges:	
Gas Service	38.98
Total This Bill	**$63.56**

Your most recent 12 month payment history has established a 'good credit' rating. This information may be provided to your next utility company as a credit reference.

*** Final Bill ***

If you smell natural gas, leave the premises immediately and call Black Hills Energy at 1-800-694-8989 or call 911.

A total of $64.51 is due if full payment is not received by 12/31/2018.

Your account contains a balance forward that must be paid immediately to stop collection activity.

Black Hills Cares helps eligible customers with their energy needs through tax-deductible donations from other customers like you. To give, round up your bill to the next dollar and donate the difference, or select a recurring monthly or one-time donation. Visit us online to learn more.

----------< Detach here and return the bottom portion with your payment > ----------

Black Hills Energy
PO BOX 6001
RAPID CITY SD 57709-6001

00001

Account Number: H_010:Account_Id_2

Balance Forward	24.58
Current Month Charges - Due 12/31/18	38.98
Total This Bill	**$63.56**
Make checks payable to: Black Hills Energy	
ENTER AMOUNT ENCLOSED:	

H_010:Mail_Name_and_Addr_1
H_010:Mail_Name_and_Addr_2
H_010:Mail_Name_and_Addr_3
H_010:Mail_Name_and_Addr_4
H_010:Mail_Name_and_Addr_5

To give to Black Hills Cares round up your monthly bill to the next dollar. You can also make a recurring monthly or one-time donation.

Round
Up _____ $5_____ $10_____ Other $_____ One-time $_____

BLACK HILLS ENERGY
PO BOX 6001
RAPID CITY SD 57709-6001

eBILL Saves you time.

www.blackhillsenergy.com

H_010:Payment_OCR

RULES AND REGULATIONS - GAS
SAMPLE METER READ CARDS AND BILL FORMS
SAMPLE BILL FOR FINAL BILL – PAGE 2

H_010:Customer_Name

Account Number: H_010:Account_Id Page 2

Details of Current Charges -- Gas Service for SubHeader_025:Service_Address

GAS SERVICE (IA001)
Meter Number: NGM768818

Reading	12/11/18	2630	
Reading	11/26/18	2591	
	15 days	39	Hundred Cubic Feet (CCF)
		x 1.1001	Gas Pressure Factor
		x 1.0472	BTU Factor
		45	**Total Billable Therms**
Your average daily usage was		3.00	Therms
Last year this period it was		.27	Therms

Billing Details for 11/26/18 - 12/11/18, 15 days.

Customer Charge	9.13
Base Rate 45 therms @ $0.11635	5.24
EECR 45 therms @ $0.08335	3.75
PGA 45 therms @ $0.4376	19.69
SSMA	0.41
Franchise Fee $38.22 @ 2%	0.76
Total Charge this Service	**$38.98**

Important Information

Connection of gas service at the same service address within 12 months could result in additional billing charges.

BHE Cust Serv 1-888-890-5554. If BHE does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling 1-515-725-7321 or toll-free 1-877-565-4450, or by writing to 1375 E Court Ave., Rm 69, Des Moines, Iowa 50319, or by E-mail to customer@iub.iowa.gov.

Your natural gas bill includes a 2% franchise fee collected on behalf of the City of Council Bluffs. Black Hills Energy will collect the fee and transfer all proceeds directly to the City, as per city ordinance 5881. Contact Council Bluffs City Hall at 712-328-4616 for more information.

For a complete description of terms and fees on your bill or for more tariff or rate schedule information, please contact us or visit www.blackhillsenergy.com/rates.

Access your account at www.blackhillsenergy.com to:

- Update your mailing address
- Enroll in Automatic Bank Transfer for electronic payments
- Sign up for eBill to receive paperless bills and make FREE online payments
- Obtain PDF copies of previous bills
- View usage, billing, payment history, and more!!

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

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RULES AND REGULATIONS - GAS
SAMPLE METER READ CARDS AND BILL FORMS
SAMPLE BILL FOR AUTOMATIC BANK TRANSFER WITH BLACK HILLS CARES DONATION – PAGE 1

Black Hills Energy

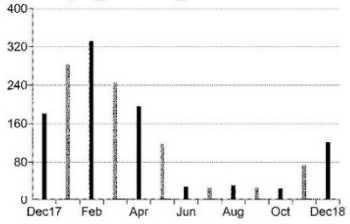
PO BOX 6001
RAPID CITY SD 57709-6001

Account Number: H_010:Account_Id_2
Service For: 010:Customer_Name
H_010:Misc_Name
Billing Date: Dec 07, 2018

Current Month Charges - Due 12/27/18	102.14
Automatic Bank Transfer on 12/27/18	**$102.14**
	DO NOT SEND PAYMENT

www.blackhillsenergy.com | Make a Payment: 1-866-537-9039 | 24-Hour Emergency: 1-800-694-8989 | Customer Service: 1-888-890-5554

Your gas use at a glance (in Therms)
for Graph1_020:Service_Address
Meter Graph1_020:Meter_Nbr



	Days	Therms/Day	Cost/Day
This Month	32	3.78	$3.04
Last Month	31	2.35	$2.06
Last Year	32	5.66	$4.06

Your Account Summary **(see following pages for details)**

Previous Bill Total		$63.84	
Payments	THANK YOU	63.84	CR
Balance Forward		**0.00**	
Current Month Charges:			
Gas Service		97.14	
Black Hills Cares		5.00	
Total This Bill		**$102.14**	

If you smell natural gas, leave the premises immediately and call Black Hills Energy at 1-800-694-8989 or call 911.

A total of $103.60 is due if full payment is not received by 12/27/2018.

Black Hills Cares helps eligible customers with their energy needs through tax-deductible donations from other customers like you. To give, round up your bill to the next dollar and donate the difference, or select a recurring monthly or one-time donation. Visit us online to learn more.

----------< Detach here and return the bottom portion with your payment >----------

Black Hills Energy
PO BOX 6001
RAPID CITY SD 57709-6001

00007

Account Number: H_010:Account_Id_2

Current Month Charges - Due 12/27/18	102.14
Automatic Bank Transfer on 12/27/18	**$102.14**
	DO NOT SEND PAYMENT
ENTER AMOUNT ENCLOSED:	

H_010:Mail_Name_and_Addr_1
H_010:Mail_Name_and_Addr_2
H_010:Mail_Name_and_Addr_3
H_010:Mail_Name_and_Addr_4
H_010:Mail_Name_and_Addr_5

To give to Black Hills Cares round up your monthly bill to the next dollar. You can also make a recurring monthly or one-time donation.

Round
Up _____ $5_____ $10_____ Other $_____ One-time $_____

BLACK HILLS ENERGY
PO BOX 6001
RAPID CITY SD 57709-6001

H_010:Payment_OCR

eBILL Saves you time.
www.blackhillsenergy.com

RULES AND REGULATIONS - GAS
SAMPLE METER READ CARDS AND BILL FORMS
SAMPLE BILL FOR AUTOMATIC BANK TRANSFER WITH BLACK HILLS CARES DONATION – PAGE 2

H_010:Customer_Name Account Number: H_010:Account_Id Page 2

Details of Current Charges -- Gas Service for SubHeader_025:Service_Address

GAS SERVICE (IA001)
Meter Number: NGM984107

Reading	12/07/18	993	Estimate
Reading	11/05/18	879	
	32 days	114	Hundred Cubic Feet (CCF)
		x 0.9742	Gas Pressure Factor
		x 1.0852	BTU Factor
		121	**Total Billable Therms**
Your average daily usage was		3.78	Therms
Last year this period it was		5.66	Therms

Billing Details for 11/05/18 - 12/07/18, 32 days.

Customer Charge	18.25
Base Rate 121 therms @ $0.11635	14.08
EECR 121 therms @ $0.08335	10.09
PGA 121 therms @ $0.4376	52.95
SSMA	0.81
County Sales Tax $96.18 @ 1%	0.96
Total Charge this Service	**$97.14**

Payments:

11/26/2018	63.84 CR
Total Payments	**$63.84 CR**

Important Information

BHE Cust Serv 1-888-890-5554. If BHE does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling 1-515-725-7321 or toll-free 1-877-565-4450, or by writing to 1375 E Court Ave., Rm 69, Des Moines, Iowa 50319, or by E-mail to customer@iub.iowa.gov.

For a complete description of terms and fees on your bill or for more tariff or rate schedule information, please contact us or visit www.blackhillsenergy.com/rates.

Access your account at www.blackhillsenergy.com to:

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- Sign up for eBill to receive paperless bills and make FREE online payments
- Obtain PDF copies of previous bills
- View usage, billing, payment history, and more!!

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

3

RULES AND REGULATIONS – GAS
SAMPLE METER READ CARDS AND BILL FORMS
SAMPLE BILL FOR TRANSPORTATION CUSTOMERS OPTING INTO ENERGY EFFICIENCY PROGRAMS – PAGE 1

Black Hills Energy

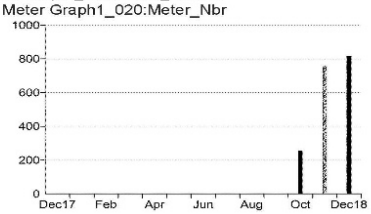
PO BOX 6001
RAPID CITY SD 57709-6001

Account Number: H_010:Account_Id_2
Service For: 010:Customer_Name
H_010:Misc_Name
Billing Date: Dec 10, 2018

Current Month Charges - Due 12/31/18	204.50
Total This Bill	**$204.50**

www.blackhillsenergy.com | Make a Payment: 1-866-537-9039 | 24-Hour Emergency: 1-800-694-8989 | Customer Service: 1-888-890-5554

Your gas use at a glance (in Therms)
for Graph1_020:Service_Address
Meter Graph1_020:Meter_Nbr



	Days	Therms/Day	Cost/Day
This Month	28	29.14	$7.30
Last Month	29	26.28	$6.77
Last Year	0	.00	$0.00

Your Account Summary **(see following pages for details)**

Previous Bill Total		$196.35	
Payments	THANK YOU	196.35	CR
Balance Forward		**0.00**	
Current Month Charges:			
Gas Service		204.50	
Total This Bill		**$204.50**	

If you smell natural gas, leave the premises immediately and call Black Hills Energy at 1-800-694-8989 or call 911.

A total of $207.57 is due if full payment is not received by 12/31/2018.

Black Hills Cares helps eligible customers with their energy needs through tax-deductible donations from other customers like you. To give, round up your bill to the next dollar and donate the difference, or select a recurring monthly or one-time donation. Visit us online to learn more.

----------< Detach here and return the bottom portion with your payment >----------

Black Hills Energy
PO BOX 6001
RAPID CITY SD 57709-6001

00009

Account Number: H_010:Account_Id_2

Current Month Charges - Due 12/31/18	204.50
Total This Bill	**$204.50**
Make checks payable to: Black Hills Energy	
ENTER AMOUNT ENCLOSED:	

To give to Black Hills Cares round up your monthly bill to the next dollar. You can also make a recurring monthly or one-time donation.

Round
Up _____ $5_____ $10_____ Other $_____ One-time $_____

H_010:Mail_Name_and_Addr_1
H_010:Mail_Name_and_Addr_2
H_010:Mail_Name_and_Addr_3
H_010:Mail_Name_and_Addr_4
H_010:Mail_Name_and_Addr_5

BLACK HILLS ENERGY
PO BOX 6001
RAPID CITY SD 57709-6001

H_010:Payment_OCR

eBILL Saves you time.
www.blackhillsenergy.com

RULES AND REGULATIONS – GAS
SAMPLE METER READ CARDS AND BILL FORMS
SAMPLE BILL FOR TRANSPORTATION CUSTOMERS OPTING INTO ENERGY EFFICIENCY PROGRAMS – PAGE 2

H_010:Customer_Name Account Number: H_010:Account_Id Page 2

Details of Current Charges -- Gas Service for SubHeader_025:Service_Address

GAS SERVICE (IA515)
Meter Number: BHE171961

Reading	12/07/18	11319	
Reading	11/09/18	10519	
	28 days	800	Hundred Cubic Feet (CCF)
		x 0.9728	Gas Pressure Factor
		x 1.0481	BTU Factor
		816	**Total Billable Therms**
Your average daily usage was		29.14	Therms

Billing Details for 11/09/18 - 12/07/18, 28 days.

Customer Charge	29.00
Transport Charge 816 therms @ $0.11635	94.94
EECR 816 therms @ $0.03457	28.21
Transportation Administration Fee	50.00
SSMA	2.35
Total Charge this Service	**$204.50**

Details of Current Charges -- Gas Service for SubHeader_025:Service_Address

GAS SERVICE (IADAT)
Meter Number: BHE171961

Reading	12/07/18	11319	
Reading	11/09/18	10519	
	28 days	800	Hundred Cubic Feet (CCF)
		x 0.9728	Gas Pressure Factor
		x 1.0481	BTU Factor
		816	**Total Billable Therms**
Your average daily usage was		29.14	Therms

Billing Details for 11/09/18 - 12/07/18, 28 days.

Total Charge this Service	**$0.00**

Payments:

11/29/2018	196.35 CR
Total Payments	**$196.35 CR**

Important Information

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- Obtain PDF copies of previous bills
- View usage, billing, payment history, and more!!

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4

RESERVED FOR FUTURE USE

RESERVED FOR FUTURE USE

RATE SCHEDULE GS-1, GENERAL SERVICE
GAS

Availability	Service under this rate schedule is available to any customer located in the towns as listed on Sheet No. 77.
Applicability and Character of Service	This rate schedule shall apply to firm gas service for customers whose normal requirement does not exceed 199 Dekatherms on a peak day, and such service normally shall not be subject to curtailment or interruption, but will be subject to curtailment by pipeline supplier in compliance with their approved Federal Energy Regulatory Commission curtailment plan.
Rate	The customer's monthly bill shall be the sum of the following components: 1. Basic Monthly Charge: A. Residential $18.25 per meter B. Commercial & Industrial $29.00 per meter 2. Non-Gas Cost: $0.11635 per Therm 3. Purchase Gas Cost: The rates above are subject to Purchased Gas Adjustments Uniform Clause Information Sheet No. 133. 4. Energy Efficiency Cost Recovery: The rates above are subject to Energy Efficiency Cost Recovery Information Sheet No. 146. 5. Safety Maintenance Adju 6. stment: The rates above are subject to Safety Maintenance Adjustment Sheet No. 147.
Basic Monthly Charge	The "customer charge" is a measure of the costs associated with the Company's facilities that are not jointly used by other customers and other costs related directly to service to the individual customer. These costs are fixed and do not vary with the amount of gas the customer consumes.
Minimum Bill	Residential - $18.25 Commercial and Industrial - $29.00
Taxes	The total bill is subject to state and local taxes.
Late Payment Charge	After 20 days there shall be a 1-1/2% charge on the unpaid balance.
Pressure Adjustment	The measured volume is subject to a pressure factor adjustment as listed on Sheets. 122-123.
Terms and Conditions	The General Terms and Conditions contained in this tariff shall apply to this rate schedule.

RESERVED FOR FUTURE USE

RATE SCHEDULE SVJ-1, SMALL VOLUME JOINT SERVICE GAS

Availability	All areas in Northern Natural Gas Company's Zone 1.
Applicability and Character of Service	This rate schedule shall apply to joint gas service consisting of a base of firm gas volumes, supplemented by interruptible gas volumes. Company will calculate a peak day requirement for each premise by dividing the peak month usage in the last thirty six (36) months by 20. Peak day gas requirements that exceed 24 Dekatherms per day but are less than 200 Dekatherms per day, will be considered "Small Volume."
Rate	The customer's monthly bill shall be the sum of the following components: 1. Basic Monthly Charge: $75.00 per meter 2. Contract Demand: $0.05010 per Therm 3. Non-Gas Cost: $0.05237 per Therm 4. Purchase Gas Cost: The rates above are subject to Purchased Gas Adjustments Uniform Clause Information Sheet No. 133. 5. Energy Efficiency Cost Recovery: The rates above are subject to Energy Efficiency Cost Recovery Information Sheet No. 146. 6. Safety Maintenance Adjustment: The rates above are subject to Safety Maintenance Adjustment Sheet No. 147.
Basic Monthly Charge	The "customer charge" is a measure of the costs associated with the Company's facilities that are not jointly used by other customers and other costs related directly to service to the individual customer. These costs are fixed and do not vary with the amount of gas the customer consumes.
Minimum Bill	The minimum bill shall be the contract demand charge plus the basic monthly charge
Taxes	The total bill is subject to state and local taxes.
Late Payment Charge	After 20 days there shall be a 1-1/2% charge on the unpaid balance.
Pressure Adjustment	The measured volume is subject to a pressure factor adjustment as listed on Sheet No. 123.
Penalty for Unauthorized Takes When Service is Interrupted:	Applicable rate above per Dekatherm plus the greater of either the pipeline daily delivery variance charges or $20.00 per Dekatherm, for gas used in excess of the volumes of gas to which customer is limited. Revenues for unauthorized takes will be credited to the Company's PGA mechanism.
Affidavit Required	Customers electing interruptible service must sign an affidavit confirming the customer has an alternative fuel capability or is willing to discontinue gas service during periods of curtailment.
Terms and Conditions	The General Terms and Conditions contained in this tariff shall apply to this rate schedule.
Billing Interval	Customers served under this tariff sheet may be billed on more frequent than monthly intervals pursuant to Iowa Adm. Code 199-19.3(7).

RATE SCHEDULE SVI-1, SMALL VOLUME INTERRUPTIBLE GAS

Availability	Service under this rate schedule is available to any customer located in the towns as listed on Sheet No. 77.
Applicability and Character of Service	This rate schedule shall apply to small volume gas service, which is subject to interruption at any time upon order of Company. Peak day gas requirements which exceed 24 Dekatherms per day but are less than 200 Dekatherms per day will be considered "Small Volume."
Rate	The customer's monthly bill shall be the sum of the following components: 1. Basic Monthly Charge: $75.00 per meter 2. Non-Gas Cost: $0.05237 per Therm 3. Purchase Gas Cost: The rates above are subject to Purchased Gas Adjustments Uniform Clause Information Sheet No. 133. 4. Energy Efficiency Cost Recovery: The rates above are subject to Energy Efficiency Cost Recovery Information Sheet No. 146. 5. Safety Maintenance Adjustment: The rates above are subject to Safety Maintenance Adjustment Sheet No. 147.
Basic Monthly Charge	The "customer charge" is a measure of the costs associated with the Company's facilities that are not jointly used by other customers and other costs related directly to service to the individual customer. These costs are fixed and do not vary with the amount of gas the customer consumes.
Minimum Bill	The minimum bill shall be the basic monthly charge.
Taxes	The total bill is subject to state and local taxes.
Late Payment Charge	After 20 days there shall be a 1-1/2% charge on the unpaid balance.
Pressure Adjustment	The measured volume is subject to a pressure factor adjustment as listed on Sheet No. 123.
Penalty for Unauthorized Takes When Service is Interrupted:	Applicable rate above per Dekatherm plus the greater of either the pipeline daily delivery variance charges or $20.00 per Dekatherm, for gas used in excess of the volumes of gas to which customer is limited. Revenues for unauthorized takes will be credited to the Company's PGA mechanism.
Affidavit Required	Customers electing interruptible service must sign an affidavit confirming the customer has an alternative fuel capability or is willing to discontinue gas service during periods of curtailment.
Terms and Conditions	The General Terms and Conditions contained in this tariff shall apply to this rate schedule.

RATE SCHEDULE 221, MAINLINE SMALL VOLUME GAS SERVICE
GAS

Availability	All areas in Northern Natural Gas Company's Zone 1.
Applicability and Character of Service	This rate schedule shall apply to industrial customers served off the pipeline of the supplier taking joint gas service consisting of a base of firm gas volumes, supplemented by interruptible gas volumes. Company will calculate a peak day requirement for each premise by dividing the peak month usage in the last thirty six (36) months by 20. Peak day gas requirements, which exceed 24 Dekatherms per day but are less than 200 Dekatherms per day, will be considered "Small Volume."
Rate	The customer's monthly bill shall be the sum of the following components: 1. Basic Monthly Charge: $75.00 per meter 2. Contract Demand: $0.05010 per Therm 3. Non-Gas Cost: $0.00500 per Therm 4. Purchase Gas Cost: The rates above are subject to Purchased Gas Adjustments Uniform Clause Information Sheet No. 131. 5. Energy Efficiency Cost Recovery: The rates above are subject to Energy Efficiency Cost Recovery Information Sheet No. 144. 6. Safety Maintenance Adjustment: The rates above are subject to Safety Maintenance Adjustment Sheet No. 145.
Basic Monthly Charge	The "customer charge" is a measure of the costs associated with the Company's facilities that are not jointly used by other customers and other costs related directly to service to the individual customer. These costs are fixed and do not vary with the amount of gas the customer consumes.
Minimum Bill	The minimum bill shall be the contract demand charge plus the basic monthly charge
Taxes	The total bill is subject to state and local taxes.
Late Payment Charge	After 20 days there shall be a 1-1/2% charge on the unpaid balance.
Pressure Adjustment	The measured volume is subject to a pressure factor adjustment as listed on Sheet No. 121.
Penalty for Unauthorized Takes When Service is Interrupted:	Applicable rate above per Dekatherm plus the greater of either the pipeline daily delivery variance charges or $20.00 per Dekatherm, for gas used in excess of the volumes of gas to which customer is limited. Revenues for unauthorized takes will be credited to the Company's PGA mechanism.
Affidavit Required	Customers electing interruptible service must sign an affidavit confirming the customer has an alternative fuel capability or is willing to discontinue gas service during periods of curtailment.
Terms and Conditions	The General Terms and Conditions contained in this tariff shall apply to this rate schedule.
Billing Interval	Customers served under this tariff sheet may be billed on more frequent than monthly intervals pursuant to Iowa Adm. Code 199-19.3(7).

RATE SCHEDULE 429, MAINLINE SMALL VOLUME INTERRUPTIBLE GAS

Availability	All areas in Northern Natural Gas Company's Zone 1.
Applicability and Character of Service	This rate schedule shall apply to industrial customers served off the pipeline of the supplier taking small volume gas service which is subject to interruption at any time upon order of Company. Peak day gas requirements, which exceed 24 Dekatherms per day but are less than 200 Dekatherms per day will be considered "Small Volume."
Rate	The customer's monthly bill shall be the sum of the following components: 1. Basic Monthly Charge: $75.00 per 2. Non-Gas Cost: $0.00500 per Therm 3. Purchase Gas Cost: The rates above are subject to Purchased Gas Adjustments Uniform Clause Information Sheet No. 133. 4. Energy Efficiency Cost Recovery: The rates above are subject to Energy Efficiency Cost Recovery Information Sheet No. 146. 5. Safety Maintenance Adjustment: The rates above are subject to Safety Maintenance Adjustment Sheet No. 147.
Basic Monthly Charge	The "customer charge" is a measure of the costs associated with the Company's facilities that are not jointly used by other customers and other costs related directly to service to the individual customer. These costs are fixed and do not vary with the amount of gas the customer consumes.
Minimum Bill	The minimum bill shall be the basic monthly charge.
Taxes	The total bill is subject to state and local taxes.
Late Payment Charge	After 20 days there shall be a 1-1/2% charge on the unpaid balance.
Pressure Adjustment	The measured volume is subject to a pressure factor adjustment as listed on Sheet No. 123.
Penalty for Unauthorized Takes When Service is Interrupted:	Applicable rate above per Dekatherm plus the greater of either the pipeline daily delivery variance charges or $20.00 per Dekatherm, for gas used in excess of the volumes of gas to which customer is limited. Revenues for unauthorized takes will be credited to the Company's PGA mechanism.
Affidavit Required	Customers electing interruptible service must sign an affidavit confirming the customer has an alternative fuel capability or is willing to discontinue gas service during periods of curtailment.
Terms and Conditions	The General Terms and Conditions contained in this tariff shall apply to this rate schedule.
Billing Interval	Customers served under this tariff sheet may be billed on more frequent than monthly intervals pursuant to Iowa Adm. Code 199-19.3(7).

RESERVED FOR FUTURE USE

RESERVED FOR FUTURE USE

RATE SCHEDULE 491, LARGE VOLUME FIRM SERVICE GAS

Availability	Service under this rate schedule is available to the following customers located near the indicated town: Massena, Iowa: Natural Gas Pipeline Company of America.
Applicability and Character of Service	This rate schedule shall apply to firm gas service for use in customers' pumping station served off the pipeline of the supplier. The Massena station is not to exceed 700 Dekatherms per day. Peak day gas requirements of 200 Dekatherms or more will be considered "Large Volume."
Rate	The customer's monthly bill shall be the sum of the following components: 1. Basic Monthly Charge: $200.00 per meter 2. Non-Gas Cost: $0.02364 per Therm 3. Purchase Gas Cost: The rates above are subject to Purchased Gas Adjustments Uniform Clause Information Sheet No. 133. 4. Energy Efficiency Cost Recovery: The rates above are subject to Energy Efficiency Cost Recovery Information Sheet No. 146. 5. Safety Maintenance Adjustment: The rates above are subject to Safety Maintenance Adjustment Sheet No. 147.
Basic Monthly Charge	The "customer charge" is a measure of the costs associated with the Company's facilities that are not jointly used by other customers and other costs related directly to service to the individual customer. These costs are fixed and do not vary with the amount of gas the customer consumes.
Minimum Bill	The minimum bill shall be the basic monthly charge.
Taxes	The total bill is subject to state and local taxes.
Late Payment Charge	After 20 days there shall be a 1-1/2% charge on the unpaid balance.
Pressure Adjustment	The measured volume is subject to a pressure factor adjustment as listed on Sheet No. 123
Terms and Conditions	The General Terms and Conditions contained in this tariff shall apply to this rate schedule.
Billing Interval	Customers served under this tariff sheet may be billed on more frequent than monthly intervals pursuant to Iowa Adm. Code 199-19.3(7).

RATE SCHEDULE LVJ-1, LARGE VOLUME JOINT GAS SERVICE GAS

Availability	All areas in Northern Natural Gas Company's Rate Zone 1.
Applicability and Character of Service	This rate schedule shall apply to joint gas service consisting of a base of firm gas volumes, supplemented by interruptible gas volumes. Company will calculate a peak day requirement for each premise by dividing the peak month usage in the last thirty six (36) months by 20. Peak day gas requirements of 200 Dekatherms or more will be considered "Large Volume."
Rate	The customer's monthly bill shall be the sum of the following components: 1. Basic Monthly Charge: $200.00 per meter 2. Demand Charge – Customer's MDQ times the Demand Charge Rate of $0.05010 per Therm 3. Non-Gas Cost: $0.02364 per Therm 4. Purchase Gas Cost: The rates above are subject to Purchased Gas Adjustments Uniform Clause Information Sheet No. 133. 5. Energy Efficiency Cost Recovery: The rates above are subject to Energy Efficiency Cost Recovery Information Sheet No. 146. 6. Safety Maintenance Adjustment: The rates above are subject to Safety Maintenance Adjustment Sheet No. 147.
Basic Monthly Charge	The "customer charge" is a measure of the costs associated with the Company's facilities that are not jointly used by other customers and other costs related directly to service to the individual customer. These costs are fixed and do not vary with the amount of gas the customer consumes.
Minimum Bill	The minimum bill shall be the contract demand charge plus the basic monthly charge
Taxes	The total bill is subject to state and local taxes.
Late Payment Charge	After 20 days there shall be a 1-1/2% charge on the unpaid balance.
Pressure Adjustment	The measured volume is subject to a pressure factor adjustment as listed on Sheet No. 123.
Penalty for Unauthorized Takes When Service is Interrupted:	Applicable rate above per Dekatherm plus the greater of either the pipeline daily delivery variance charges or $20.00 per Dekatherm, for gas used in excess of the volumes of gas to which customer is limited. Revenues for unauthorized takes will be credited to the Company's PGA mechanism.
Terms and Conditions	The General Terms and Conditions contained in this tariff shall apply to this rate schedule.
Billing Interval	Customers served under this tariff sheet may be billed on more frequent than monthly intervals pursuant to Iowa Adm. Code 199-19.3(7).

RATE SCHEDULE LVI-1, LARGE VOLUME INTERRUPTIBLE SERVICE GAS

Availability	All areas in Northern Natural Gas Company's Zone 1.
Applicability and Character of Service	This rate schedule shall apply to electrical generation customers. This service is subject to interruption at any time upon order of Company. Peak day gas requirements of 200 Dekatherms or more will be considered "Large Volume."
Rate	The customer's monthly bill shall be the sum of the following components: 1. Basic Monthly Charge: $200.00 per meter 2. Non-Gas Cost: $0.02364 per Therm 3. Purchase Gas Cost: The rates above are subject to Purchased Gas Adjustments Uniform Clause Information Sheet No. 133. 4. Energy Efficiency Cost Recovery: The rates above are subject to Energy Efficiency Cost Recovery Information Sheet No. 146. 5. Safety Maintenance Adjustment: The rates above are subject to Safety Maintenance Adjustment Sheet No. 147.
Basic Monthly Charge	The "customer charge" is a measure of the costs associated with the Company's facilities that are not jointly used by other customers and other costs related directly to service to the individual customer. These costs are fixed and do not vary with the amount of gas the customer consumes.
Minimum Bill	The minimum bill shall be the basic monthly charge.
Taxes	The total bill is subject to state and local taxes.
Late Payment Charge	After 20 days there shall be a 1-1/2% charge on the unpaid balance.
Pressure Adjustment	The measured volume is subject to a pressure factor adjustment as listed on Sheet No. 123.
Penalty for Unauthorized Takes When Service is Interrupted:	Applicable rate above per Dekatherm plus the greater of either the pipeline daily delivery variance charges or $20.00 per Dekatherm, for gas used in excess of the volumes of gas to which customer is limited. Revenues for unauthorized takes will be credited to the Company's PGA mechanism.
Affidavit Required	Customers electing interruptible service must sign an affidavit confirming the customer has an alternative fuel capability or is willing to discontinue gas service during periods of curtailment.
Terms and Conditions	The General Terms and Conditions contained in this tariff shall apply to this rate schedule.
Billing Interval	Customers served under this tariff sheet may be billed on more frequent than monthly intervals pursuant to Iowa Adm. Code 199-19.3(7).

RATE SCHEDULE LVI-2, LARGE VOLUME INTERRUPTIBLE – ELECTRIC GENERATION GAS

Availability	All areas in Northern Natural Gas Company's Zone 1.
Applicability and Character of Service	This rate schedule shall apply to electrical generation customers. This service is subject to interruption at any time upon order of Company. Peak day gas requirements of 200 Dekatherms or more will be considered "Large Volume."
Rate	The customer's monthly bill shall be the sum of the following components: 1. Basic Monthly Charge: $200.00 per meter 2. Non-Gas Cost: $0.02364 per Therm 3. Purchase Gas Cost: The rates above are subject to Purchased Gas Adjustments Uniform Clause Information Sheet No. 133. 4. Energy Efficiency Cost Recovery: The rates above are subject to Energy Efficiency Cost Recovery Information Sheet No. 146. 5. Safety Maintenance Adjustment: The rates above are subject to Safety Maintenance Adjustment Sheet No. 147.
Basic Monthly Charge	The "customer charge" is a measure of the costs associated with the Company's facilities that are not jointly used by other customers and other costs related directly to service to the individual customer. These costs are fixed and do not vary with the amount of gas the customer consumes.
Minimum Bill	The minimum bill shall be the basic monthly charge.
Taxes	The total bill is subject to state and local taxes.
Late Payment Charge	After 20 days there shall be a 1-1/2% charge on the unpaid balance.
Pressure Adjustment	The measured volume is subject to a pressure factor adjustment as listed on Sheet No. 123.
Penalty for Unauthorized Takes When Service is Interrupted:	Applicable rate above per Dekatherm plus the greater of either the pipeline daily delivery variance charges or $20.00 per Dekatherm, for gas used in excess of the volumes of gas to which customer is limited. Revenues for unauthorized takes will be credited to the Company's PGA mechanism.
Affidavit Required	Customers electing interruptible service must sign an affidavit confirming the customer has an alternative fuel capability or is willing to discontinue gas service during periods of curtailment.
Terms and Conditions	The General Terms and Conditions contained in this tariff shall apply to this rate schedule.
Billing Interval	Customers served under this tariff sheet may be billed on more frequent than monthly intervals pursuant to Iowa Adm. Code 199-19.3(7).

RATE SCHEDULE LVI-3, LARGE VOLUME INTERRUPTIBLE – GRAIN DRYER GAS

Availability	All areas in Northern Natural Gas Company's Zone 1.
Applicability and Character of Service	This rate schedule shall apply to large volume gas service for commercial or industrial, having predominately seasonal needs, such as grain drying, the heating of anhydrous ammonia or other such uses. This service is subject to interruption at any time upon order of Company. Peak day gas requirements of 200 Dekatherms or more will be considered "Large Volume."
Rate	The customer's monthly bill shall be the sum of the following components: 1. Basic Monthly Charge: $600.00 per meter per month for the 4 months, September through December. 2. Non-Gas Cost: $0.02364 per Therm 3. Purchase Gas Cost: The rates above are subject to Purchased Gas Adjustments Uniform Clause Information Sheet No. 133. 4. Energy Efficiency Cost Recovery: The rates above are subject to Energy Efficiency Cost Recovery Information Sheet No. 146. 5. Safety Maintenance Adjustment: The rates above are subject to Safety Maintenance Adjustment Sheet No. 147.
Basic Monthly Charge	The "customer charge" is a measure of the costs associated with the Company's facilities that are not jointly used by other customers and other costs related directly to service to the individual customer. These costs are fixed and do not vary with the amount of gas the customer consumes.
Minimum Bill	The minimum bill shall be the basic monthly charge.
Taxes	The total bill is subject to state and local taxes.
Late Payment Charge	After 20 days there shall be a 1-1/2% charge on the unpaid balance.
Pressure Adjustment	The measured volume is subject to a pressure factor adjustment as listed on Sheet No. 123
Penalty for Unauthorized Takes When Service is Interrupted:	Applicable rate above per Dekatherm plus the greater of either the pipeline daily delivery variance charges or $20.00 per Dekatherm, for gas used in excess of the volumes of gas to which customer is limited. Revenues for unauthorized takes will be credited to the Company's PGA mechanism.
Affidavit Required	Customers electing interruptible service must sign an affidavit confirming the customer has an alternative fuel capability or is willing to discontinue gas service during periods of curtailment.
Terms and Conditions	The General Terms and Conditions contained in this tariff shall apply to this rate schedule.
Billing Interval	Customers served under this tariff sheet may be billed on more frequent than monthly intervals pursuant to Iowa Adm. Code 199-19.3(7).

RATE SCHEDULE 518, MAINLINE LARGE VOLUME JOINT GAS SERVICE GAS

Availability	All areas in Northern Natural Gas Company's Rate Zone 1.
Applicability and Character of Service	This rate schedule shall apply to industrial customers serviced off the pipeline of the supplier taking joint gas service consisting of a base of firm gas volumes, supplemented by interruptible gas volumes. Company will calculate a peak day requirement for each premise by dividing the peak month usage in the last thirty six (36) months by 20. Peak day gas requirements of 200 Dekatherms or more will be considered "Large Volume."
Rate	The customer's monthly bill shall be the sum of the following components: 1. Basic Monthly Charge: $150.00 per meter 2. Contract Demand: Non-Gas cost $0.05010 per Therm Sales Volumes: Non-Gas cost $0.00500 per Therm 3. Purchase Gas Cost: The rates above are subject to Purchased Gas Adjustments Uniform Clause Information Sheet No. 133. 4. Energy Efficiency Cost Recovery: The rates above are subject to Energy Efficiency Cost Recovery Information Sheet No. 146. 5. Safety Maintenance Adjustment: The rates above are subject to Safety Maintenance Adjustment Sheet No. 147.
Basic Monthly Charge	The "customer charge" is a measure of the costs associated with the Company's facilities that are not jointly used by other customers and other costs related directly to service to the individual customer. These costs are fixed and do not vary with the amount of gas the customer consumes.
Minimum Bill	The minimum bill shall be the contract demand charge plus the basic monthly charge.
Taxes	The total bill is subject to state and local taxes.
Late Payment Charge	After 20 days there shall be a 1-1/2% charge on the unpaid balance.
Penalty for Unauthorized Takes When Service is Interrupted:	Applicable rate above per Dekatherm plus the greater of either the pipeline daily delivery variance charges or $20.00 per Dekatherm, for gas used in excess of the volumes of gas to which customer is limited. Revenues for unauthorized takes will be credited to the Company's PGA mechanism.
Terms and Conditions	The General Terms and Conditions contained in this tariff shall apply to this rate schedule.
Billing Interval	Customers served under this tariff sheet may be billed on more frequent than monthly intervals pursuant to Iowa Adm. Code 199-19.3(7).

RATE SCHEDULE 299 MAINLINE LARGE VOLUME INTERRUPTIBLE SERVICE GAS

Availability	All areas in Northern Natural Gas Company's Zone 1.
Applicability and Character of Service	This rate schedule shall apply to large volume gas service, which is subject to interruption at any time upon order of Company. Peak day gas requirements of 200 Dekatherms or more will be considered "Large Volume."
Rate	The customer's monthly bill shall be the sum of the following components: 1. Basic Monthly Charge: $200.00 per 2. Non-Gas Cost: $0.0050 per Therm 3. Purchase Gas Cost: The rates above are subject to Purchased Gas Adjustments Uniform Clause Information Sheet No. 133. 4. Energy Efficiency Cost Recovery: The rates above are subject to Energy Efficiency Cost Recovery Information Sheet No. 146. 5. Safety Maintenance Adjustment: The rates above are subject to Safety Maintenance Adjustment Sheet No. 147.
Basic Monthly Charge	The "customer charge" is a measure of the costs associated with the Company's facilities that are not jointly used by other customers and other costs related directly to service to the individual customer. These costs are fixed and do not vary with the amount of gas the customer consumes.
Minimum Bill	The minimum bill shall be the basic monthly charge.
Taxes	The total bill is subject to state and local taxes.
Late Payment Charge	After 20 days there shall be a 1-1/2% charge on the unpaid balance.
Pressure Adjustment	The measured volume is subject to a pressure factor adjustment as listed on Sheet No. 123
Penalty for Unauthorized Takes When Service is Interrupted:	Applicable rate above per Dekatherm plus the greater of either the pipeline daily delivery variance charges or $20.00 per Dekatherm, for gas used in excess of the volumes of gas to which customer is limited. Revenues for unauthorized takes will be credited to the Company's PGA mechanism.
Affidavit Required	Customers electing interruptible service must sign an affidavit confirming the customer has an alternative fuel capability or is willing to discontinue gas service during periods of curtailment.
Terms and Conditions	The General Terms and Conditions contained in this tariff shall apply to this rate schedule.
Billing Interval	Customers served under this tariff sheet may be billed on more frequent than monthly intervals pursuant to Iowa Adm. Code 199-19.3(7).

RESERVED FOR FUTURE USE

RESERVED FOR FUTURE USE

RATE SCHEDULE SLV – SUPER LARGE VOLUME GAS

Availability	Service under this rate schedule is available to large volume customers supplied through Northern Natural Gas Company.
Applicability and Character of Service	This rate schedule shall apply to joint gas service consisting of a base of firm gas volume, supplemented by additional interruptible gas volumes authorized from day to day. Customer must have and maintain both the proven capability and adequate fuel supplies to use alternative fuel if the Company's service to such customer is interrupted. At Company's request, the customer must demonstrate it has such capability and fuel supplies for amounts in excess of firm entitlement volumes to maintain operations during periods of curtailment. Customer must have capacity to take 4,000 Mcf or more per day and annual consumption of 1 Bcf (1 million Mcf), except that, where consumption falls below this level due exclusively to efforts to conserve energy, or temporarily due to a strike or shutdown, customer is still eligible to take service under this tariff. Customer must document conservation efforts to justify consumption below 1 Bcf.
Cost/Benefit Analysis	In determining the rate, Company shall evaluate the individual customer's situation and perform a cost/benefit analysis.
Rate	The rate shall be negotiated between the parties and must pass the cost/benefit analysis.
Contracts	Service contracts with customers on this rate will be filed with the Board.
Basic Monthly Charge	The "customer charge" is a measure of the costs associated with the Company's facilities that are not jointly used by other customers and other costs related directly to service to the individual customer. These costs are fixed and do not vary with the amount of gas the customer consumed.
Minimum Bill	The monthly minimum bill shall be the customer charge, the daily firm capacity charge, the demand charge and the applicable commodity charge for all volumes taken.
Penalty for Unauthorized Takes When Service is Interrupted	Applicable rate above per Dekatherm plus the greater of either the pipeline daily delivery variance charges or $20.00 per Dekatherm for gas used in excess of the volumes of gas to which customer is limited. Revenues for unauthorized takes will be credited to the Company's PGA mechanism.
Taxes	The total bill is subject to state and local taxes.

RATE SCHEDULE SLV – SUPER LARGE VOLUME (continued)
GAS

Billing Interval	Customers served under this tariff may be billed on more frequent than monthly intervals pursuant to Iowa Adm. Code 199-19.3(7).
Late Payment Charge	After 20 days there shall be a 1-1/2% charge on the unpaid balance.
Demand Charge	In order to meet customers' maximum demands, Company must design and have facilities sized to meet those maximum demands, regardless of whether the customer uses that volume of gas every day. Company incurs substantial costs associated with the investment and the operation and maintenance expenses associated with gas distribution facilities sized to accommodate individual customers' maximum rate of gas usage. Therefore, the level of "Peak Usage" or "Maximum Daily Quantity" (MDQ) represents the measure of Customer's use of capacity, and when applied to the Demand Charge, Customer's responsibility for Company's cost of maintaining that peak day capacity.
Maximum Daily Quantity (MDQ)	A Customer's MDQ represents the maximum quantity of gas that the customer requires and hence the capacity of the distribution facilities needed to serve that customer. The maximum quantity of gas a customer consumes is calculated using the definition for "Maximum Daily Quantity" as defined on Sheet 5. Company will estimate the number of units for new customers.
General Terms and Conditions	The General Terms and Conditions contained in this tariff shall apply to this rate schedule.

LIQUEFIED NATURAL GAS SERVICE
RATES

Availability	Service under this rate schedule is available to any non-residential sales customer located near liquefied natural gas facilities and not connected, directly or indirectly, to an interstate natural gas pipeline.	N N N
Applicability and Character of Service	This rate schedule shall apply to firm gas service and such service normally shall not be subject to curtailment or interruption. The Company and Commercial Customers shall enter into a mutually agreeable written contract to define specific terms of service under this rate schedule. Purchase Gas Cost will include the sum of commodity costs, liquefaction and trucking costs to the city gate.	N N N N N N N
Rate	The customer's monthly bill shall be the sum of the following components: 1. Basic Monthly Charge: A. Commercial & Industrial negotiated per delivery point pursuant to the contract 2. Non-Gas Cost: negotiated rate pursuant to the contract 3. Purchase Gas Cost: negotiated rate pursuant to contract 4. Energy Efficiency Cost Recovery: The rates above are subject to Energy Efficiency Cost Recovery Information Sheet No. 146. • Customers whose normal requirement does not exceed 199 Dekatherms on a peak day will pay ECR-2. • Customers whose normal requirement exceeds 199 Dekatherms on a peak day will pay ECR-3.	N N N N N N N N N N N N
Basic Monthly Charge	The "customer charge" is a measure of the costs associated with the Company's facilities that are not jointly used by other customers and other costs related directly or indirectly to service to the individual customer. These costs are fixed and do not vary with the amount of gas the customer consumes.	N N N N N
Minimum Bill	The minimum bill will be the Basic Monthly Charge.	N
Taxes	The total bill is subject to state and local taxes.	N

LIQUEFIED NATURAL GAS SERVICE (continued)
RATES

Late Payment Charge	After 20 days there shall be a 1-1/2% charge on the unpaid balance.	N N
Pressure Adjustment	The measured volume is subject to a pressure factor adjustment as listed on Sheets. 122-123.	N N
Terms and Conditions	The General Terms and Conditions contained in this tariff shall apply to this rate schedule.	N N
Billing Interval	Customers served under this tariff sheet may be billed on more frequent than monthly intervals pursuant to Iowa Adm. Code 199-19.3(7).	N N

TAX ADJUSTMENT CLAUSE
GAS

When any franchise, occupation, sales, license, excise, privilege or similar tax or fee of any kind is imposed upon the Company by any governmental authority based upon (1) the sale of gas service to customers, (2) the amount of gas energy sold to customers, (3) the gross receipts, net receipts or revenues to the Company therefrom, such tax or fee or value of service shall, insofar as practical, be charged on a pro rata basis to all customers receiving gas service from the Company within the boundaries of such taxing authority. Any such charge shall continue in effect only for the duration of such tax, assessment or service period.

Current Applicable Requirements

Iowa Sales Tax	A state sales tax, as set forth in Section 422.43 of the Iowa Code, shall be applied to all billings for gas service, unless excepted under the provisions of Section 422.45 of the Iowa Code and the regulation applicable thereto.
Local Option Sales Tax	Where a local option tax, as set forth in Section 422B of the Iowa Code, has been imposed in a county, it shall be applied to all billings for gas service to customers within the designated area(s) of application, except where such billings are subject to a franchise or user fee and therefore exempt under Rule 701-701.9 of the Iowa Administrative Code.
School Infrastructure Local Option Tax	Where a school infrastructure local option tax, as set forth in Section 422E of the Iowa Code, has been imposed in a county, it shall be applied to all billings for gas service to customers within the county, except where such billings are subject to a franchise or user fee and therefore exempt under Rule 701-107.9 of the Iowa Administrative Code.
Franchise Requirements	A franchise fee shall be billed to all billings for gas service furnished within the cities identified in the table below, showing the city franchise fee or rate, and the effective date of the charge. However, the franchise fee shall not be assessed to the city as a customer. The franchise fee will also be charged on the sale of natural gas sold to transportation customers by third-party suppliers where the franchise provides that such sales are subject to the franchise fee.

TAX ADJUSTMENT CLAUSE
GAS

Description	Percent	Description	Percent
County Taxes		**County Taxes (continued):**	
ADAIR COUNTY IA	1.0	HARRISON COUNTY IA	1.0
ALLAMAKEE COUNTY IA	1.0	HUMBOLDT COUNTY IA	1.0
AUDUBON COUNTY IA	1.0	IDA COUNTY IA	1.0
BENTON COUNTY IA	1.0	JACKSON COUNTY IA	1.0
BLACK HAWK COUNTY IA	1.0	JASPER COUNTY IA	1.0
BOONE COUNTY IA	1.0	JONES COUNTY IA	1.0
BREMER COUNTY IA	1.0	KEOKUK COUNTY IA	1.0
BUCHANAN COUNTY IA	1.0	KOSSUTH COUNTY IA	1.0
BUTLER COUNTY IA	1.0	LINN COUNTY IA	1.0
CALHOUN COUNTY IA	1.0	LYON COUNTY IA	1.0
CARROLL COUNTY IA	1.0	MARSHALL COUNTY IA	1.0
CASS COUNTY IA	1.0	MILLS COUNTY IA	1.0
CLAY COUNTY IA	1.0	MITCHELL COUNTY IA	1.0
CLAYTON COUNTY IA	1.0	MONONA COUNTY IA	1.0
CRAWFORD COUNTY IA	1.0	O'BRIEN COUNTY IA	1.0
DALLAS COUNTY IA	0.0	PALO ALTO COUNTY IA	1.0
EMMET COUNTY IA	1.0	PLYMOUTH COUNTY IA	1.0
FAYETTE COUNTY IA	1.0	POCAHONTAS COUNTY IA	1.0
FRANKLIN COUNTY IA	1.0	POLK COUNTY IA	0.0
FREMONT COUNTY IA	1.0	POLK COUNTY IA – Polk City	1.0
HANCOCK CO IA (Forest City)	0.0	POTTAWATTAMIE COUNTY	1.0
HARDIN COUNTY IA	1.0	POWESHIEK COUNTY IA	1.0
HOWARD COUNTY IA	1.0	SAC COUNTY IA	1.0
DELAWARE COUNTY IA	1.0	SHELBY COUNTY IA	1.0
DES MOINES COUNTY IA	1.0	SIOUX COUNTY	1.0
DICKINSON COUNTY IA	1.0	STORY COUNTY IA	1.0
DUBUQUE COUNTY IA	1.0	TAMA COUNTY IA	1.0
FLOYD COUNTY IA	1.0	UNION COUNTY IA	1.0
GREENE COUNTY IA	1.0	WEBSTER COUNTY IA	1.0
GREENE COUNTY IA – Ralston	0.0	WINNEBAGO COUNTY IA	1.0
GRUNDY COUNTY IA	1.0	WINNESHIEK COUNTY IA	1.0
GUTHRIE COUNTY IA	1.0	WOODBURY COUNTY IA	1.0
HAMILTON COUNTY IA	1.0	WORTH COUNTY IA	1.0
HANCOCK COUNTY IA	1.0	WRIGHT COUNTY IA	1.0

TAX ADJUSTMENT CLAUSE
GAS

Description	Percent	Description	Percent	
Franchise Fees:				
ACKLEY	1.0			
ANAMOSA	2.0			
ANKENY	2.0			
ARNOLDS PARK	1.0			N
ASBURY	1.0			
BELLEVUE	5.0			
BOXHOLM	1.0			
CALMAR	3.0			
COUNCIL BLUFFS	2.0			
DECORAH	1.0			
DELHI	5.0			
DUBUQUE	5.0			
DYERSVILLE	1.0			
ELKADER	5.0			
FAYETTE	1.0			
GARNAVILLO	3.0			
GLENWOOD	5.0			
LAMONT	4.0			
HAWKEYE	5.0			
LUANA	1.0			
MADRID	1.0			
MANCHESTER	3.0			
MONTICELLO	3.0			
OGDEN	1.0			
OSSIAN	2.0			
PEOSTA	1.0			
SPRINGVILLE	1.0			
STRAWBERRY POINT	2.0			
TABOR	2.0			
WAUKON	3.0			
WEST OKOBOJI	1.0			
WEST UNION	1.0			

PRESSURE FACTOR IN TOWN GAS

The below pressure factors are for quarter pound meters.

Ackley	0.9742	Garnavillo	0.9823	Okoboji	0.9708
Adair	0.9674	Glenwood	0.9810	Okoboji - Outside	0.9708
Anamosa	0.9878	Glidden	0.9742	Onawa	0.9742
Andrew	0.9871	Gowrie	0.9742	Orleans	0.9640
Anita	0.9742	Grand Junction	0.9803	Ossian	0.9728
Ankney	0.9810	Granger	0.9810	Paullina	0.9674
Arion	0.9742	Greene	0.9810	Peosta	0.9878
Arlington	0.9742	Grimes	0.9810	Petersburg	0.9790
Arnolds Park	0.9674	Grundy Center	0.9810	Pilot Mound	0.9742
Aurora	0.9810	Guttenberg	0.9946	Pocahontas	0.9742
Baxter	0.9823	Hamburg	0.9810	Postville	0.9742
Bellevue	0.9946	Hanlontown	0.9742	Primghar	0.9606
Boxholm	0.9810	Harcourt	0.9742	Ralston	0.9742
Calmar	0.9728	Hawkeye	0.9742	Readlyn	0.9810
Carter Lake	0.9810	Hopkinton	0.9810	Ridgeway	0.9742
Cedar Falls Rural	0.9864	Ionia	0.9742	Rippey	0.9810
Charles City Rural	0.9572	Jessup	0.9640	Rockford	0.9810
Colesburg	0.9776	Jewel	0.9810	Royal	0.9674
Coon Rapids	0.9742	Joice	0.9728	Saint Ansgar	0.9742
Council Bluffs	0.9810	Kellogg	0.9878	Saint Olaf	0.9905
Crescent	0.9810	Klemme	0.9742	Scranton	0.9742
Cresco	0.9674	La Motte	0.9851	Sidney	0.9810
Cumberland	0.9742	Lake Mills	0.9742	Spencer	0.9742
Dayton	0.9742	Lake View	0.9735	Spirit Lake	0.9606
Decorah	0.9810	Lamont	0.9810	Springville	0.9857
Delhi	0.9810	Langworthy	0.9864	Stanhope	0.9783
Denison	0.9742	Laporte City	0.9878	Story City	0.9810
Dike	0.9810	Lawler	0.9796	Strawberry Pt.	0.9742
Dow City	0.9742	Lehigh	0.9810	Sumner	0.9810
Dubuque	0.9939	Leland	0.9742	Superior	0.9674
Dyersville	0.9810	Lewis	0.9756	Tabor	0.9946
Eagle Center	0.9844	Luana	0.9742	Terril	0.9674
Earlville	0.9810	Madrid	0.9810	Tipton	0.9878
Edgewood	0.9742	Manchester	0.9810	Tripoli	0.9810
Elkader	0.9878	Maquoketa	0.9878	Vincent	0.9742
Emmons	0.9674	Marble Rock	0.9810	Wahpeton	0.9708
Epworth	0.9803	Martelle	0.9857	Wallingford	0.9674
Estherville	0.9674	Massena	0.9728	Waukon	0.9742
Farley	0.9742	Miles	0.9878	Webster City	0.9810
Farmersburg	0.9878	Milford	0.9667	West Okoboji	0.9708
Farnhamville	0.9742	Mingo	0.9878	West Union	0.9742
Fayette	0.9810	Mitchell	0.9742	Woodward	0.9810
Fertile	0.9742	Monona	0.9742	Worthington	0.9844
Fonda	0.9749	Monticello	0.9878	Zwingle	0.9857
Forest City	0.9742	New Hampton	0.9742		
Fostoria	0.9661	New Vienna	0.9810		
Fredericksburg	0.9742	Newton	0.9837		
Garden City	0.9810	Ogden	0.9742		

In order to bring all sales base pressures to a standard of 14.73 psi, the above pressure factors are applied to all metered volumes in the corresponding towns.

PRESSURE FACTOR IN TOWN (continued)
GAS

The below formula will be used to calculate pressure factors for meters that are two pounds or greater to bring all sales base pressures to a standard of 14.73 psi

Pressure Factor =
PSIG + (local atmospheric pressure) / (base pressure) X (supercompressibility factor)

Where:
PSIG = pounds per square inch gage (gage pressure)

Base pressure = 14.73 psi

Supercompressibility factor = a factor that compensates for the deviation in pressure and temperature conditions and the composition of the gas. Supercompressibility is used to obtain completely accurate measurement of natural gas.

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PURCHASED GAS ADJUSTMENT – UNIFORM CLAUSE
GAS

RATES SUBJECT TO THE PURCHASED GAS ADJUSTMENT (PGA) CLAUSE

Purchases gas from different supply sources, gas cost adjustments will be calculated for each pipeline identified below:

Pipelines:
Northern Natural Gas Company
Natural Gas Pipeline Company of America

DETERMINATION OF PURCHASED GAS ADJUSTMENT AMOUNT

For purpose of computing the Purchased Gas Adjustment, the following formula will be used:

$$PGA = \frac{(C \times Rc) + (D \times Rd) + (Z \times Rz)}{S} + Rb + E$$

* PGA is the purchased gas adjustment per unit.
* S is the anticipated yearly gas commodity sales volume for each customer classification or grouping.
* C is the volume of applicable commodity purchased or transported for each customer classification or grouping required to meet sales, S, plus the expected lost and unaccounted for volumes.
* Rc is the weighted average of applicable commodity prices or rates, including appropriate hedging tool costs, to be in effect September 1 corresponding to purchases C.
* D is the total volume of applicable entitlement reservation purchases required to meet sales, S, for each customer classification or grouping.
* Rd is the weighted average of applicable entitlement reservation charges to be in effect September 1 corresponding to purchases D.
* Z is the total quantity of applicable storage service purchases required to meet sales, S, for each customer classification or grouping.
* Rz is the weighted average of applicable storage service rates to be in effect September 1 corresponding to purchased Z.
* Rb is the adjusted amount necessary to obtain the anticipated balance for the remaining PGA year calculated by taking the anticipated PGA balance divided by the forecasted volumes, including storage, for one or more months of the remaining PGA year.
* E is the per unit over- or under-collection adjustment as calculated under subrule 19.10(7).

PURCHASED GAS ADJUSTMENT – UNIFORM CLAUSE (continued)
GAS

APPLICATION OF CALCULATION	The formula: $$PGA = \frac{(C \times Rc) + (D \times Rd) + (Z \times Rz) + Rb}{S} + E$$ identified previously will be calculated separately for each wholesale pipeline supplier and for Directly-Assigned (Joint and Interruptible) and Non-Directly-Assigned (General Service) customers. The Company shall file on or before August 1 of each year a purchased gas adjustment for the 12 month period beginning Sept. 1 of that year.
COST INCLUDED IN THE PURCHASED GAS ADJUSTMENT	The cost of gas included in the computation shall consist of all costs properly included in FERC Accounts 800 through 812.
FREQUENCY OF CHANGE	The adjustments under this provision shall be computed and filed annually by August 1 of each year and will project the average cost of gas for the prospective twelve month period beginning September 1 of that year. During the twelve-month period beginning September 1, a change in rate will be reflected whenever a change in the formula identified previously results in an increase or decrease in the new projected effective rate for purchased gas.
ANNUAL RECONCILLATION	The Company shall file a Purchased Gas Adjustment reconciliation between September 1 and October 1 of each year. The Company shall maintain a continuing monthly comparison of the actual cost of gas as shown on the books and records of the Company, exclusive of refunds, and the cost recovery for the same month calculated by multiplying the volumes sold during said month by the currently effective rate for purchased gas and the prior year's reconciliation adjustment. For each twelve month period which began September 1 of the previous year, an Actual Cost Adjustment (ACA) shall be developed by dividing the cumulative balance of unrecovered or over-recovered costs by the sales volumes for the prospective twelve-month period beginning September 1. The ACA shall be applied to sales billed for the ten month period beginning November 1. If the cumulative balance results in a net over-recovery exceeding the "maximum" limit of three percent of the annual cost of purchased gas subject to recovery, the Company shall refund the over-recovery by bill credit, with interest as stated in 19.10(7)b(1) for the time period beginning September 1 of the current year to the date of refund. The annual reconciliation shall include the information on hedging tools identified in IAC 19.10(7).

PURCHASED GAS ADJUSTMENT – UNIFORM CLAUSE (continued)
GAS

TREATMENT OF REFUNDS	In the event a refund is received by the Company from any supplier of natural gas attributable to the cost of gas which has been sold by the Company under the foregoing purchased gas adjustment clause, Company shall file a refund report as stated in 19.10(8).	
SUPPLEMENTAL GAS SUPPLY	In the event the Company finds it necessary to supplement its pipeline supply of natural gas with propane air, liquefied natural gas or other supplemental gas supplies, the associated gas purchase costs will be included in the formula for calculating the Purchased Gas Adjustment.	T T
INFORMATION TO BE FILED WITH THE COMMISSION	Each Purchased Gas Adjustment will be accomplished by filing an application and will be accompanied by such supporting data and information as the Commission may require.	

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ANNUAL TAX REFUND

The following annual refunds shall be issued to all customers during the June billing cycle in 2018. Each year the amount will be trued-up and an updated refund will be issued each subsequent June billing cycle, continuing until the Company's next general rate case. N N N

Refund for Sales Service Customers

Sales Service Customers shall receive a refund through a fixed credit line item on the Customer's bill and through a variable credit that is applied through the PGA, Sheet No. 133. N N N

Fixed Annual Refund per Customer N

Residential	$ 7.59	N
Non Residential General Service	$ 19.45	N
Small Volume Joint	$ 20.64	N
Small Volume Interruptible	$ 140.59	N
Large Volume Joint	$ 97.96	N
Large Volume Interruptible	$ 80.71	N

Total Annual Volumetric Refund Allocated Through the PGA N

Allocated to all sales customers $ 874,320.18 N

Refund for Transportation Customers

Transportation Customers shall receive a refund through a fixed credit line item on the Customer's bill. N N N

Fixed Annual Refund per Customer N

General Service	$ 31.67	N
Small Volume Joint	$ 173.55	N
Small Volume Interruptible	$ 243.43	N
Large Volume Joint	$ 461.91	N
Large Volume Interruptible	$ 1,350.52	N
Super Large Volume Joint	$ 7,313.75	N

RIDER NO. 1, PURCHASED GAS ADJUSTMENT – UNIFORM CLAUSES
GAS

Purchased Gas Adjustment – Uniform Clause
Information Sheet
Rider No. 1

		$ / Therm	
PGA1	GS	0.36568	R
PGA 2	SVI / LVI	0.36568	R
PGA 3	SVF – Commodity	0.35091	I
PGA 3	LVF - Commodity	0.24911	R
PGA 4	Firm Entitlement – SVF / LVF	0.56830	R

RIDER NO. 1E – TEMPORARY RETENTION SERVICE (TRS) GAS

APPLICABILITY	Applicable to all customers served by Company having an alternate fuel capability for requirements in excess of 199 Dekatherm per day when such customers have executed a TRS contract amendment with Company.
CONTRACT REQUIREMENTS	In order for this rider to apply, the customer must sign a contract amendment with Company to purchase natural gas from Company to satisfy the customer's energy requirements as specified in the contract amendment for the term of the contract amendment. The term of each contract amendment shall be subject to negotiations between Company and the individual customer, with the term of the contract amendment not to exceed a 60 day period. Company shall submit a copy of each contract amendment to the Iowa State Utilities Board as soon as possible after the amendment is signed by both parties. Any customer seeking a TRS contract amendment shall be required to file an affidavit (1) to attest that the customer is able to obtain a burner tip alternate fuel price lower than Company's approved commodity rate, and (2) to attest that the customer would switch to the alternate fuel if the flexible rate is not offered. The affidavit will also identify the alternate fuel supply and set forth the burner tip price of the alternate fuel.
RATE	The commodity rate agreed to by Company and the customer for applicable volumes shall be the rate specified in each contract amendment for Temporary Retention Service. Once a TRS rate is established and agreed to by Company and the customer, the commodity price charged to the customer for gas shall be as specified in the TRS contract amendment. The commodity price established must be between floor and ceiling specifications as follows. The floor commodity price is equal to the cost of gas included in the applicable rate schedule, including applicable cost of gas adjustment. The ceiling commodity price is to be the commodity rate in effect per applicable rate schedule, including applicable cost of gas adjustments, approved and on file with the Iowa Utilities Board. TRS rates shall be applicable to commodity rates only. Customers receiving service pursuant to firm or joint firm and interruptible rate schedules shall continue to pay applicable demand charges

RIDER NO. 1E – TEMPORARY RETENTION SERVICE (TRS) (continued)
GAS

RATE (continued)	The customer shall be subject to the provisions of the tariff and the Cost of Gas Adjustment, except that the commodity charge shall be the price indicated in the TRS contract amendment. Company will adjust the margin component of the TRS rate to compensate for gas cost changes occurring during the term of the TRS contract amendment. The gas cost component of the total rate, as well as the margin component, will move upward or downward to reflect changes in Company's cost of gas. In the event increases or decreases in gas cost cause the margin to move downward or upward to the extent the margin would not comply with the floor or ceiling specifications, the TRS contract amendment shall automatically terminate. Customers having a TRS contract amendment will continue to be identified on their present tariff schedule
COST/BENEFIT ANALYSIS	In deciding whether to offer a specific discount, Company shall evaluate the individual customer's situation and perform a cost-benefit analysis before offering the discount.
REPORTING	Semi-annual reports shall be filed with the Board within thirty days of the end of each six months. Information included in the reports shall be as specified in Iowa Adm. Code § 199-19.12(4).
TERM	As specified in Iowa Adm. Code 199-19.12(3)d, no discount shall be offered for a period longer than five years, unless the Board determines upon good cause shown that a longer period is warranted.

RIDER NO. 1F – SMALL VOLUME TEMPORARY RETENTION SERVICE (SV TRS) GAS

APPLICABILITY	Applicable to all customers served by Company having an alternate fuel capability for requirements in excess of 24 Dekatherm per day but less than 200 Dekatherm per day when such customers have executed a TRS contract amendment with Company.
CONTRACT REQUIREMENTS	In order for this rider to apply, the customer must sign a contract amendment with Company to purchase natural gas from Company to satisfy the customer's energy requirements as specified in the contract amendment for the term of the contract amendment. The term of each contract amendment shall be subject to negotiations between Company and the individual customer, with the term of the contract amendment not to exceed a 60 day period. Company shall submit a copy of each contract amendment to the Iowa Utilities Board as soon as possible after the amendment is signed by both parties. Any customer seeking a TRS contract amendment shall be required to file an affidavit (1) to attest that the customer is able to obtain a burner tip alternate fuel price lower than Company's approved commodity rate, and (2) to attest that the customer would switch to the alternate fuel if the flexible rate is not offered. The affidavit will also identify the alternate fuel supply and set forth the burner tip price of the alternate fuel.
RATES	The commodity rate agreed to by Company and the customer for applicable volumes shall be the rate specified in each contract amendment for Temporary Retention Service. Once a TRS rate is established and agreed to by Company and the customer, the commodity price charged to the customer for gas shall be as specified in the TRS contract amendment. The commodity price established must be between floor and ceiling specifications as follows. The floor commodity price is equal to the cost of gas included in the applicable rate schedule, including applicable cost of gas adjustment. The ceiling commodity price is to be the commodity rate in effect per applicable rate schedule, including applicable cost of gas adjustments, approved and on file with the Iowa Utilities Board. TRS rates shall be applicable to commodity rates only. Customers receiving service pursuant to firm or joint firm and interruptible rate schedules shall continue to pay applicable demand charges.

RIDER NO. 1F – SMALL VOLUME TEMPORARY RETENTION SERVICE (SV TRS) (continued) GAS

RATES (continued)	The customer shall be subject to the provisions of the tariff and the Cost of Gas Adjustment, except that the commodity charge shall be the price indicated in the TRS contract amendment. Company will adjust the margin component of the TRS rate to compensate for gas cost changes occurring during the term of the TRS contract amendment. The gas cost component of the total rate, as well as the margin component, will move upward or downward to reflect changes in Company's cost of gas. In the event increases or decreases in gas cost cause the margin to move downward or upward to the extent the margin would not comply with the floor or ceiling specifications, the TRS contract amendment shall automatically terminate. Customers having a TRS contract amendment will continue to be identified on their present tariff schedule.
COST/BENEFIT ANALYSIS	In deciding whether to offer a specific discount, Company shall evaluate the individual customer's situation and perform a cost-benefit analysis before offering the discount.
REPORTING	Semi-annual reports shall be filed with the Board within thirty days of the end of each six months. Information included in the reports shall be as specified in Iowa Adm. Code § 199-19.12(4).
TERM	As specified in Iowa Adm. Code 199-19.12(3)d, no discount shall be offered for a period longer than five years, unless the Board determines upon good cause shown that a longer period is warranted.

RIDER NO. 1G – ECONOMIC DEVELOPMENT DISCOUNT/INCENTIVE RATE GAS

APPLICABILITY	An Economic Development Discount/Incentive Rate may be offered to any new or existing customer who will increase load in response to a discount or a prospective customer who will initiate operations in response to a discount.
RATE	The discount/incentive sales or transportation rate shall be as agreed to between Company and customer. The ceiling is the current approved margin or transportation rate included in the applicable rate schedule. For a retail sales customer, the ceiling rate is to be the commodity rate in effect per applicable rate schedule, including the applicable cost of gas adjustment, approved and on file with the Iowa Utilities Board. The floor transportation rate is zero. For a sales customer, the floor is equal to the cost of gas included in the applicable rate schedule, including the applicable cost of gas adjustment. Discount/incentive rates are applicable to transportation rates, and retail sales commodity and contract demand margins. If applicable, the gas cost component of the total rate will move upward or downward to reflect changes in Company's cost of gas. Discount/incentive rates shall be offered to all of customer's direct competitors.
COST/BENEFIT ANALYSIS	In deciding whether to offer a specific discount, Company shall evaluate the individual customer's situation and perform a cost-benefit analysis before offering the discount.
REPORTING	Semi-annual reports shall be filed with the Board within thirty days of the end of each six months. Information included in the reports shall be as specified in Iowa Adm. Code § 199-19.12(4).
TERM	As specified in Iowa Adm. Code 199-19.12(3)d, no discount shall be offered for a period longer than five years, unless the Board determines upon good cause shown that a longer period is warranted.

RIDER NO. 1H – ENVIRONMENTAL PROTECTION RATE (EPR) GAS

APPLICABILITY	An Environmental Protection rate may be offered to a dual fuel customer requesting to satisfy 100% of its energy requirements with a firm gas supply. The EPR is designed to serve those customers who desire to discontinue operating an alternative fuel system which relies on a petroleum-based fuel contained in an underground or above ground tank. The offering of this rate is intended to assist tank owners/operators in eliminating potential pollution hazards posed by petroleum storage tanks.
CONTRACT REQUIREMENTS	In order for this rider to apply, the customer must execute an agreement with Company to purchase natural gas from Company on a firm basis to satisfy the customer's total energy requirements. Company shall submit a copy of each agreement to the Iowa State Utilities Board as soon as the agreement is signed by both parties. In order for this rider to apply, customer shall sign an affidavit to attest that customer's alternative fuel inventory is contained in an aboveground or underground tank and, as a condition of receiving service under this rider, customer shall discontinue operating its alternative fuel burning system. EPR agreements shall be for a three-year period.
RATE	The firm commodity rate agreed to by Company and customer for applicable volumes shall be the rate specified in each EPR agreement. Under the terms of the EPR agreement, customer shall pay in three equal increments over a three-year period the differential between the cost of interruptible service on customer's pre-existing rate and the cost of firm service on Company's applicable tariff rate schedule. Customers on EPR agreements shall, in accordance with the provisions of Iowa Administrative Code 199--19.12(476), be required to pay a rate which recovers the total cost of gas. The non-gas portion of the EPR rate shall be increased in three equal increments over a three-year period. At the conclusion of the three-year period specified in the customer's EPR contract, customer's rate shall be exactly equal to the firm service rate specified in Company's applicable tariff rate schedule. The first of three non-gas rate component increases shall be effective thirty days after the customer executes an EPR agreement. Customer's rate shall increase in the manner described above on the anniversary date of the EPR agreement in years two and three. If a non-gas component rate change occurs, as a result of a general rate case or for any other reason, subsequent to customer's execution of an EPR agreement, the rate change shall be applied in equal increments to the years remaining in the EPR agreement.
COST / BENEFIT ANALYSIS	In deciding whether to offer an EPR, Company shall evaluate the individual customer's situation and perform a cost/benefit analysis before offering the discount.
REPORTING	Semiannual reports shall be filed with the Board within thirty days of the end of each six months. Information included in the reports shall be as specified in Iowa Administrative Code 199-19.12(4).

RIDER NO. 1H – ENVIRONMENTAL PROTECTION RATE (EPR) (continued)
GAS

Information Sheet - Non-Gas Cost Adjustments

All EPR customers, whose normal requirement does not exceed 199 Dekatherm on peak day, under the terms of the EPR agreement shall be charged the applicable firm General Service rate with the Non-gas cost subject to the following corresponding adjustment.

General Rate Schedule	Sheet No.	Beginning Year 1	Beginning Year 2	Beginning Year 3
		$/Therm	$/Therm	$/Therm
GS1	98	(0.03882)	(0.01941)	0

SCHEDULE TT-1
RIDER NO. 1, TOWN PLANT - GENERAL SERVICE AND RURAL

Tariff Rate Sheet No.	Commodity Gross Margin [1] $/Therm	ECR 4 $/Therm	SSMA Monthly Charge	Basic Monthly Charge	Facility/ Transport Charge	Entitlement
98, 138 & 139 (GS-TP and Rural)	0.11635	Sheet 146	Sheet 147	$18.25	$50.00	0.11963
98, 138 & 139 (Comm/Industrial)	0.11635	Sheet 146	Sheet 147	$29.00	$50.00	0.11963

[1] The ceiling transportation rate for all General Service and Rural rates is as indicated above. The floor transportation rate for each of these rate schedules is $0/Therm. The flex provision is offered pursuant to Iowa Adm. Code Sec. 199—19.12(476).

SCHEDULE TT-1
RIDER NO. 1, TOWN PLANT - SMALL VOLUME

Tariff Rate Sheet No.	Commodity Gross Margin [1]	ECR 4	SSMA Monthly Charge	Basic Monthly Charge	Facility/ Transport Charge	Demand Charge	
						Margin [2]	Entitlement
	$/Therm	$/Therm	$	$	$	$/Therm	$/Therm
100 (SVJ)	0.05237	Sheet 146	Sheet 147	75.00	50.00	0.05010	0.56830
101 (SVI)	0.5237	Sheet 146	Sheet 147	75.00	50.00		

[1] The ceiling transportation rate for all Small and Large Volume Joint rates is as indicated above. The floor transportation rate for each of these rate schedules is $0/Therm. The flex provision is offered pursuant to Iowa Adm. Code Sec. 199—19.12(476).

[2] The ceiling contract demand margin for all Small and Large Volume Joint rates is as indicated above. The floor contract demand margin is $0/Therm. The flex provision is offered pursuant to Iowa Adm. Code Sec. 199—19.12(476).

SCHEDULE TT-1
RIDER NO. 1, TOWN PLANT - LARGE VOLUME

Tariff Rate Sheet No.	Commodity Gross Margin [1]	ECR 4	SSMA Monthly Charge	Basic Monthly Charge	Facility/ Transport Charge	Demand Charge	
						Margin [2]	Entitlement
	$/Therm	$/Therm	$	$	$	$/Therm	$/Therm
107 (LVJ)	0.02364	Sheet 146	Sheet 147	200.00	150.00	0.05010	0.56830
109 (LVI)	0.02364	Sheet 146	Sheet 147	200.00	150.00		
110 (LVI) [3]	0.02364	Sheet 146	Sheet 147	600.00	150.00		
108 (LVI)	0.02364	Sheet 146	Sheet 147	200.00	150.00		

[1] The ceiling transportation rate for all Small and Large Volume Joint rates is as indicated above. The floor transportation rate for each of these rate schedules is $0/Therm. The flex provision is offered pursuant to Iowa Adm. Code Sec. 199—19.12(476).

[2] The ceiling contract demand margin for all Small and Large Volume Joint rates is as indicated above. The floor contract demand margin is $0/Therm. The flex provision is offered pursuant to Iowa Adm. Code Sec. 199—19.12(476).

[3] Charged for four months only, September through December.

SCHEDULE TT-1
RIDER NO. 1, MAINLINE – JOINT AND INTERRUPTIBLE

Tariff Rate Sheet No.	Commodity Gross Margin [1]	ECR 4	SSMA Monthly Charge	Basic Monthly Charge	Facility/ Transport Charge	Demand Charge	
						Margin [2]	Entitlement
	$/Therm	$/Therm	$	$	$	$/Therm	$/Therm
102 (SVJ)	0.00500	Sheet 146	Sheet 147	75.00	50.00	0.05010	0.56830
103 (SVI)	0.00500	Sheet 146	Sheet 147	75.00	50.00		
111 (LVJ)	0.00500	Sheet 146	Sheet 147	200.00	150.00	0.05010	0.56830
112 (LVI)	0.00500	Sheet 146	Sheet 147	200.00	150.00		

[1] The ceiling transportation rate for all Small and Large Volume Joint rates is as indicated above. The floor transportation rate for each of these rate schedules is $0/Therm. The flex provision is offered pursuant to Iowa Adm. Code Sec. 199—19.12(476).

[2] The ceiling contract demand margin for all Small and Large Volume Joint rates is as indicated above. The floor contract demand margin is $0/Therm. The flex provision is offered pursuant to Iowa Adm. Code Sec. 199—19.12(476).

SCHEDULE TT-1
RIDER NO. 1

Firm Transportation is available to any customer served under a Company tariff designation shown on Rider No. 1. The charges for TF-12, TF-5, and TFX are set forth below:

	Reservation Fee $/Therm [1]	Margin $/Therm	Total Charge $/Therm
TF-12			
Summer (Apr-Oct)	0.56830	0.05010	0.61840
Winter (Nov-Mar)	1.02300	0.05010	1.07310
TF-5			
Summer (Apr-Oct)	0.0000	0.05010	0.05010
Winter (Nov-Mar)	1.51530	0.05010	1.56540
TFX			
Summer (Apr-Oct)	0.5683	0.05010	0.61840
Winter (Nov-Mar)	1.5153	0.05010	1.56540

[1] Per Northern Natural Gas Company's FERC Gas Tariff Sheets No. 50 and 51.

RIDER NO. 3, ENERGY EFFICIENCY COST RECOVERY
GAS RATES

		$/Therm	
ECR-1	Residential General Service GS – Tariff Sheet Nos. 98	$ 0.08335	I
ECR-2	Non-Residential General Service GS – Tariff Sheet Nos. 98	$0.03457	I
ECR-3	Non-General Service SVI – Tariff Sheet No. 101 SVJ – Tariff Sheet No. 100 LVI – Tariff Sheet Nos. 108, 109, 110 LVJ – Tariff Sheet Nos. 106, 107 ML – Tariff Sheet Nos. 102, 103, 111, 112	$0.02059	D
ECR-4	Transportation*	$ -	

* GS Transportation customers opting into Energy Efficiency Programs will be charged ECR-2. SVI, SVJ and Mainline SV Transportation customers opting into Energy efficiency Programs will be charged ECR-3. Energy Efficiency Programs are not available to LVI, LVJ and Mainline LV customers.

RIDER NO. 4, SAFETY MAINTENANCE ADJUSTMENT GAS

The following fixed monthly surcharge shall be applied to Residential and General Service customers from the effective date of this tariff until the Company's next general rate case, or until this tariff is updated and approved by the Iowa Utilities Board:

Class	**Monthly Surcharge**	
Residential	$ 0.81	R
Non-Residential General Service (Sales & Transport)	$ 2.35	R
Small Volume (Sales and Transport)	$ 13.11	I
Large Volume (Sales and Transport)	$ 73.92	R

RENEWABLE GAS TRANSPORTATION SERVICE

Availability	Service under this rate schedule is available to Renewable Gas Producers as defined herein that deliver Renewable Gas into the Company's natural gas system.	N N N
Character of Service	Eligible Producers electing service under this rate schedule shall pay for all equipment necessary to effectuate deliveries at the point of interconnection with the Company's system, including, but not limited to, valves, separators, meters and telemetric equipment, quality measurement, odorant and other equipment necessary to regulate and deliver pipeline quality natural gas at the interconnection point. Prior to commencement of service, the Producer must have Company-installed telemetry equipment in place to monitor daily usage. The Producer shall pay for computer programming changes, if any, required to add the Producer's new interconnection point and any billing system changes required. Such payments shall be considered nonrefundable contributions. The Producer and Company shall enter into a mutually agreeable written contract to define the specific terms of service. The Company shall file all contracts for service under this rate schedule with the IUB. These contracts shall be filed confidentially and shall be for review purposes only. No action or approval shall be required by the Board. All equipment installed shall remain the sole property of the Company unless otherwise negotiated in the contract. The Delivery Point shall be the mutually agreed upon point of interconnection of the Producer's facilities into the Company's distribution system. Renewable Gas delivered to the Company under this rate schedule shall be included in the daily nominations of the receiving transportation customer. The Producer shall deliver, and the Iowa gas customers shall receive and consume such Renewable Gas within the legal boundaries of the State of Iowa. The Producer and consuming gas transportation customer shall be served by the same pipeline. During a Critical Day or Operational Flow Order, the Company will have the right to restrict the availability of deliveries and receipts made under this rate schedule. In the event a restriction occurs, a Company representative will notify the Producer at such time.	N N N N N N N N N N N N N N N N N N N N N N N N N N N N N N N N

RENEWABLE GAS TRANSPORTATION SERVICE

Character of Service (continued)	The Producer shall be responsible for ensuring the Renewable Gas consistently meets all Company gas standards at the Delivery Point on the Company's distribution system. Service under this rate schedule is available on a best efforts basis, and the quantity of Renewable Gas the Company will accept from the Producer each day may be limited, and is dependent upon (a) the Company's ability to physically accept deliveries at the Delivery Point each day; (b) the ability of the Company's customers purchasing the gas to consume the total quantities produced; and (c) the Renewable Gas meeting all applicable gas quality standards.	N N N N N N N N N N
Rates	The customer's monthly bill shall be the sum of the following components: <u>Demand Based Charges:</u> Basic Monthly Charge: negotiated per Delivery Point Non-Gas Cost: negotiated rate pursuant to the contract Quality Monitoring Charge: negotiated rate pursuant to the contract Maintenance Charge: negotiated rate pursuant to the contract <u>Commodity Based Charges:</u> Commodity Charge: The rate for each Therm received by the Company on the Producer's behalf shall be the negotiated rate pursuant to the contract. Odorization Charge: negotiated rate pursuant to the contract Monthly Minimum Bill: negotiated rate pursuant to the contract Balancing Obligations: All balancing and cash-out provisions, in accordance with the approved Iowa Rates, will be applied to the receiving transportation customers.	N N N N N N N N N N N N N N N N

RENEWABLE GAS TRANSPORTATION SERVICE

Basic Monthly Charge	The "customer charge" is a measure of the costs associated with the Company's facilities that are not jointly used by other customers and other costs related directly to service to the individual customer. These costs are fixed and do not vary with the amount of gas the customer consumes.	N N N N
Taxes	The total bill is subject to state and local taxes.	N
Late Payment Charge	After 20 days there shall be a 1-1/2% charge on the unpaid balance.	N
Pressure Adjustment	The measured volume is subject to a pressure factor adjustment as listed on Sheet No. 123.	N N
Terms and Conditions	The General Terms and Conditions contained in this tariff shall apply to this rate schedule.	N N
Billing Interval	Customers served under this tariff sheet may be billed on more frequent basis than monthly intervals pursuant to Iowa Adm. Code 199-19.3(7).	N N

RESERVED FOR FUTURE USE

SMALL VOLUME TRANSPORTATION SCHEDULE
RATES

AVAILABILITY	Service under this rate schedule is available to any non-residential end-use customer who purchases gas supplies that can be transported on a firm and/or interruptible basis by Company. Service hereunder shall be offered on a non-discriminatory firm and/or interruptible basis contingent upon adequate system capacity.
APPLICABILITY	This service shall apply to small volume gas transportation service, which includes a level of firm and/or interruptible gas service. The interruptible gas is subject to interruption at any time upon order of Company. Daily consumption cannot exceed 199 Dekatherm per meter on any day. Customers electing interruptible service must sign an affidavit confirming the customer has an alternate fuel capability or is willing to discontinue gas service during periods of curtailment. If Customer or Company suspect Customer's maximum daily consumption is 200 Dekatherm per day or more, usage will be monitored by the Company to determine whether the Customer qualifies for large volume service. Small volume customers who convert to transportation service will be required to take assignment to pay for, at the option of the Company, firm interstate natural gas pipeline capacity and supplies designated by Company for a period of up to one year.
RATE	Fixed Rate: Customer Charge - $50 per month per facility for transportation service, plus the applicable sales tariff basic monthly charge. "Facility" shall include all meters serving buildings under common ownership behind the same town border station ("TBS"). Daily Firm Capacity Charge: If applicable, is at the rate set forth in customer's regular sales tariff schedule. Commodity Charge: All volumes received by customer hereunder shall be charged a rate equal to the commodity gross margin component of Company's rate then in effect under its sales rate schedule for such customer. Customer is also subject to the Annual Cost Adjustment (ACA), as set forth in TT-1, Rider No. 1, and all charges imposed by the pipeline supplier for transportation service. Additional costs will be assigned as they are authorized by the FERC or state commissions to be charged by Company's pipeline suppliers for transportation services, including, but not limited to, unauthorized overrun charges, take or pay costs, TCR costs, and GRI costs. In addition, all volumes delivered from system supply gas shall be charged the rate set forth in the appropriate Company sales tariff schedule, including the applicable customer charge. Taxes: The total bill is subject to state and local taxes.

LARGE VOLUME TRANSPORTATION SCHEDULE
RATES

AVAILABILITY	Service under this rate schedule is available to any Large Volume non-General Service end-use customer who purchases gas supplies that can be transported on a firm and/or interruptible basis by Company. Service hereunder shall be offered on a nondiscriminatory firm and/or interruptible basis contingent upon adequate system capacity.
APPLICABILITY	This service shall apply to large volume gas transportation service, which includes a level of firm and/or interruptible gas. The interruptible gas is subject to interruption at any time upon order of Company. Daily consumption must equal or exceed 200 Dekatherm per meter per day at least once during the year. Company will have measuring equipment in place to measure daily consumption. Customers electing interruptible service must sign an affidavit confirming the Customer has an alternate fuel capability or is willing to discontinue gas service during periods of curtailment. Large volume customers who convert to transportation service will be required to take assignment to pay for, at the option of the Company, firm interstate natural gas pipeline capacity and supplies designated by Company for a period of up to one year.
RATE	Fixed Rate: Customer Charge - $150 per month per facility for transportation service, plus the applicable sales tariff basic monthly charge. "Facility" shall include all meters serving buildings under common ownership behind the same town border station ("TBS"). Daily Firm Capacity Charge: If applicable, is at the rate set forth in customer's regular sales tariff schedule. Commodity Charge: All volumes received by customer hereunder shall be charged a rate equal to the commodity gross margin component of Company's rate then in effect under its sales rate schedule for such customer. Customer is also subject to the Annual Cost Adjustment (ACA) as set forth in TT-1, Rider No. 1 and all charges imposed by the pipeline supplier for transportation service. Additional costs will be assigned as they are authorized by the FERC or state commissions to be charged by Company's pipeline suppliers for transportation services, including but not limited to authorized overrun charges, take-or-pay costs, TCR costs, and GRI costs. In addition, all volumes delivered from system supply gas shall be charged the rate set forth in the appropriate Company's sales tariff schedule, including the applicable customer charge. Taxes - The total bill is subject to state and local taxes

TRANSPORTATION
BALANCING

BALANCING AND SCHEDULING CHARGES

1. Daily Scheduling Charges, Normal Days
   a. A tolerance of +/- 5% of confirmed nomination will be applied
   b. For consumption within tolerance, no scheduling charges will be applied.
   c. For consumption outside tolerance, a scheduling charge shall be applied to the volume exceeding tolerance equal to the maximum effective Northern Natural Gas TI rate for the Customer's market area.

2. Daily Scheduling Charges, System Overrun Limitation. On days that Northern Natural Gas calls a System Overrun Limitation the following charges will be in effect:
   a. For consumption greater than the confirmed nomination, the following charges will be applied:
      i. For consumption up to 105% of confirmed nomination, $1.00 per Dekatherm in excess of confirmed nomination up to 105%.
      ii. For consumption greater than 105% of confirmed nomination, $8.75 per Dekatherm in excess of 105% of confirmed nomination.
   b. For consumption less than the confirmed nomination, there is no charge.

3. Daily Scheduling Charges, System Underrun Limitation. On days that Northern Natural Gas calls a System Underrun Limitation the following charges will be in effect:
   a. For consumption greater than the confirmed nomination, there is no charge.
   b. For consumption less than the confirmed nomination, $1.00 per Dekatherm.

TRANSPORTATION
BALANCING

BALANCING AND SCHEDULING CHARGES (continued)

4. Daily Scheduling Charges, Critical Days. On days that Northern Natural Gas calls a Critical Day the following charges will be in effect:
   a. For consumption greater than the confirmed nomination, the following charges will be applied:
      i. For consumption up to 102% of confirmed nomination, $15.00 per Dekatherm in excess of confirmed nomination up to 102%.
      ii. For consumption greater than 102% up to 105% of confirmed nomination, $22.00 per Dekatherm in excess of 102% up to 105% of confirmed nomination.
      iii. For consumption greater than 105% up to 110% of confirmed nomination, $56.50 per Dekatherm in excess of 105% up to 110% of confirmed nomination.
      iv. For consumption greater than 110% of confirmed nomination, $113.00 per Dekatherm in excess of 110% of confirmed nomination.
   b. For consumption less than the confirmed nomination, there is no charge.

5. The charges in this section are subject to change as the pipeline changes its rates. These charges are in addition to any charges by Company, as provided for in Company's tariff, for unauthorized takes of gas when service is interrupted.

TRANSPORTATION
BALANCING

MONTHLY IMBALANCES

The difference between confirmed nominated volumes and actual consumption will be charged or credited to the Customer based on the appropriate Market Index Price (MIP). The basis for the MIP shall be the average weekly prices as quoted for the Ventura and Demarc points in Gas Daily for a 5 week period starting on the first Tuesday of the calendar month for which the MIP is being established and ending on the first or second Monday of the following month, whichever is applicable, to arrive at a five-week period.

1. The MIPs shall be determined as follows:
    a. High MIP: The highest weekly average during the 5-week period for the applicable month, plus pipeline fuel at the effective pipeline fuel rate, plus pipeline commodity at the effective pipeline commodity rate, plus a capacity release value, which will be deemed to be $0.07/Dekatherm.
    b. Low MIP: The lowest weekly average during the 5-week period for the applicable month, plus pipeline fuel at the effective pipeline fuel rate, plus pipeline commodity at the effective pipeline commodity rate.
    c. Average MIP: The average of the weekly averages during the 5-week period for the applicable month, plus pipeline fuel at the effective pipeline fuel rate, plus pipeline commodity at the effective pipeline commodity rate.

2. The cashout mechanism, including tiering, will be applied based on the following Table:

Imbalance Level	Due Company	Due Customer
0% - 3%	High MIP x100%	Low MIP 100%
For the Increment that is greater than 3% up to 5%	High MIP x102%	Low MIP 98%
For the Increment that is greater than 5% up to 10%	High MIP x110%	Low MIP 90%
For the Increment that is greater than 10% up to 15%	High MIP x120%	Low MIP 80%
For the Increment that is greater than 15% up to 20%	High MIP x130%	Low MIP 70%
For the Increment that is greater than 20%	High MIP x140%	Low MIP 60%

TRANSPORTATION
BALANCING

MONTHLY IMBALANCES (continued)

3. Imbalances caused by meter error and prior period adjustments will be cashed out at the 0%-3% tier using the average MIP.

4. If the nominated volume was 100 Dekatherm and the actual consumption was 115 Dekatherm, there is an imbalance of 15 dekatherm due Company. The transportation customer would owe Company the following amount using the above hypothetical high MIP (*):

3 Dekatherm at MIP x 100%	$13.50
2 Dekatherm at MIP x 102%	9.18
5 Dekatherm at MIP x 110%	24.75
5 Dekatherm at MIP x 120%	27.00
	$74.43

(*) A hypothetical price of $4.50 per Dth is used for illustration purposes only.

5. If the pipeline provides an imbalance to storage option, and the transporter has a storage account on the pipeline, Company and the transporter may transfer imbalances to or from pipeline storage accounts, provided certain conditions are met. If the transaction would cause Company's storage account to breach any contractual limitations, or would otherwise cause undue harm to Company's management of its storage accounts, the storage transfer may not be allowed. If there are any charges from the pipeline to effectuate the storage transfer, the customer will be responsible for payment of such actual costs.

TRANSPORTATION SERVICE TERMS AND CONDITIONS
SMALL VOLUME AND LARGE VOLUME SERVICE

GAS SUPPLY	Customer must have arranged for the purchase of gas other than Company's system supply for delivery to Company's system.
TRANSPORTATION AGREEMENT	Customer shall execute a written contract for transportation service pursuant to this rate schedule containing such terms and conditions as Company reasonably requires. Gas transportation agreements and applicable documents are available at the Company's electronic website, http://www.blackhillsenergy.com/rates/. The Company will provide a written copy of the agreements if requested by the customer.
COMPETITIVE NATURAL GAS SUPPLIERS	All third party non-regulated suppliers, which are deemed to be Competitive Natural Gas Providers (CNGPs), are subject to the Iowa Utilities Board's rules and regulations governing CNGP's, and must hold an IUB certificate before serving end-users.
SALES REFUNDS	Company's sales refunds applicable to the period when gas is transported will not be made to transportation customers, except in those instances when such customers have received sales service and may be eligible to receive refunds related to such service.
BILLING PRIORITY	The order of gas delivery for purposes of billing will be as follows: 1. Customer-owned firm volumes. 2. Customer-owned interruptible volumes. 3. Sales gas priced per Company's applicable sales tariffs.
GAS DELIVERIES	Customer is responsible for ensuring that the gas purchased from a third party is delivered. Customer agrees to curtail the use of gas when the gas purchased from a third party is not delivered to Company's system. Failure to curtail will result in penalties for unauthorized takes per Sheet 158. Except as provided under Iowa Adm. Code § 19.13(2) regarding curtailment and interruption, customer has the right to receive one hundred percent (100%) of the gas delivered by it or on its behalf to Company (adjusted for a reasonable volume of lost, unaccounted-for, and company-used gas)

TRANSPORTATION SERVICE TERMS AND CONDITIONS
SMALL VOLUME AND LARGE VOLUME SERVICE

JOINT RATE TRANSPORTATION SERVICE

Customers choosing joint rate transportation service may either:

1) purchase both interstate pipeline capacity and Company's distribution system capacity from Company at the rate determined by Company's' tariff, Schedule TT-1, or
2) purchase an unbundled demand service, with the interstate pipeline capacity portion being purchased from a third party, non-regulated supplier and the distribution capacity service for Company's system being purchased from Company at the rate determined by Company's tariff, Schedule TT-1. Transportation will not commence until the Customer files with the Company a completed Service Request Form and all other applicable documentation. Company shall be deemed to have title to transportation gas, as necessary, to arrange interstate pipeline transportation to Company's system.

BTU ADJUSTMENTS

Customer's volumetric billed usage will be adjusted when the BTU content of delivered gas varies from 1,000 BTUs per cubic foot.

NOMINATION REQUIRMENTS

Customers are required to nominate daily. All nominations must be provided via the Company's Internet-enabled electronic bulletin board, known as Gas Track Online (http://www.gastrackonline.com), and must include the volumes to be transported by receipt point(s) and delivery point(s). First of the month nominations and daily nominations for next day gas flow are due as set forth on the table below: T T T T N N N

Timely	Timely Day-Ahead Nomination Deadline	1:00 PM Central Clock Time	N
Evening	Evening Day-Ahead Nomination Deadline	6:00 PM Central Clock Time	N

Customers requesting same day gas flow are subject to the intra-day nomination cycles set forth below, and such requests will be accepted by the company on a best effort basis. In addition, as noted in the schedule set forth below, intra-day natural gas nominations that have priority over other classes of service can displace or "bump" that flowing service, scheduled and flowing transportation, except as set forth below: N N N N N N N

TRANSPORTATION SERVICE TERMS AND CONDITIONS
SMALL VOLUME AND LARGE VOLUME SERVICE

NOMINATION REQUIRMENTS (Continued)

Intra-day 1	ID 1 Nomination Deadline	10:00 AM Central Clock Time	N
	Start of Gas Flow	2:00 PM Central Clock Time	N
	IT Bump Rights	bumpable	N
Intra-day 2	ID 2 Nomination Deadline	2:30 PM Central Clock Time	N
	Start of Gas Flow	6:00 PM Central Clock Time	N
	IT Bump Rights	bumpable	N
Intra-day 3	ID 3 Nomination Deadline	7:00 PM Central Clock Time	N
	Start of Gas Flow	10:00 PM Central Clock Time	N
	IT Bump Rights	no bump	N

*IT means Interruptible Transportation N

SYSTEM SUPPLY RESERVE SERVICE

In order to obtain a firm backup sales service, customer must purchase a sufficient number of daily firm capacity units to cover the desired level of firm sales service. The rate for System Supply Reserve Service will be the daily midpoint of the Gas Daily NNG Ventura Index, plus pipeline fuel, pipeline capacity and commodity charges, plus the monthly customer charge and daily firm capacity charge for the applicable class of sales service. The minimum term for this service is six months. A customer who takes gas in excess of the contracted amount will be subject to balancing and scheduling penalties. If a customer's transportation gas does not arrive on schedule, the customer will be shut off until the transportation gas does arrive, unless the customer has not taken more than its contracted amount of gas, pursuant to System Supply Reserve Service. Revenues collected from the provision of this service will be credited to the overall general system gas cost through Company's PGA mechanism. T T T T T T T T T T T T T T T T T T

PIPELINE CHARGES

Any specific charges that Company incurs from the pipeline on behalf of customer will be passed through to that customer. Such charges include but are not limited to those that may be imposed by an applicable pipeline as set forth in Penalty for Unauthorized Takes When Service is Interrupted or Curtailed Sheet 160 and Balancing section Sheets 154-157.

TRANSPORTATION SERVICE TERMS AND CONDITIONS
SMALL VOLUME AND LARGE VOLUME SERVICE

RIGHT OF REFUSAL	Company shall not be required to transport gas and may discontinue transporting gas when the gas tendered for transportation is of a quality which will adversely impact the commingled gas stream of Company to the extent that the mixed stream is not merchantable natural gas.	T T T T T
PAYMENT	The bill is due twenty days after issuance. There shall be a late payment charge of one and one-half percent per month on the unpaid balance.	T T T
PENALTY FOR UNAUTHORIZED TAKES WHEN SERVICE IS INTERRUPTED OR CURTAILED	If customer fails to curtail its use of gas hereunder when requested to do so by Company, customer shall be billed at the transportation charge plus the cost of gas Company secures for the customer, plus the greater of either the pipeline daily delivery variance charges or $20 per Dekatherm, for gas used in excess of the volumes of gas to which customer is limited. Revenues related to unauthorized takes will be credited to the Company's PGA. Company may in addition disconnect customer's supply of gas if customer fails to curtail its use thereof when requested by Company to do so. Curtailment of transportation volumes will take place according to the priority class, which the end-user would have been assigned if it were purchasing gas from Company. During curtailment, the end-user is entitled to a credit equal to the difference between the volumes delivered to Company and those received by the end-user, adjusted for lost, unaccounted-for and company used gas	T T T T T T T T T T T T T T T
TRANSPORTATION WITHOUT SYSTEM SUPPLY RESERVE	A customer contracting for service without system supply reserve must acknowledge in writing that it has been made aware by Company of the risks of transporting gas without system supply reserves and accepts the risks.	T T T T
GENERAL TERMS AND CONDITIONS	The General Terms and Conditions contained in this tariff shall apply to this rate schedule	T T

TRANSPORTATION SERVICE TERMS AND CONDITIONS
SMALL VOLUME CUSTOMERS ONLY

TELEMETRY EQUIPMENT	Customers must install telemetry equipment or purchase the Balancing Service provided in Section 14 below. Customers must reimburse the Company for the cost incurred by Company to install telemetry equipment and for the cost of any other improvements made by Company in order to provide this transportation service. Customer shall also provide telephonic access and service to this telemetry equipment. The Company will offer financing for periods up to 90 days interest free. The Company will offer financing with interest to a customer to pay for the installation of telemetry equipment for a period of more than 90 days but not more than 12 consecutive months on a non-regulated basis. The telemetry equipment and any other improvements made by the Company shall remain the property of the Company, and will be maintained by the Company.
AGENT BILLING	Agency billing may be performed by a competitive natural gas provider ("CNGP") under the following conditions: 1. Company will, by September 1, 2009, submit an electronic service that will provide end-user billing information to the CNGP on the bill issuance date. End-use customers will receive a hard copy of the billing. 2. The CNGP will pay the bill on behalf of the end-use customer by using an automated electronic payment format. All bills must be paid by the due date printed on the bill. All payments must be accompanied by an electronic file listing the individual payment amounts for each end-use customer account. 3. Multiple customer payments may be combined in the electronic payment format. 4. In the event an end-user account has a credit balance, the CNGP may not net the credit against the amount due to Company by other customers. 5. Over and under-billings will be resolved between the CNGP and the Company.
NOTICE TO TRANSFER SERVICE	Customers may transfer to Transportation Service after giving the Company one month advance notice, and after telemetry equipment, if required, is installed. A transportation customer may only transfer to firm or interruptible sales service if Company is able to arrange adequate additional daily firm capacity and commodity supplies to meet the needs imposed on its system by the Customer, without jeopardizing system reliability or increasing costs for its own Customers. All customers who elect to move to small volume transportation service will be allowed to make this election only in the month of September for service beginning October 1. All customers who elect to move back to sales service will make this election only in the month of April, for sales service beginning May 1. Non-winter peaking customers may move to SVTS in any month.

TRANSPORTATION SERVICE TERMS AND CONDITIONS
SMALL VOLUME CUSTOMERS ONLY

AGGREGATION SERVICE	A Marketer may combine a group of transportation Customers that have the same balancing provisions and are located on the same interstate pipeline system and within the same interstate pipeline operational zone. Customers that purchase the Small Volume Balancing Service below cannot be aggregated in the same group as those customers that do not purchase the Small Volume Balancing Service. If the Marketer purchases this aggregation service, the aggregated group will be considered as one Customer for purposes of calculating the daily scheduling penalties and monthly imbalances, i.e., individual Customer nominations and consumption will be summed and treated as if they were one Customer. This does not include aggregation of fixed costs or customer charges. The cost of this aggregation service is $0.04 per Dekatherm of gas delivered to the aggregated group. Revenues received from this service shall be credited to the Company's PGA mechanism
BALANCING	To assure Company's system integrity, the customer is responsible for: 1. providing daily scheduling of deliveries which accurately reflect customer's expected consumption, and 2. balancing deliveries to Company's system with volumes consumed at the delivery points. Failure to fulfill these responsibilities will result in Customer incurring balancing and/or scheduling charges as described on sheets 154 to 157.
SMALL VOLUME CUSTOMER BALANCING SERVICE	Small volume customers who elect transportation service may purchase Company's Small Volume Balancing Service in lieu of meeting Company's Transportation Tariff requirements for the installation of telemetry and daily scheduling requirements. Customers choosing this daily balancing service must submit a daily nomination to Company for those days the service is used. The special requirements for nominations, found on Sheet 164, apply to this service. The cost of the service is 7.5¢ per Dekatherm transported on Company's system. Revenues collected from the provision of this service will be credited to the overall general system gas cost through Company's PGA mechanism.

TRANSPORTATION SERVICE TERMS AND CONDITIONS
SMALL VOLUME CUSTOMERS ONLY

NOMINATION SPECIAL REQUIREMENTS	All Small Volume sales customers switching to transportation service will be assigned a Maximum Daily Quantity (MDQ) Level, as defined on Sheet 7. Under certain circumstances the Company may, at its option, require customers to deliver and confirm its MDQ to the LDC receipt point up to a cumulative 20 days (in addition to interstate pipeline OFO and critical days) during the months of November through March. If MDQ delivery does not occur, then customer must curtail to the level of their confirmed nomination. Confirmation occurs when Black Hills Energy receives confirmed nomination from the interstate pipeline. MDQ may be required if: 1. The interstate pipeline calls a Critical Day Order. 2. The interstate pipeline calls an Operational Flow Order, 3. The Company calls a Critical Day Order. 4. The Company calls an Operational Flow Order. In (1) and (2) above, the Customer must, without notice from the Company, deliver its MDQ to LDC receipt point. In (3) and (4) above, the Company will give the Customer 25 hours notice prior to the start of the gas day. If the Customer fails to deliver its MDQ as required in (1), (2), or (3), the Company shall assess a penalty to Customer for each Dekatherm that Customer fails to deliver in an amount equal to the highest daily penalty applicable to the Operational Flow Order or Critical Day, as defined by the interstate pipeline in its tariff. If Company has not called a Critical Day but has issued an Operational Flow Order (4), and customer fails to deliver its MDQ, then Company will assess a penalty to customer in an amount equal to that identified in Balancing Section Sheets 154-157 for each Dekatherm that customer failed to deliver.

TRANSPORTATION SERVICE TERMS AND CONDITIONS
LARGE VOLUME CUSTOMERS ONLY

TELEMETRY EQUIPMENT	All Large Volume transportation customers must have the Company install telemetry equipment at the customer's expense. Customers must reimburse the Company for the cost incurred by Company to install telemetry equipment and for the cost of any other improvements made by Company in order to provide this transportation service. Customer will also provide telephonic access and service to this telemetry equipment. The Company will offer financing for periods up to 90 days interest free. The Company will offer financing with interest to a customer to pay for the installation of telemetry equipment for a period of more than 90 days but not more than 12 consecutive months on a non-regulated basis. The telemetry equipment and any other improvements made by the Company shall remain the property of the Company, and will be maintained by the Company..	
NOTICE TO TRANSFER SERVICE	Customers may transfer to Transportation Service after giving the Company one month advance notice, and after telemetry equipment is installed. A firm (joint) transportation service Customer must stay on Transportation Service for twelve months. A transportation customer may only transfer to firm or interruptible sales service if Company is able to arrange adequate additional daily firm capacity and commodity supplies to meet the needs imposed on its system by the Customer, without jeopardizing system reliability or increasing costs for its own Customers. Notwithstanding the provisions of this Section, Customers transporting gas for seasonal non-winter peaking purposes lasting less than six months shall be allowed to transfer to sales service at any time after providing one month written notice, and do not have to be on transportation service for any specific period of time.	
AGGREGATION SERVICE	A Marketer may combine a group of transportation Customers that have the same balancing provisions and are located on the same interstate pipeline system and within the same interstate pipeline operational zone. If the Marketer purchases the aggregation service, the aggregated group will be considered as one Customer for purposes of calculating the daily scheduling penalties and monthly imbalances, i.e., individual Customer nominations and consumption will be summed and treated as if they were one Customer. This does not include aggregation of fixed costs or customer charges. The cost of this aggregation service is $0.04 per Dekatherm of gas delivered to the aggregated group. Revenues received from this service shall be credited to the Company's PGA mechanism.	

TRANSPORTATION SERVICE TERMS AND CONDITIONS
LARGE VOLUME CUSTOMERS ONLY

BALANCING

To assure Company's system integrity, the customer is responsible for:

1. providing daily scheduling of deliveries which accurately reflect customer's expected consumption, and
2. balancing deliveries to Company's system with volumes consumed at the delivery points. These charges are applicable only to Company's town plant customers whose supply requirements could impact other customers and do not apply to Company's large volume mainline customers who are the only customer taking gas at those points. However, each large volume mainline customer must pay for any balancing and scheduling penalties from pipelines that the customer causes Company to incur.

Failure to fulfill these responsibilities will result in Customer incurring balancing and/or scheduling charges as described in sheets 154 to 157.

RULES AND REGULATIONS - GAS
SUMMARY OF CHARGES

Original Sheet No.	Charge ($)	Descriptions
14	Lower of $25 or cost	Meter reading tests - Request tests
14	$30 if meter is +/- 2% tolerance	Meter reading tests - Referee tests
17	$66.00	Meter reading charge for mainline customers when customer does not provide a meter reading for two consecutive months
24	Based on customer credit	Guarantee deposits, amount and interest rate
28	$20.00	Charge for non-sufficient fund checks
28	1.5% per month of the past due amount	Late payment penalty
50	$20	Reconnection charge during regular business hours
50	$75	Reconnection charge after regular business hours (during evenings, weekends and holidays)
50	Mileage: minimum $5 Labor: minimum $10	Reconnection charge for customers served off mainline stations; sum of mileage and labor
50	Sum of monthly customer charges during the period of disconnection plus reconnection charge	Reconnection at the same premise within 12 months
51	No charge	Non-chargeable services: change of meter or service line location when done at the election of Company, maintenance repairs or replacements of Company-owned property on the customer's premises, except where damage is due to the negligence or misuse by the customer or his agents, parts replaced in warranty where equipment was originally sold by the Company, leak calls, unlock of new accounts during normal business hours
51	Actual cost	Chargeable services: work done by the Company for the customer for services other than those described above.
67	No charge	Extension of Company mains and services – first 100 feet of polyethylene pipe on private property is provided at no cost. See Sheets 67 and 68 for extension of mains and services beyond 100 feet.