

COLORADO DEPARTMENT OF REGULATORY AGENCIES

Public Utilities Commission

4 CODE OF COLORADO REGULATIONS (CCR) 723-4

PART 4 RULES REGULATING GAS UTILITIES AND PIPELINE OPERATORS

BASIS, PURPOSE, AND STATUTORY AUTHORITY.

The basis and purpose of these rules is to set forth rules describing the service to be provided by jurisdictional gas utilities and master meter operators to their customers and describing the manner of regulation over jurisdictional gas utilities, master meter operators, and the services they provide. These rules address a wide variety of subject areas including, but not limited to, service interruption, meter testing and accuracy, safety, customer information, customer deposits, rate schedules and tariffs, discontinuance of service, master meter operations, transportation service, flexible regulation, procedures for administering the Low-Income Energy Assistance Act, cost allocation between regulated and unregulated operations, recovery of gas costs, appeals regarding local government land use decisions, and authority of the Commission to impose civil penalties on public utilities. The statutory authority for these rules can be found at §§ 29-20-108, 40-1-103.5, 40-2-108, 40-2-115, 40-3-102, 40-3-103, 40-3-104.3, 40-3-111, 40-3-114, 40-3-101, 40-4-101, 40-4-106, 40-4-108, 40-4-109, 40-5-103, 40-7-117, 40-7-113.5, 40-7-116.5; and 40-8.7-105(5), C.R.S.

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[indicates omission of unaffected rules]

[new rule follows]

CIVIL PENALTIES

4009.- Definitions.

The following definitions apply to rules 4009, 4010, and 4976, unless a specific statute or rule provides otherwise. In the event of a conflict between these definitions and a statutory definition, the statutory definition shall apply.

- (a) "Civil penalty" means any monetary penalty levied against a public utility because of intentional violations of statutes in Articles 1 to 7 and 15 of Title 40, C.R.S., Commission rules, or Commission orders.
- (b) "Civil penalty assessment" means the act by the Commission of imposing a civil penalty against a public utility after the public utility has admitted liability or has been adjudicated by the Commission to be liable for intentional violations of statutes in Articles 1 to 7 and 15 of Title 40, C.R.S., Commission rules, or Commission orders.
- (c) "Civil penalty assessment notice" means the written document by which a public utility is given notice of an alleged intentional violation of statutes in Articles 1 to 7 and 15 of Title 40, C.R.S., Commission rules, or Commission orders and of a proposed civil penalty.
- (d) "Intentional violation." A person acts "intentionally" or "with intent" when his conscious objective is to cause the specific result proscribed by the statute, rule, or order defining the violation.

4010.- Regulated Gas Utility Violations, Civil Enforcement, and Enhancement of Civil Penalties.

- (a) The Commission may impose a civil penalty in accordance with the requirements and procedures contained in § 40-7-113.5, C.R.S., § 40-7-116.5, C.R.S., and paragraph 1302(b), 4 Code of Colorado Regulations 723-1, for intentional violations of statutes in Articles 1 to 7 and 15 of Title 40, C.R.S., Commission rules, or Commission orders as specified in §§ 40-7-113.5 and 40-7-116.5, C.R.S., and in these rules.
- (b) The director of the commission or his or her designee shall have the authority to issue civil penalty assessments for the violations enumerated in § 40-7-113.5, C.R.S., subject to hearing before the Commission. When a public utility is cited for an alleged intentional violation, the public utility shall be given notice of the alleged violation in the form of a civil penalty assessment notice.
- (c) The public utility cited for an alleged intentional violation may either admit liability for the violation pursuant to § 40-7-116.5(1)(c) or the public utility may contest the alleged violation pursuant to § 40-7-116.5(1)(d), C.R.S. At any hearing contesting an alleged violation, trial staff shall have the burden of demonstrating a violation by a preponderance of the evidence.
- (d) In any written decision entered by the Commission pursuant to § 40-6-109, C.R.S., adjudicating a public utility liable for an intentional violation of a statute in Articles 1 to 7 and 15 of Title 40, C.R.S., a Commission rule, or a Commission order, the Commission may impose a civil penalty of not more than two thousand dollars, pursuant to § 40-7-113.5(1), C.R.S. In imposing any civil penalty pursuant to § 40-7-113.5(1), C.R.S., the Commission shall consider the factors set forth in Rule 1302(b).
- (e) The Commission may assess doubled or tripled civil penalties against any public utility, as provided by § 40-7-113.5(3), C.R.S., § 40-7-113.5(4), C.R.S., and this rule.

- (f) The Commission may assess any public utility a civil penalty containing doubled penalties only if:
 - (I) the public utility has admitted liability by paying the civil penalty assessment for, or has been adjudicated by the Commission in an administratively final written decision to be liable for, engaging in prior conduct that constituted an intentional violation of a statute in Articles 1 to 7 and 15 of Title 40, C.R.S., a Commission rule, or a Commission order;
 - (II) the conduct for which doubled civil penalties are sought violates the same statute, rule, or order as conduct for which the public utility has admitted liability by paying the civil penalty assessment, or conduct for which the public utility has been adjudicated by the Commission in an administratively final written decision to be liable; and
 - (III) the conduct for which doubled civil penalties are sought occurred within one year after conduct for which the public utility has admitted liability by paying the civil penalty assessment, or conduct for which the public utility has been adjudicated by the Commission in an administratively final written decision to be liable
- (g) The Commission may assess any public utility a civil penalty containing tripled penalties only if:
 - (I) the public utility has admitted liability by paying the civil penalty assessment for, or has been adjudicated by the Commission in an administratively final written decision to be liable for, engaging in prior conduct that constituted two or more prior intentional violations of a statute in Articles 1 to 7 and 15 of Title 40, C.R.S., a Commission rule, or a Commission order;
 - (II) the conduct for which tripled civil penalties are sought violates the same statute, rule, or order as conduct for which the public utility has either admitted liability by paying the civil penalty assessment or been adjudicated by the Commission in an administratively final written decision to be liable, in at least two prior instances; and
 - (III) the conduct for which tripled civil penalties are sought occurred within one year after the two most recent prior instances of conduct for which the public utility has either admitted liability by paying the civil penalty assessment, or been adjudicated by the Commission in an administratively final written decision to be liable.
- (h) When more than two instances of prior conduct exist, the Commission shall only consider those instances occurring within one year prior to the date of such alleged conduct for which tripled civil penalties are sought.
- (i) Nothing in this rule shall preclude the assessment of tripled penalties when doubled and tripled penalties are sought in the same civil penalty assessment notice.
- (j) The Commission shall not issue a decision on doubled or tripled penalties until after the effective date of the administratively final Commission decision upon which the single civil penalty was based.

- (k) The civil penalty assessment notice shall contain the maximum penalty amount provided by rule for each individual violation noted, with a separate provision for a reduced penalty of 50 percent of the penalty amount sought if paid within ten days of the public utility's receipt of the civil penalty assessment notice.
- (l) The civil penalty assessment notice shall contain the maximum amount of the penalty surcharge pursuant to § 24-34-108(2), C.R.S., if any.
- (m) A penalty surcharge referred to in paragraph (l) of this rule shall be equal to the percentage set by the Department of Regulatory Agencies on an annual basis. The surcharge shall not be included in the calculation of the statutory limits set in § 40-7-113.5(5), C.R.S.
- (n) Nothing in these rules shall affect the Commission's ability to pursue other remedies in lieu of issuing civil penalties.

4011. – 4099. [Reserved].

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[indicates omission of unaffected rules]

[new rule follows]

4976. Regulated Gas Utility Rule Violations, Civil Enforcement, and Civil Penalties.

An admission to or Commission adjudication for liability for an intentional violation of the following may result in the assessment of a civil penalty of up to \$2,000.00 per offense. Fines shall accumulate up to, but shall not exceed, the applicable statutory limits set in § 40-7-113.5, C.R.S.

Citation	Description	Maximum Penalty Per Violation
	Articles 1-7 of Title 40, C.R.S.	\$2000
	Commission Order	\$2000
Rule 4005	Records and Record Retention	\$2000
Rule 4100(a)	Obtaining a Certificate of Public Convenience and Necessity for a Franchise	\$2000
Rule 4101(a)	Obtaining a Certificate of Public Convenience and Necessity or Letter of Registration to operate in a service	\$2000

	territory	
Rule 4102(a)	Obtaining a Certificate of Public Convenience and Necessity for facilities	\$2000
Rule 4103(a), (c), (d)	Amending a Certificate of Public Necessity for changes in service territory or facilities	\$2000
Rule 4108(a), (c)	Keeping a Current Tariff on File with the Commission	\$2000
Rule 4109	Filing a New or Changed Tariff with the Commission	\$2000
Rule 4110(b), (c)	Filing an Advice Letter to Implement a Tariff Change	\$2000
Rule 4200	Construction, Installation, Maintenance and Operation of Facilities in Compliance with Accepted Engineering and Industry Standards	\$2000
Rule 4208	Anticompetitive Conduct and Unacceptable Practices	\$2000
Rule 4210	Line Extensions	\$2000
Rule 4303	Meter Testing	\$2000
Rule 4306	Record Retention of Tests and Meters	\$2000
Rule 4309	Provision of Written Documentation of Readings and Identification of When Meters Will be Read	\$2000
Rule 4401	Billing Information, Procedures, and Requirements	\$2000
Rule 4754(a)-(e)	Annual DSM Report and Application for Bonus and Bonus Calculation	\$2000
Rule 4803(c)	Master Meter Exemption Requirements	\$2000

Citation	Description	Maximum Penalty per
Rule 4004(b)-(f)	Disputes and Informal Complaints	\$1000
Rule 4202	Maintaining Heating Value, Purity and Pressure Standards	\$1000

Rule 4203(a)-(f)	Trouble Report Response, Interruptions and Curtailments of Service	\$1000
Rule 4405	Provision of Service, Rate, and Usage Information to Customers	\$1000
Rule 4406	Provision of Gas Cost Component Information to Customers	\$1000
Rule 4603(a),(d)	Gas Cost Adjustments	\$1000
Rule 4605(a),(b),(e),(f)	Gas Purchase Plans	\$1000
Rule 4607(a)	Gas Purchase Reports and Prudence Reviews	\$1000

<u>Citation</u>	<u>Description</u>	<u>Maximum Penalty Per Violation</u>
	Articles 1-7 of Title 40, C.R.S.	\$2000
	Commission Order	\$2000
Rule 4005	Records and Record Retention	\$2000
Rule 4100(a)	Obtaining a Certificate of Public Convenience and Necessity for a Franchise	\$2000
Rule 4101(a)	Obtaining a Certificate of Public Convenience and Necessity or Letter of Registration to operate in a service territory	\$2000
Rule 4102(a)	Obtaining a Certificate of Public Convenience and Necessity for facilities	\$2000
Rule 4103(a), (c), (d)	Amending a Certificate of Public Necessity for changes in service territory or facilities	\$2000
Rule 4108(a), (c)	Keeping a Current Tariff on File with the Commission	\$2000
Rule 4109	Filing a New or Changed Tariff with the Commission	\$2000
Rule 4110(b),(c)	Filing an Advice Letter to Implement a Tariff Change	\$2000

<u>Rule 4200</u>	<u>Construction, Installation, Maintenance and Operation of Facilities in Compliance with Accepted Engineering and Industry Standards</u>	<u>\$2000</u>
<u>Rule 4208</u>	<u>Anticompetitive Conduct and Unacceptable Practices</u>	<u>\$2000</u>
<u>Rule 4210</u>	<u>Line Extensions</u>	<u>\$2000</u>
<u>Rule 4303</u>	<u>Meter Testing</u>	<u>\$2000</u>
<u>Rule 4306</u>	<u>Record Retention of Tests and Meters</u>	<u>\$2000</u>
<u>Rule 4309</u>	<u>Provision of Written Documentation of Readings and Identification of When Meters Will be Read</u>	<u>\$2000</u>
<u>Rule 4401</u>	<u>Billing Information, Procedures, and Requirements</u>	<u>\$2000</u>
<u>Rule 4754(a)-(e)</u>	<u>Annual DSM Report and Application for Bonus and Bonus Calculation</u>	<u>\$2000</u>
<u>Rule 4803(c)</u>	<u>Master Meter Exemption Requirements</u>	<u>\$2000</u>

<u>Citation</u>	<u>Description</u>	<u>Maximum Penalty Per Violation</u>
<u>Rule 4004(b)-(f)</u>	<u>Disputes and Informal Complaints</u>	<u>\$1000</u>
<u>Rule 4202</u>	<u>Maintaining Heating Value, Purity and Pressure Standards</u>	<u>\$1000</u>
<u>Rule 4203(a)-(f)</u>	<u>Trouble Report Response, Interruptions and Curtailments of Service</u>	<u>\$1000</u>
<u>Rule 4405</u>	<u>Provision of Service, Rate, and Usage Information to Customers</u>	<u>\$1000</u>
<u>Rule 4406</u>	<u>Provision of Gas Cost Component Information to Customers</u>	<u>\$1000</u>
<u>Rule 4603(a),(d)</u>	<u>Gas Cost Adjustments</u>	<u>\$1000</u>
<u>Rule 4605(a),(b),(e),(f)</u>	<u>Gas Purchase Plans</u>	<u>\$1000</u>
<u>Rule 4607(a)</u>	<u>Gas Purchase Reports and Prudence Reviews</u>	<u>\$1000</u>

<u>Citation</u>	<u>Description</u>	<u>Maximum Penalty Per Violation</u>
<u>Rule 4403(a)-(q)</u>	<u>Applications for Service, Customer Deposits, and Third Party Guarantees</u>	<u>\$500</u>
<u>Citation</u>	<u>Description</u>	<u>Maximum Penalty Per Violation</u>
<u>Rule 4006</u>	<u>Annual Reporting Requirements</u>	<u>\$100</u>
<u>Rule 4304</u>	<u>Scheduled Meter Testing</u>	<u>\$100</u>
<u>Rule 4305</u>	<u>Meter Testing Upon Request</u>	<u>\$100</u>
<u>Rule 4402(a),(c),(d)</u>	<u>Meter and Billing Error Adjustments</u>	<u>\$100</u>
<u>Rule 4404(a)-(f)</u>	<u>Availability of Installation Payments to Customers</u>	<u>\$100</u>
<u>Rule 4407</u>	<u>Discontinuance of Service</u>	<u>\$100</u>
<u>Rule 4408(a)-(g); (i)</u>	<u>Notice of Discontinuation of Service</u>	<u>\$100</u>
<u>Rule 4409</u>	<u>Restoration of Service</u>	<u>\$100</u>
<u>Rule 4411(c)(IV),(d)(I), d(II),(e)</u>	<u>Low-Income Energy Assistance Act</u>	<u>\$100</u>

Citation	Description	Maximum Penalty Per Violation
Rule 4403(a)-(q)	Applications for Service, Customer Deposits, and Third Party Guarantees	\$500

Citation	Description	Maximum Penalty Per Violation
Rule 4006	Annual Reporting Requirements	\$100
Rule 4304	Scheduled Meter Testing (mis-labeled in NOPR; 4304 in with title of 4305)	\$100
4305	Meter Testing Upon Request	\$100

Rule 4402(a),(c),(d)	Meter and Billing Error Adjustments	\$100
Rule 4404(a) (f)	Availability of Installation Payments to Customers	\$100
Rule 4407	Discontinuance of Service	\$100
Rule 4408(a)-(g); (i)	Notice of Discontinuation of Service	\$100
Rule 4409	Restoration of Service	\$100
Rule 4411(c)(IV),(d)(I), d(II),(e)	Low-Income Energy Assistance Act	\$100

~~4977. – 4999. [Reserved].~~

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[indicates omission of unaffected rules]