

**THE
PUBLIC UTILITIES COMMISSION
OF THE
STATE OF COLORADO**

**RULES
REGULATING THE SERVICE
OF
GAS UTILITIES**



Case No. 5321 — Decision No. 68570

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RULES REGULATING THE SERVICE OF GAS UTILITIES

Case No. 5321 Decision No. 68570

**EFFECTIVE JANUARY 1, 1967
AND AS AMENDED AS FOLLOWS:**

Rule No.	Revised by Decision No.	Date Effective
18	72394	February 1, 1969
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10	83551 (83699)	December 3, 1973
11	83551 (83699)	December 3, 1973
13	83551 (83699)	December 3, 1973

RULE 1

Application of Rules.—(a) The following rules shall apply to any person, co-partnership, cooperative association, non-profit corporation or association, firm, corporation, their lessees, trustees, or receivers appointed by any court, now or hereafter engaged in the business of a public utility furnishing gas to domestic, commercial or industrial customers, operating under the jurisdiction of The Public Utilities Commission of the State of Colorado.

(b) The adoption of these rules shall in no way preclude the Commission from altering or amending the same in whole or in part or from requiring any other additional service equipment, facility or standard, either upon complaint or upon its own motion, or upon the application of any utility. In special cases, for good cause shown, not contrary to statute, the Commission may permit deviation from these rules insofar as it may find compliance therewith to be impossible, impracticable or unnecessary. If, for good cause shown, any utility is permitted a deviation from any of these rules, such modified rules as authorized by the Commission shall be set forth in the filed tariffs of the utility. Furthermore, these rules shall not in any way relieve any utility from any of its duties under the laws of this State.

RULE 2

Definitions.—(a) The word "Utility" as used in these rules shall be construed to mean any person, co-partnership, cooperative association, non-profit corporation or association, firm, corporation, whether privately owned or otherwise, when subject to the jurisdiction of this Commission, their lessees, trustees or receivers appointed by any court whatsoever that may now or hereafter be engaged as a public utility in the business of furnishing gas to domestic, commercial or industrial customers in the State of Colorado.

(b) The word "Commission" as used in these rules shall be construed to mean The Public Utilities Commission of the State of Colorado.

(c) The word "Customer" as used in these rules shall be construed to mean any person, group of persons, co-partnership, firm, corporation, institution, any agency of the Federal, State or local governments, their lessees, trustees, or receivers appointed by any court, contracting for gas service from any utility for consumptive domestic, commercial, or industrial use, or at wholesale.

(d) The word "Gas" as used in these rules shall, unless otherwise specifically designated, be construed to mean manufactured gas, natural gas, other hydrocarbon gases, or any mixture of gases produced, transmitted, distributed or furnished by any gas utility.

RULE 3

Operating Schedules and Interruptions of Service.—(a) Each utility shall adopt an operating schedule, and shall report the same, or any changes therein, to this Commission, indicating in any case where service is not rendered continuously, the time at which service is commenced, and the time at which it is discontinued. Any changes in such operating schedules

shall be made only with the approval of this Commission. The operating schedules may be filed as a part of the utility rate schedules.

(b) Each utility shall keep a record of all interruptions of service upon its entire system or major divisions thereof, including a statement of the time, duration and cause of any such interruption. Each utility shall, except for stations operated without attendants, also keep a record of the time of the starting up or shutting down of the compressing equipment, and the period of operation of all regulators used for the maintenance of constant gas pressure. This record shall include the readings taken periodically of station meters, which readings shall be taken with such frequency as the utility or the Commission may from time to time require.

(c) The record of interruption of service and a statement of the operating schedules of the utility shall be open at all times to the inspection of the duly authorized representatives of this Commission.

(d) All records under this rule shall be retained by the utility for a period of three years.

RULE 4

Inspection of Plant and Equipment.—In accordance with Rule No. 18 herein.

RULE 5

Testing Facilities.—(a) Each utility shall provide such laboratory, meter testing shop and other equipment and facilities as may be necessary to make the tests required of it by these rules or other orders of this Commission. The apparatus and equipment so provided shall be of a form acceptable to this Commission, and it shall at all times be available for the inspection and use, on the premises of the utility, of the authorized representatives of this Commission; provided, however, that any natural gas utility rendering natural gas service to customers located partially within and partially without the State of Colorado, and where over 50% of its customers are outside the State of Colorado, the utility need maintain only meter testing equipment and facilities in Colorado, so long as the remainder of the apparatus, equipment and facilities herein provided for is maintained by it in a state contiguous to Colorado.

(b) Each utility shall make such tests as are prescribed under these rules with such frequency and in such manner and at such places as may be approved by this Commission.

RULE 6

Records of Tests and of Meters.—(a) A "meter record card" shall be maintained on each meter owned or used by the utility. Such records shall show the date of purchase, manufacturer's serial number, record of the present location, and date and results of the last test performed by the utility, which record shall be retained for the life of the meter.

(b) Whenever a meter is tested either on request or upon complaint the test record shall include the information necessary for identifying the meter, the reason for making the test, the reading of the meter if removed from service, the result of the test, together with all data taken at the time

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of the test in sufficiency complete form to permit the convenient checking of the methods employed and the calculations made. Such record shall be retained for a period of two years.

RULE 7

Accidents.—(a) Each utility shall, as soon as possible, report to this Commission each accident happening in connection with the operation of its property, facilities or service, wherein any person shall have been killed or seriously injured, or whereby any serious property damage shall have resulted. Such report to this commission shall describe in detail:

- (1) Date, time, place, location
- (2) Extent of injuries and other damage
- (3) Names of all parties involved
- (4) Type of accident.

In addition to the above, all utilities shall immediately upon the setting of any formal investigation of the accident, notify the Commission of the date, time and place of such investigation.

(b) All accident reports submitted to the Commission by the utility shall be treated by the Commission, its staff and employees as confidential and shall not be made available to the public.

RULE 8

Complaints.—Each utility shall made a full and prompt investigation of all complaints made to it by its customers, either directly or through the Commission, and it shall keep a record of all written complaints received which shall show the name and address of the complainant, the date and character of the complaint, and the adjustment or disposal made thereof. This record shall be open at all times to the inspection of the duly authorized representatives of this Commission, and unless otherwise specified in these rules shall be retained by the utility for a period of two years.

RULE 9

Information for Customers.—(a) Each utility shall at any time, on request, give its customers such information and assistance as is reasonably possible in order that customers may secure safe and efficient service and may secure appliances properly adapted to the service furnished. Each utility shall inform each customer of any such change made or proposed to be made in any condition as to its service as would affect the efficiency of the service or the operation of the appliances or equipment which may be in use by said customer.

(b) Each utility supplying metered service, on request, shall explain to its customers the method of reading meters.

RULE 10

Meter Readings and Bill Forms.—(a) Each service meter shall indicate clearly the cubic feet or other units of service for which charge is made

to the customer. In cases where the dial reading of a meter (other than an orifice or other chart-type gas meter) must be multiplied by a factor, factors or a constant to obtain the units consumed, the proper factor, factors or constant to be applied shall be clearly marked on the face or dial of the meter, if practical. The factor, factors or constant shall be clearly marked on the customer's bill, if practical.

(b) At the time of the reading of the customer's meter or thereafter, upon the customer's request, the utility will provide a card or slip showing the date of the reading, and either the total usage expressed in cubic feet or other unit of service recorded, or the position of the hands upon the dial of such meter at the time of the reading.

(c) All bills rendered to customers for metered service furnished shall show:

- (1) Net amount due;
- (2) Dates and meter readings beginning and ending the period during which service was rendered;
- (3) A distinct marking to identify an estimated bill;
- (4) An appropriate rate or rate code identification;
- (5) Last date payable after which the bill becomes past due; and
- (6) All other essential facts upon which the bill is based, including factors and/or constants where practical as in (a) above.

(d) Any customer shall be permitted to make installment payments if a bill includes amounts from past billing periods, arising solely from events under control of the utility such as meter malfunctions, billing errors, utility meter reading errors or failure to read the meter, which failure shall not apply where the meter is not readily accessible to the utility and the customer refuses to read his own meter. Any installment payments under the provisions of this rule may extend over a period equal in length to the period during which the errors were accumulated and shall bear no interest.

RULE 11

Customer Deposits.—(a) Any utility may require at any time from any customer or prospective customer, a cash deposit intended to guarantee payment of current bills only in accordance with this rule. Such required deposit shall not exceed the amount of an estimated ninety days' bill of such customer, or in the case of a customer whose bills are payable in advance, it shall not exceed an estimated sixty days' bill for such customer. The deposit pursuant to this rule may be in addition to any advance, contribution, or guarantee in connection with construction of lines or facilities as provided for in the extension policy as stated in the utility's tariffs. Simple interest shall be paid by the utility upon such deposits at the rate of seven percent per annum, payable upon the return of the deposit, or annually upon request of the customer, for the time such deposit was held by the utility and the customer was served by the utility, unless such period be less than six months. Interest payments may, at the option of the utility, be made either in cash or by a credit to the customer's account. In computing interest, no consideration need be given to fractional parts of months.

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(b) Customers who have previously received service from the utility shall be required to make a new or additional deposit only if previous payment record includes recent or substantial delinquencies. Customers who have not previously been served by the utility shall be treated uniformly within each rate classification so that either all or none of the new customers within such classification will be required to make a deposit.

(c) Each utility having on hand such deposits from customers, or hereafter receiving such deposits from customers, shall keep records to show:

(1) The name of each customer making a deposit;

(2) The premises occupied by the customer when making the deposit and each successive premises occupied while the deposit is retained by the utility;

(3) The amount and date of making the deposit; and

(4) A record of each transaction, such as the payment of interest, interest credited, etc., concerning such deposit.

(d) Each utility shall issue to every customer from whom such deposit is received a certificate of deposit.

(e) No utility shall refuse to return a deposit or any balance to which a customer may be entitled solely upon the basis that the customer is unable to surrender his certificate of deposit.

(f) Each utility shall file as part of its tariffs a brief statement setting forth its deposit requirement policy, explaining under what circumstances a deposit shall be required and when such deposit shall be returned.

(g) The making of a deposit shall not relieve any customer from payment of current bills as they become due and no deposit shall be applied by the utility to any indebtedness of the customer to the utility except to a bill for utility services due or past due after service is terminated.

(h) No utility shall require any security other than a cash deposit to secure payment for utility services except that a utility may provide for an acceptable third party guarantee of payment instead of a cash deposit requirement under this rule. In no event shall the furnishing of utility services or extension of utility facilities or any indebtedness in connection therewith result in a lien, mortgage or other security interest in any real or personal property of the customer, unless such indebtedness has been reduced to judgment.

RULE 12

Filing of Rate Schedules, Rules and Regulations.—(a) Copies of all schedules of rates and individual contracts for service, forms of routine contracts, charges for service connections and extensions of lines and of all rules and regulations covering the relations of customer and utility shall be filed by each utility in the office of this Commission.

(b) **Advice Notices:** Advice Notices, numbered serially, shall accompany each tariff sheet filing with the Commission. This notice shall list all sheets included in the filing by number and showing the sheet or sheets, if any, being cancelled. The purpose of the filing shall be explained in a brief statement as well as a statement concerning the extent to which customers will be affected by such filing. The Advice Notice shall be in substantially the following form: