

# ARKANSAS CUSTOMER'S GUIDE TO AOG NATURAL GAS SERVICES

The following information is provided as required by the Arkansas Public Service Commission and is effective in all areas served by AOG in the state of Arkansas. All rates are on file with the Arkansas Public Service Commission. Rate schedules and the Commission's General Service Rules are available to you on request or can be accessed at the Commission's web site at [www.arkansas.gov/psc](http://www.arkansas.gov/psc).

You may contact AOG by calling the following phone numbers:

<b>Customer Service</b>	<b>479-784-2000</b>	<b>800-842-5690</b>
Business Office	479-783-3181	
Emergencies/Night/ Holidays/Weekends	479-784-2052	800-883-3181
Line Locates - One Call	811	

or visit [aogc.com](http://aogc.com)

*If you need to send information, please mail to:*

## **Arkansas Oklahoma Gas Corporation**

P.O. Box 2414

Fort Smith, AR 72902-2414

## FREQUENTLY ASKED QUESTIONS

### Getting Started

#### **Q.** How Do I Apply For Service?

**A.** Just call our office at (479) 784-2000 or (800) 842-5690 and tell one of our customer service representatives that you want gas service. Our representatives will provide all the information you need. You can also apply for service online at [aogc.com](http://aogc.com).

### Basic Types of Service

#### **Q.** What does the term "Residential" Service classification mean?

**A.** It basically means providing natural gas to people who live in houses, mobile homes, duplexes and apartment houses for their personal use. And by "people", we mean individuals or single families who have the accounts in their own names, for example, any family dwelling that's individually metered. The distinction gets a little more difficult when someone operates a business out of their home, but so long as more than half of the gas service being used is for personal, and not business needs, it's classified as Residential.

## Q. How about “Small Business” Service?

**A.** Generally, the Small Business classification applies to customers who are engaged in small business activities, or a profession, or in some other activity that doesn’t fit squarely in one of the other categories. Examples are retail stores, dormitories, hotels, religious or charitable organizations, boarding & apartment houses, motels, camps and other businesses. If a customer’s residence and business share the same gas service, but more than half of the gas is being used for personal and not business needs, the customer is classified as Residential. But the opposite also applies.

For example, a poultry producer uses his gas service to heat both his brooder houses and his personal home, with 75 percent of the gas going to the brooder houses and 25 percent to the home. In this case, since more than half of his use is going toward heating the brooder houses, his service is classified as Small Business.

## Q. What customers are classified as “Medium or Large Business”?

**A.** The Medium and Large Business classifications apply to customers whose annual consumption was, and whose expected annual consumption is reasonably projected to be, as follows:

**Medium Business:** In excess of 10,000 MCF and no more than 36,000 MCF.

**Large Business:** In excess of 36,000 MCF.

## Deposit Required for Gas Service

### Q. Do you require a deposit before you turn on the gas?

**A.** Yes, under certain conditions. The Company may require a deposit from an applicant for service to guarantee payment for the service. Details of deposit requirements are available by contacting Customer Service.

### Q. Are there times when a deposit isn’t required for a Residential Customer?

**A.** Yes, there are a few situations when a deposit isn’t necessary:

1. If you’ve had AOG gas service at a different address and have a good credit history for the past twelve months.
2. If you provide a letter from your previous or current utility company that attests to your good credit history for the past twelve months.
3. If you provide a written guarantee from an AOG customer who has excellent credit and who will be responsible in the event you can’t pay your final bill.

**Q.** Do I have to pay all the deposit before you'll start gas service?

**A.** If a deposit is required, you can pay your deposit in several different ways. Just choose the one that's easiest for you.

1. Pay the full amount when you apply for service.
2. Split the Deposit into two payments, 1/2 when you apply for service, 1/2 on the first bill
3. Pay the full amount on your first month's bill.

**Also, we will not turn on your service if you have any unpaid gas bills that are past due with AOG.**

**Q.** Do I ever get the deposit back?

**A.** You sure do. If you are a Residential customer, your deposit plus interest will be automatically credited to your account after twelve months if:

1. You have paid all bills by the due date for the past twelve months.
2. You have not given AOG two (2) or more checks which were returned due to insufficient funds for reasons other than bank error in the last twelve (12) months.

When you leave our system, your deposit and accrued interest will be applied to any amount due on your account. Any balance due will be refunded promptly.

**Q.** Does my deposit earn any interest?

**A.** Yes. Until your deposit is refunded to you, we'll pay you interest on your money at a rate determined annually by the appropriate Commission. The interest will be paid monthly as a credit on your gas bill.

**Q.** I'm a Small Business customer; do I get my deposit back?

**A.** Yes. AOG will refund the deposit with accrued interest upon termination of service or as required by the Public Service Commission. Your deposit will also be refunded when requested in writing to AOG if you have paid all bills by the due date for the past eighteen months.

## Connection Charge

**Q.** Is there a charge for turning on gas?

**A.** Yes, we refer to it as a "connection charge". After you apply and are approved for service, we'll schedule a time between 8 a.m. and 4:30 p.m. Monday through Friday, except for holidays, to come out and turn on your gas. These are our current connection hours, and we make every effort to start your service as soon as possible after your application has been approved.

You may also request to have your gas service turned on after normal business hours. For either type of connection, there is a non-refundable charge. If we're asked to connect your service during non-business hours, the connection fee will be slightly higher than during regular hours. The charge also applies if you are moving your service from one location to another or adding another service.

## Continuous Service Charge

**Q.** What's a "Continuous Service Charge"?

**A.** If you discontinue your service and then ask for it to start again at the same location within twelve months, you pay a "continuous service charge" which is calculated by multiplying the daily charge by the days your service has been disconnected.

## Reconnection Charge

**Q.** What's a "Reconnection Charge"?

**A.** If your service is discontinued for non-payment, you will pay a "reconnection charge" which is approved by the Public Service Commission.

**Q.** Does AOG have a website?

**A.** Yes and we encourage you to visit our site at [aogc.com](http://aogc.com). You will have access to:

1. Pay your bill online with checking, savings, credit or debit.
2. eBill notification and paperless billing.
3. Request connection, transfer, or discontinuing of service.
4. Energy Efficiency Tips/Programs.
5. Explanation of your gas bill.
6. Gas appliance dealers.
7. Pipeline safety information.

## Natural Gas Billing Information

AOG conducts its monthly billing operations on a "cycle" basis. This procedure allows us to spread out our billing work uniformly each month. You will receive your bill a few days after your meter is read.

**Q.** Am I liable for my bill if I don't get it for some reason?

**A.** Yes, you are. Call us as soon as you think that your bill is lost. The failure to get a bill doesn't extend the time payment is due or avoid a Cut-Off Notice if the amount is overdue. Bills are considered delinquent after the due date on the bill. Service can be suspended after the Cut-Off Notice due date.

**1 Service Address**

VALUED CUSTOMER  
123 MAIN STREET  
FORT SMITH, AR 72901-4522

Rate Code: ARRES-WA1

**3 What Do I Owe?**  
**\$125.95**

Account: 2160842

**2 Where is it Due?**  
**01/08/2020**

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**4 WHAT DO I NEED TO KNOW?**

- Please notice the Pay by Phone number has changed to 1-888-546-0502
- We are pleased to be your Natural Gas company, providing a more affordable and cleaner energy source.
- Auto Pay - Save time and money. Visit [aogc.com](http://aogc.com) to enroll for automatic payments with your checking or savings account. Online registration is required.
- The Average Monthly Payment Plan is a smart choice if you want to ease out the seasonal highs and lower your heating bill. The Average Monthly Payment Plan is available year-round and can begin with the next bill following sign-up.
- GO GREEN! Sign up for eBilling visit [aogc.com](http://aogc.com)

**5 WHAT HAVE I USED?**

Bill Date 12/16/2019 Mail Date 12/17/2019  
NORMAN Meter# 130121

Meter Read Dates	Current Reading	Previous Reading
11/14/19-12/13/19	2978	2868

Volume x Pressure Factor = Pressure Correction = FINAL Consumption  
110.00000 x 1.00000 = 1.00000 = 110.00000

TOTAL CONSUMPTION 110.00000 CCF

Your current gas charges for 29 days usage **\$4.34** per day

**6 YOUR MONTHLY GAS USAGE (in CCF)**

Days in Billing Cycle 31 29  
HDD's in Billing Cycle 382 486  
Actual Usage, CCF 135 110

Dec 2018 Dec 2019

A Heating Degree Day (HDD) is a measure of coldness used by the National Weather Service. Colder weather will increase the degree-day count.

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**7 WHAT MAKES UP MY BILL?**

Previous Balance	Late Fee	Payments/Credits	Last Payment Date	Balance Forward
\$79.58	\$0.00	-\$79.58	11/20/2019	\$0.00

Delivery and Service Charges		\$68.61	Tax and Other Charges		\$15.87
Customer Charge		\$10.70	FT Smith Sebastian Municipal Tax 4.25%		\$4.68
Delivery Charge	110.00000 @ \$0.412390	\$45.38	FT Smith City Tax 2%		\$2.30
Emergency Cost Recovery	110.00000 @ \$0.071983	\$7.82	Sebastian County Tax 1.23%		\$1.43
Service Enhancement	110.00000 @ \$0.044090	\$4.85	Arkansas Sales Tax 6.5%		\$7.46
TA Act-Fixed		-\$0.32			
Tax on Gas Act-Volumetric	110.00000 @ \$-0.012480	-\$1.37			
Weather Normalization	110.00000 @ \$0.013183	\$1.45			
<b>Supply Charges</b>		<b>\$41.47</b>			
Cost of Gas	110.00000 @ \$0.37696	\$41.47			

**Account Summary**

Current Statement Charges \$125.95  
Total Amount Due by 01/08/2020 \$125.95

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Arkansas Oklahoma Gas Corporation  
PO Box 2414 | Fort Smith, AR 72902-2414

Call your AOG office at 800-942-5690 concerning billing, service, or to discuss payment arrangements.

PAY BY PHONE: 1 (888) 546-0502  
PAY ONLINE: [aogc.com](http://aogc.com) and enroll in paperless billing.

**8**

Total Amount Due by 01/08/2020 **\$125.95**

Amount due if received after due date **\$130.87**

Amount Enclosed \$

Account: 2160842

Arkansas Oklahoma Gas Corporation  
P.O. Box 207539  
Dallas, TX 75320-7539

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0700000000000216084200000125955

- 1. Service Address** – Where your gas service is located (*may be different from your mailing address*).
- 2. Your NEW Account Number** – Your Arkansas Oklahoma Gas account number is specific to your service location. Please refer to this number when requesting information about your account or when making any payments.
- 3. Bill Amount & Due Date** – Now easier to read, so you know when your bill is due and how much you owe.
- 4. What Do I Need To Know?** – Important messages from Arkansas Oklahoma Gas.
- 5. What Have I Used?** – Usage information is detailed to show your meter reading information and how your usage amount is calculated.
- 6. Your Monthly Gas Usage** – Bar graph provides at-a-glance usage over past 13 months (*if available*).
- 7. What makes up my bill** – Includes any balance due, late fees, and three types of natural gas service charges.
  - a. Delivery and Service charges** – The cost to deliver the gas to your home or business and other customer charges. (*more details are available online.*)
  - b. Supply charges** – The cost of the natural gas itself. You pay what we pay!
  - c. Taxes and other charges** – Depending on where you live, we may also collect required state and city fees, taxes, and any charges specific to your account.
- 8. Payment coupon** – If paying by mail, please return the payment coupon with your payment.

**Q. How much time do I have to pay my bill?**

**A.** The due date of bills in a particular cycle is based on when the bills are mailed. You're permitted twenty-two (22) days after the bill is mailed. The due date of your bill is clearly identified by the words "Due Date". Your payment must be received by 5:00 p.m. on the due date. A late payment fee will be applied on payments received after the 5:00 p.m. deadline of the due date on the bill.

**Q. Is there a penalty for paying after the due date of my bill?**

**A.** Yes, if payment is not received by 5:00 p.m. on the due date of your bill, a late payment fee calculated not to exceed 10% of the first \$30 of your bill and 2% of the remainder will be applied to the amount.

**Q. Can I look on my bill and tell if my meter was actually read or if it was estimated?**

**A.** Yes, you can. Any time usage is estimated, we clearly state that fact on the face of the bill with the word "Estimated".

AOG may estimate bills for two (2) months when the meter is inaccessible or the location is impractical for reading. However, after the second estimated reading, AOG will notify the customer in writing and explain that the meter is inaccessible or the location is impractical for reading. The notice will explain the action required by the customer to correct the situation.

**Q. What is the cost of gas charge on my bill?**

**A.** This is a charge designed to recover only the actual cost of natural gas purchased by AOG to serve you. This charge is set at least twice a year, in March for April through October billings and in October for November through March billings. AOG does not profit from this charge.

**Q. What's "Municipal Tax"?**

**A.** This is a Municipal Tax Clause that allows us to pass on to customers who live within the municipality any taxes that are levied by the city.

**Q. If I own more than one house or structure at different locations, will I get more than one bill?**

**A.** Yes, each separate structure will have its own meter and will be billed individually.

## **Special Billing Plans**

### **Extended Due Date Plan**

To assist our customers who are on fixed incomes such as Social Security recipients, persons receiving Aid to Families with Dependent Children (AFDC), Veterans, or Aid to the Aged, Blind, and Disabled

(AABD), AOG offers an Extended Due Date Plan. This plan allows for a twenty-five day due date on your natural gas bill. This plan assists our customers from becoming delinquent on their bills while on fixed incomes.

### **Extended Absence Payment**

The Extended Absence Plan is available to customers to avoid suspension of services during extended absences.

Bills coming due during the customer's absence may be paid in advance. The amount of the advance payment will be based on the customer's average monthly bill for the most recent twelve months. If less than twelve months usage history is available, the advance payment will be based on the number of months of usage history available adjusted for weather variations. If the advance payment is more than the actual bill for service, the overpayment will be credited to the customer's account, unless a refund is requested by the customer. If the advance payment is less than the actual bill for service, the balance due will be carried forward each month until the customer returns. Delayed Payment Agreements will be available for qualified customers.

The customer will also be given the opportunity to enroll in AOG's Automated Bill Payment Plan whereby the monthly service bill will be paid by bank draft through the customer's checking or savings account.

The customer can arrange to have bills coming due during the period of the absence mailed to an alternate address or third party during their absence.

### **Payment & Billing Options**

#### **Electronic Payments at [aogc.com](http://aogc.com)**

*Payments will post to your natural gas account immediately.*

**Pay Online "Enrolled Payment"** Customers who enroll on the AOG website have the option of making electronic payments from a checking or savings account with no added fee. Payments can be made the same day or scheduled for a future date. Your billing and payment information is stored for easy access. **You must be enrolled and logged in to make a payment through this method.**

**Pay Online "Guest Payment"** Make a single electronic payment with AOG's "Guest Payment" service, using checking, savings, debit or credit cards. You must enter your AOG account number and card information each time, as this is a non-enrolled service that does not store your information. There is a convenience fee to use this service. AOG receives no revenue from this transaction fee.

## Pay by phone

*Payments will post to your natural gas account immediately.*

You can pay your AOG bill by phone by calling 1-888-546-0502. Payments are accepted by electronic check, savings, debit or credit card. There is a convenience fee to use this service. AOG receives no revenue from this fee.

## Automated Bill Payment Plan

Automated Bill Payment (ABP) is a program that allows AOG customers to pay their bills automatically. You will continue to receive your monthly natural gas bill statement. It will have the notation: **Automatic Payment - Do Not Pay**. You will know the exact amount to be drafted from your account. The draft will occur on the due date found on the upper right hand corner of your bill. If there are any questions regarding your bill, please call AOG and resolve your concerns seven (7) days before your bank account is drafted. If the bill is correct, the amount specified will be deducted from your account on the date specified.

## Average Monthly Payment Plan

AOG's Average Monthly Payment Plan (AMP) is designed to average your monthly payments and level out those unusually high bills that occur during months of high natural gas use. Your total annual cost for natural gas remains the same... but you have the convenience of a more consistent bill each month.

## eBill Notification

Instead of waiting days to receive your bill by mail AOG can send you a monthly email notification when your natural gas bill is available to view online. Visit [aogc.com](http://aogc.com) to enroll. A customer who only signs up for ebill notification will continue to receive a paper bill.

## Paperless Billing – Go Green with Paperless Billing

As an AOG customer you can now enjoy the convenience of Paperless Billing while you also make a positive impact on the environment. E-bill notification is required to participate in paperless billing. You can pay your bill online in a matter of minutes. Customers who sign up for paperless billing will not receive a paper bill through the mail. Please visit [aogc.com](http://aogc.com) to enroll.

## Mail Payment

### Arkansas Oklahoma Gas Corporation

P.O. Box 207539  
Dallas, TX 75230-7539



## Pay at a Convenient Payment Location

For a list of Authorized Payment Agents please call AOG at 479-784-2000 or 800-842-5690 or visit [aogc.com](http://aogc.com)

## Drop Box - Available 24 hours a day.

### Arkansas Oklahoma Gas Corporation

115 N. 12th St.  
Fort Smith, AR 72901

## Billing Concerns

### Q. What should I do if I think a bill is wrong?

**A.** Please call our office as soon as possible. We have trained customer service representatives who can help you.

Here are a few tips to remember when you call us about your bill:

1. Try to state your concern as clearly as possible.
2. If you have a suggestion for settling the problem, tell the customer service representative.
3. For your records, write down the name of the person(s) you talk with and the date of your call.

### Q. What if I'm not satisfied after talking to the customer service representative?

**A.** Ask to speak to the customer service supervisor.

### Q. What if I think the bill or the proposed solution is still wrong?

**A.** Naturally, we hope to be able to solve your problems ourselves, and we have skilled employees that regularly handle these matters. If we can't answer your question to your satisfaction, we will advise you to call or write to the Arkansas Public Service Commission Consumer Services Section. The Commissions' telephone number & address are:

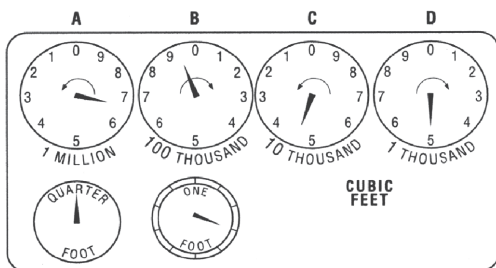
**1-800-482-1164** or **501-682-1718**  
Arkansas Public Service Commission  
1000 Center Street  
P.O. Box 400  
Little Rock, AR 72203-0400

### Q. What if I think my meter reading is wrong?

**A.** After you have double-checked the meter reading and feel the reading is incorrect, we will send an AOG representative to read and explain how to read your meter.

If the reading is correct, the Arkansas Public Service Commission permits us to charge a nominal fee for this service.

**Q.** Can I read my meter to double-check the meter reader?



**A.** Sure. The dials on your gas meter register the amount of gas used in units of 100 cubic feet. Reading your meter is similar to reading a clock. Here's what to do:

1. Face the meter and read the dials from left to right. Only the top four numbers appear on your bill.
2. Read the numbers as indicated by the hands on the dials. If a hand is between two numbers, read the smaller; except when the hand is between 0 and 9 as in "B" above, in which case you would read the number 9.

In the illustration above, dial A reads 6, dial B reads 9, dial C reads 4 and dial D reads 5. The correct reading for this meter is 6945.

Take a look at your bill and see when the meter was read last month, then read it yourself on the same day this month. Wait until you receive the next bill, and then compare your readings with ours. They should be roughly the same. If they're not, please call us and we'll check the accuracy of the meter.

## SERVICE DISCONNECTION

### Discontinuing Service

**Q.** How do I stop my gas service?

**A.** Just call us, visit our website, or write us a letter and tell us you want your gas service stopped.

We ask that you give us at least five days notice before you want your gas turned off. If you write, we'll consider the notice to be given three days after the letter is mailed. Please note that until you give us notice you're responsible for gas service to that location.

**Q.** Can AOG turn off my gas without telling me in advance?

**A.** Yes, under the following circumstances:

1. To correct a situation that poses a health or safety hazard to you or others; to prevent dam-

age to our equipment; or to prevent a violation of federal, state or local laws for use of service.

2. To make repairs, maintain or test our equipment.
3. To prevent the unauthorized use of service or tampering with pipe, meters and other Company equipment.
4. Failure to honor the terms of a Delayed Payment Agreement.

## Cut-Off Notices

### Q. If I don't pay my gas bill, what will happen?

A. Of course we will try to work with you if you're having a temporary problem.

If a customer has an unpaid bill as of the due date, we'll first mail a "Cut-Off Notice". However, we will eventually shut off the gas when a bill isn't paid. The customer will have ten days from the mailing date of the Cut-Off Notice to pay their bill before the gas is turned off.

### Q. What does a Cut-Off Notice include?

A. A Cut-Off Notice contains the following information:

1. The name and mailing address of the customer and the address of the service.
2. The amount of the delinquent bill.
3. A statement for the reason(s) for the suspension of service.
4. The date after which service will be suspended unless the customer takes appropriate action.
5. If suspension is for non-payment, a statement that the customer may qualify for a Delayed Payment Agreement. The customer must be presently unable to pay in full the amount due for service and must contact AOG before the last day to pay that is printed on the Cut-Off Notice.
6. A residential customer may postpone the shut-off of their gas service if they, or a permanent resident of their household, have a serious medical condition and a certificate from a physician stating that the discontinuance of gas service would cause risk of death or gravely impair health.
7. A statement that the customer may contact AOG about shutting off their service and make a complaint to the Arkansas Public Service Commission if they're not satisfied with AOG's answer.
8. The availability of protected customer plans for customers who are 65 or older or individu-

als with disabilities.

9. A statement that the customer may contact AOG for the names of federal, state, and local bill payment assistance agencies.
10. The telephone number and address of AOG, so the customer can question the Cut-Off Notice, enter into a Delayed Payment Agreement, obtain medical certificate forms, pay the bill, or make a complaint.
11. The telephone number and address of the Arkansas Public Service Commission.
12. The telephone number to pay by phone.
13. The charge for reconnecting or collecting a past due bill for service.

### **Q.** What about Third-Party Notification?

**A.** To help prevent unnecessary interruption of gas service, AOG will send a copy of a Cut-Off Notice to a third party designated by the customer. Available to all residential customers, this plan is especially advantageous to senior citizens and individuals with disabilities, providing peace of mind to children, relatives, and friends.

### **Q.** You mentioned some special situations that would stop an individual's gas from being turned off. What were they again?

**A.** There are four situations that stop a cut-off even if the gas bill remains unpaid. They are as follows:

1. A Delayed Payment Agreement
2. Certified Serious Medical Condition
3. Elderly & individuals with disabilities.
4. Landlord-tenant situation.

### **Q.** How does a Delayed Payment Agreement work?

**A.** If a qualifying customer can't pay the gas bill in full, AOG will not turn off the gas if the customer agrees in writing to:

1. Pay at least 1/4 of the amount of the overdue bill as a down payment by the close of business on the third business day after arranging an agreement.
2. Pay the balance in equal installments for at least 3 months from the date of the down payment.
3. A Delayed Payment agreement may be arranged by telephone if AOG is able to verify the customer's identity. AOG must receive the down payment by 5:00 p.m. on the third business day after the date the agreement was requested.

AOG may suspend service without prior written notice if a customer does not keep the terms of a Delayed Payment Agreement.

## Disqualifying from a Delayed Payment Agreement

1. AOG does not have to enter into a Delayed Payment Agreement if the customer has failed to keep the terms of a Delayed Payment Agreement in the last 12 months. This includes failure to pay the agreed-upon down payment within 3 business days.
2. AOG does not have to enter into a Delayed Payment Agreement after the last day to pay, as printed on the most recent Cut-Off Notice.
3. AOG does not have to enter into a second Delayed Payment Agreement if the customer currently is bound by a Delayed Payment Agreement.
4. AOG does not have to enter into a Delayed Payment Agreement if a customer has engaged in unauthorized use of service or has tampered with utility equipment in the last 24 months.
5. AOG does not have to enter into a Delayed Payment Agreement if a customer has misrepresented a fact relevant to the conditions under which he obtained or continued gas service in the last 24 months.
6. AOG does not have to enter into a Delayed Payment Agreement if the bill is more than one month past due.

AOG may renegotiate a Delayed Payment Agreement if a customer can substantiate a change in ability to pay resulting from a serious medical condition or the loss of a major source of income.

AOG does not charge interest on Delayed Payment Agreement installments.

AOG may suspend service without prior written notice if a customer does not keep the terms of a Delayed Payment Agreement.

### **Q.** How about a certified serious medical condition?

**A.** We will not turn off a customer's service if we receive a certificate from a doctor stating that shutting off the gas would aggravate a serious illness or create a substantial risk of death or grave illness for the customer or other permanent resident of the premises where service is provided.

Medical certificates can be requested by calling our office. The certificate should identify the patient, the medical emergency, specify the likely effects on the health of the individual from discontinuing gas service, and the time during which cutting off the gas would endanger the individual.

A telephone call from a doctor or nurse, nurse practitioner or public agency is acceptable if a certificate is received within seven days after the phone call.

AOG shall not be required to continue to provide service for longer than 30 days unless the medical certificate is renewed before the certificate expires; and the certificate can only be renewed once in a 12 month period.

**Q.** What were the special plans you mentioned for customers 65 or older or for individuals with disabilities?

**A.** We have special procedures to register any customer who is 65 years old or older or who has a physical or mental handicap that limits his or her ability to pay. When a registered customer tells AOG they cannot pay a bill on time, AOG will offer to:

1. Arrange a Delayed Payment agreement or arrange for Average Monthly Payment (AMP).
2. Explain the right to third-party notice before suspension of service.
3. Provide the name of federal, state, and local bill payment assistance agencies.
4. AOG will make two attempts to contact the customer in person or by phone before suspension of service.

**Q.** What was the Landlord/Tenant situation you mentioned?

**A.** When a landlord doesn't pay the gas bill, AOG will notify the tenants one week after sending the landlord a Cut-Off Notice. Because several individuals may be involved, we will wait 30 days from the date the landlord's bill was due before we shut off the gas at that location.

Before suspension of service AOG will make two attempts to contact the customer (landlord) in person or by phone.

Where it's feasible, AOG will offer each tenant the opportunity to apply for gas service in his/her own name. The tenant will not be held responsible for the landlord's bill. If this isn't practical or if the tenant declines to apply for such service, AOG will turn off the gas.

## **Suspension of Service**

**Q.** After a Cut-Off Notice, when will you actually turn off the gas?

**A.** AOG will suspend gas service after the last day to pay indicated on the most recent Cut-Off Notice or within thirty (30) days thereafter - between the hours of 8:00 a.m. and 4:00 p.m.

AOG will not cut off gas on a day when the business office is closed or on the day before such a date. Also, in Arkansas, AOG will not suspend the gas service to residential customers on a day when

the National Weather Service forecast predicts a minimum temperature for the next 24 hours of 32 degrees Fahrenheit or lower.

**Q. Under what circumstances does AOG suspend services?**

**A.** AOG may suspend services for any of the following reasons:

1. Failure to pay a delinquent account (or another approved charge) by the due date.
2. Failure to comply with an Extension Agreement, Delayed Payment Agreement, or appropriate commission order.
3. Failure to post a deposit or pay connection or reconnection fees.
4. Misrepresenting identity or facts to obtain service.
5. Unauthorized use of service, or tampering with AOG's pipes, meters or other equipment.
6. Refusal to let us inspect, maintain, replace, or read our equipment installed on the customer's premises, or maintaining some type of obstruction that prevents us from doing any of the above.
7. Violating our rules that protect the gas service of other customers.
8. Violating our rules that prohibit the use of non-standard equipment or unauthorized attachments.
9. Violation of federal, state, or local laws or regulations through use of service.
10. Abandoning the premises.
11. Causing injury or threatening to cause injury to any of our employees, their families, or AOG property.
12. Threatening to cause damage or failure to pay for damages to AOG equipment installed on the customer's premises.

Gas service will not be suspended if the customer pays the delinquent amount before our representative arrives to cut off service. This applies only if the reason for the suspension of service was for:

1. Failure to pay a delinquent account;
2. Failure to pay an installment under a Delayed Payment Agreement;
3. Failure to post a deposit; or,
4. Failure to pay connection or reconnection fees or another billed Commission approved charge.

If the payment is made by personal check, our employees can refuse the payment if the individual has given AOG two checks within the previous year which were “returned” for any reason other than bank error. A second check for the same past due amount can also be refused if the first one was “returned”.

**Q. Will AOG reconnect service after it’s been discontinued?**

**A.** Once the reason for the suspension has been resolved, AOG will be happy to reconnect service to the customer.

When the customer calls AOG with confirmation of payment, we’ll schedule the reconnection. If the suspension was the Company’s fault, we’ll reconnect service as soon as possible.

If the reason for the suspension was unauthorized use of our service, we will require a reasonable payment of estimated services rendered before we reconnect.

**Q. Does AOG ever refuse to serve someone?**

**A.** Yes, under some circumstances. We will refuse service when:

1. A bill from AOG in the applicant’s name remains unpaid.
2. Application for service following the relocation of the applicant and a former customer to new premises from premises where a bill remains unpaid for service which was provided to the former customer while the applicant was a full-time occupant;
3. Application for service at premises where there is an unpaid utility bill and where;
  - a. The former customer who owed the bill remains at the premises;
  - b. A full-time occupant of the premises when the bill was incurred remains at the premises; or,
  - c. A full-time user of the service when the bill was incurred remains at the premises.
4. The applicant is not in compliance with a Commission order, a Delayed Payment Agreement, or an Extension Agreement with AOG entered into by the applicant with respect to service previously rendered by AOG;
5. The applicant has not paid AOG an approved fee, charge, or deposit as provided for in the General Service Rules of the Arkansas Public Service Commission or the Company’s approved tariffs;
6. The applicant has not furnished adequate assurance of payment in the form of a deposit



or other security for service within 20 days of an order for relief under the United States Bankruptcy Code, 11 U.S.C.A. § 366;

7. There is evidence that the applicant is using service in an unauthorized manner or is tampering with the equipment furnished and owned by AOG;
8. A misrepresentation to AOG by the applicant relevant to the conditions under which the applicant may obtain gas service;
9. The applicant has not provided acceptable evidence of identity. Acceptable evidence includes the following:
  - a. driver's license or state ID card;
  - b. military ID;
  - c. ID from place of employment;
  - d. social security card;
  - e. current student ID;
  - f. passport;
  - g. birth certificate; or,
  - h. any other evidence establishing identity.If AOG reasonably believes that the evidence offered is unreliable, it may refuse to accept it and seek additional evidence from the applicant.
10. The applicant is not in compliance with all state and/or municipal regulations governing the service applied for;
11. The applicant is not in compliance with AOG's tariffs which have been approved by the Commission;
12. The service applied for is of such character that it is likely to unfavorably affect the service to other customers;
13. The connection of gas service to the applicant's equipment would create a hazard;
14. The applicant is causing or threatening injury to an AOG employee or an employee's family to retaliate for or prevent an act the Company performs in the course of business;
15. The applicant is causing or threatening damage to AOG's property.

If AOG refuses to serve an applicant, it will give an explanation in writing to the applicant within 7 business days.

## RATES

### Residential \* (WA-1)

Customer Charge	<b>\$10.70/month</b>
Delivery Charge	<b>\$0.425390/hundred cubic feet (CCF).</b>
Cost of Gas	The Cost of Gas will be calculated, and adjusted periodically, pursuant to the terms of the Company's Cost-of-Gas Adjustment Clause.
Energy Efficiency Cost Recovery and System Safety Enhancement	The EECR and SSER will be calculated and adjusted periodically pursuant to the terms of the Company's Tariffs.

### Small Business \* (WA-3)

Customer Charge	<b>\$15.95/month.</b>
Delivery Charge	<b>\$0.308120/hundred cubic feet (CCF).</b>
Cost of Gas	The Cost of Gas will be calculated, and adjusted periodically, pursuant to the terms of the Company's Cost-of-Gas Adjustment Clause.
Energy Efficiency Cost Recovery and System Safety Enhancement	The EECR and SSER will be calculated and adjusted periodically pursuant to the terms of the Company's Tariffs.

### Medium Business Sales\*\* (MB) (Annual consumption in excess of 10,000 MCF.)

Customer Charge	<b>\$360.00/month</b> for each meter served under the company's approved tariffs.
Delivery Charge	<b>\$1.730060/thousand cubic feet (MCF).</b>
Cost of Gas	The Cost of Gas will be calculated, and adjusted periodically, pursuant to the terms of the Company's Cost-of-Gas Adjustment Clause.
Energy Efficiency Cost Recovery and System Safety Enhancement	The EECR and SSER will be calculated and adjusted periodically pursuant to the terms of the Company's Tariffs.

### Medium Business Transport\*\* (MB) (Annual consumption in excess of 10,000 MCF.)

Customer Charge	<b>\$560.00/month</b> for each meter served under the company's approved tariffs.
Delivery Charge	<b>\$1.730060/thousand cubic feet (MCF).</b>
Energy Efficiency Cost Recovery and System Safety Enhancement	The EECR and SSER will be calculated and adjusted periodically pursuant to the terms of the Company's Tariffs.

### Large Business Sales\*\* (LB) (Annual consumption in excess of 36,000 MCF.)

Customer Charge	<b>\$1,320.00/month</b> for each meter served under the company's approved tariffs.
Delivery Charge	<b>\$0.835870/thousand cubic feet (MCF).</b>
Cost of Gas	The Cost of Gas will be calculated, and adjusted periodically, pursuant to the terms of the Company's Cost-of-Gas Adjustment Clause.
Energy Efficiency Cost Recovery and System Safety Enhancement	The EECR and SSER will be calculated and adjusted periodically pursuant to the terms of the Company's Tariffs.
Demand Charge	A monthly charge calculated by multiplying \$3.00 times customer's peak-day consumption as determined in Docket No. 13-078-U.

### Large Business Transport\*\* (LB) (Annual consumption in excess of 36,000 MCF.)

Customer Charge	<b>\$1,700.00/month</b> for each meter served under the company's approved tariffs.
Delivery Charge	<b>\$0.835870/thousand cubic feet (MCF).</b>
Energy Efficiency Cost Recovery and System Safety Enhancement	The EECR and SSER will be calculated and adjusted periodically pursuant to the terms of the Company's Tariffs.

System Safety Enhancement Demand Charge	of the Company's Tariffs. A monthly charge calculated by multiplying \$3.00 times customer's peak-day consumption as determined in Docket No. 13-078-U.
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### Company NGV Facility

The current price for compressed natural gas (CNG) at AOG's facilities is available at aogc.com or call 479-784-2000.

AOG's public CNG stations:

2100 Waldron Road, Fort Smith, AR  
4315 Savannah St., Fort Smith, AR  
4419 Main St., Arkoma, OK.

### Residential NGV Facility\*\*\*

Customer Charge	<b>\$10.70</b> /month.
Delivery Charge	<b>\$0.41208</b> /hundred cubic feet (CCF).
Cost of Gas	The Cost of Gas will be calculated, and adjusted periodically, pursuant to the terms of the Company's Cost-of-Gas Adjustment Clause.

### Commercial NGV Facility\*\*\*

Customer Charge	<b>\$15.95</b> /month.
Delivery Charge	<b>\$0.30812</b> /hundred cubic feet (CCF).
Cost of Gas	The Cost of Gas will be calculated, and adjusted periodically, pursuant to the terms of the Company's Cost-of-Gas Adjustment Clause.

*\* The aforementioned charges for natural gas service shall be subject to adjustment each month, pursuant to the terms of the Weather Normalization Adjustment Clause and charges resulting from the operation of the Municipal Tax Clause.*

*\*\* Please contact the AOG office for further details regarding the Business Class Rate Schedule.*

*\*\*\* The Customer shall be responsible for payment of all federal and state motor fuel taxes. State and local sales taxes are not applicable to compressed natural gas service for use as a motor fuel.*

*The Delivery Charge shall be subject to adjustment annually based on the Billing Determinant Rate Adjustment (BDA).*

## BILLING DEFINITIONS

**Customer Charge** is a charge to help cover the fixed costs of providing natural gas service. Fixed costs include bill processing, meter reading, meter equipment, service line maintenance and customer service personnel.

**Delivery Charge** is a charge to have natural gas delivered to a residence or business. This charge will be subject to adjustment annually based on the Billing Determinant Rate Adjustment (BDA) which is approved when actual delivery charge revenue is less than authorized revenue from AOG's last rate case docket. The delivery charge is applied to billed gas usage which may vary monthly.

**Cost of Gas** represents the amount that AOG paid for the gas. The price of the gas is passed on to consumers with no profit added.

### Energy Efficiency Cost Recovery (EECR)

The purpose of the EECR is to establish the EECR rates by which the Company will recover the incremental costs of energy efficiency programs approved by the Arkansas Public Service Commission in Docket No. 07-077-TF. Recovery is limited to the incremental costs which represent the direct program costs that are not already included in the then current rates of the Company. The EECR rates will be calculated to recover those costs over the period in which the EECR rates will be in effect.

**System Safety Enhancement Charge** recovers mains and associated services replaced in compliance with AOG's Distribution Integrity Management Program and Transmission Integrity Management Program.

### **Weather Normalization Adjustment (WNA)**

The WNA (Weather Normalization Adjustment) is an adjustment to the distribution charge on your monthly gas bill to reflect normal weather. The WNA will be a charge or a credit to your bill each month. This adjustment is used during the billing periods for November 1 through April 30. If the weather is colder than normal during a billing period, your distribution charge will be reduced in the form of a credit on your bill to reflect what the distribution charge would have been during a normal weather period. If the weather is warmer than normal, your distribution charge will be increased in the form of a charge on your bill to reflect what the distribution charge would have been during a normal weather period. The WNA has been approved by the Arkansas Public Service Commission for AOG's Arkansas customers.

### **Municipal Tax Clause**

The total amounts paid to each municipality served in the state of Arkansas for municipal, excise, sales or gross receipts, license, privilege or franchise taxes or fees or other extractions of monies (excluding ad valorem and income taxes), which are levied or imposed by laws or ordinances, shall be passed through to the Customers served within the boundaries of the municipality that levied the tax or fee or for which the tax or fee was levied. The charge for the municipal tax or fee shall be shown on the face of the bills as a separate line item.

**Act 310 Surcharge** This charge recovers mandated safety related expenditures incurred to relocate pipelines and facilities necessitated by public works projects.

### **Miscellaneous Service Charges**

Customer Account Record Statement	\$ 3.50
Energy Consumption Statement	\$ 3.50
Processing Fee for Average Monthly Payment Plan (AMP) - Customer withdraws from the plan and requests to be reinstated in a twelve (12) month period	\$10.00
Returned Check Charge Maximum allowed by Arkansas Code Ann. Sec. 4-60-103	\$ Max
Meter Reading Report Charge In excess of two (2) in a twelve (12) month period	\$ 3.50
Meter Test Fee	\$25.00
Collection Fee	\$25.00
Connection Fee	\$30.00
After Hours Connection Fee	\$50.00
Tampering Fee	\$50.00
Reconnection Fee	\$30.00
After Hours Reconnection Fee	\$50.00
Special Meter Read Fee	\$20.00
Late Fee	10% of first \$30.00, 2% of remainder

### **NOTICE TO CUSTOMERS Regarding Buried Gas Piping**

As your natural gas supplier, Arkansas Oklahoma Gas Corporation is required by the U.S. Department of Transportation Regulation 49 CFR 192.16 to give you the following information:

Property owners are responsible for the maintenance and inspection of buried piping from their gas meters to their structures or gas utilization equipment. Property owners should periodically have this piping inspected for leaks and also for corrosion if the piping is metallic. Unsafe piping should be repaired. Plumbing contractors can provide pipe inspection and repair services.

If your gas meter is next to your house or building wall, and the piping goes directly into the structure without going underground, this Notice does NOT apply to you.

When excavating near buried gas piping, the piping should be located in advance and the excavation done by hand. Again, you may contact a plumbing contractor for assistance in having your buried piping located.

For additional details, call Arkansas Oklahoma Gas Corporation. For more information on pipeline safety and integrity call 479-784-2052.