

# CUT BANK NATURAL GAS TARIFF



Canceling

Original

Revised

Revised

Sheet No.

R-11.1

Sheet No.

Rule No. 11

## FIELD SERVICE PROVISIONS

- 11.1 Customer shall be responsible for the installation of appliances, apparatus, equipment and the proper utilization of gas on customer's side of the point of delivery. The customer must assume the duties of inspecting his service line downstream of the meter, house piping, appliances, apparatus, equipment, chimneys and flues, and every part thereof, to assure that the same are in a safe and proper working order. In the event of the customer finding the gas service to be defective, it is the responsibility of the customer to immediately notify the Company to this effect.
- 11.2 Except as provided for in the next sentence, the Company shall not separately charge for the following services: pilot lighting, appliance shutoff and troubleshooting to determine equipment problems. Such services shall be provided without charge during normal business hours unless such requests from any single customer are excessive (more than two (2) times per year). After normal business hours such services will be provided on a time and material basis.
- 11.3 If a Company employee discovers a hazardous condition in an appliance, the employee must mark the equipment as hazardous and immediately shut it down, notifying the consumer that the equipment must be repaired before it can be operated again. If the equipment cannot be repaired, it must be replaced.

