

Pure Utilities, L.C.
207 W MILL STREET
Livingston, Texas 77351
(936) 327-7070

Mailed
 Faxed
 In Person
 Proxy

Gas Service Contract

(please return this page with payment)

Terms of Service and Customer Information:

Account Holder's Name: _____

Driver license/ID# _____ State _____ (required) S.S.# _____ - _____ - _____
Last First Middle

Secondary Account Name: _____

Driver license/ID#: _____ State _____ (required) S.S.# _____ - _____ - _____
Last First Middle

Phone: () _____ Phone 2:() _____ Fax: () _____

Account # _____ (assigned by office) Email: _____ @ _____

Is this rental property? Yes / No Provide Owner's name: _____

Is this a Business? Yes / No Provide Business' name: _____

Subdivision/Location: _____ Tax Lot _____

Signed/notarized copy of Rental Agreement on file? Yes / No

Pure Utilities offers ACH Bank drafting for payment of your utility bill(s); never mail a payment again! Ask for more information.

Service Location Physical Address:

Bills will be mailed to the following Postal Address:

Please list natural gas appliances/applications at the Service Location:

Continued on Back of Page

Monthly charges are billed on the first and are due within twenty days. Late charges will be added to balances not paid before or on the twenty-first. Disconnection for non-payment will be within ten days of receiving a late notice. Re-connection will require the full payment of balance, plus the reconnect fee.

Explanation of rates and fees:

_____ Gas tap.....	\$ 75.00
_____ No meter, but has a tap.....	\$ 30.00
_____ Meter in place, reconnect, transfer.....	\$ 20.00
_____ Gas tap, more than 150' from main line, _____ feet @ \$2.50 per foot	\$ _____

Customer _____ Date _____

Authorized Employee
of Pure Utilities, L.C. _____ Date _____

_____ Check # _____	\$ _____
_____ Cash	\$ _____
_____ Money Order # _____	\$ _____

I have received information regarding and I understand that Pure Utilities' responsibility ends at the meter. _____ **(Please Initial)**

Pure Utilities
LANDSCAPING PLAN

TERMS AND CONDITIONS

ACCEPTANCE

1. This Landscape Plan is offered for acceptance subject to the following terms and conditions in writing a representative of Pure Utilities, L.C., unless specifically agreed to otherwise.
2. This Landscape Plan is limited to the equipment, labor, and service specifically described and none other is intended or implied.

INSTALLATION

1. Homeowner agrees to allow Pure Utilities and/or those contracted by Pure Utilities access to property with any and all equipment and material necessary to complete the installation of utility service.
2. Homeowner agrees that the possibility of ground damage may occur from the heavy equipment and material being moved on-site and/or that wet ground conditions may create excessive ground damage during the installation process.
3. Homeowner agrees that during the course of the installation extra soil may or may not be left over.
4. Homeowner agrees that existing ground cover (grass) may be permanently displaced during the course of the utility installation.
5. Homeowner agrees that the possibility of vegetative (tree, shrub) loss may occur as a result of the utility installation.
6. Homeowner agrees that there is a possibility that some ground settling may occur in the disturbed soil area after the contractor has completed the installation and left the premises.

CONTRACTOR RESPONSIBILITY

1. Pure Utilities agrees that all work shall be completed in a workman-like manner, according to standard practices.
2. Pure Utilities agrees to make a reasonable attempt to minimize ground damage during the course of the utility installation.
3. Pure Utilities to backfill or have backfilled around all excavations to a minimum of grade level.
4. Pure Utilities agrees to spread excess soil to adjacent area of the installation site unless otherwise directed by the homeowner or if inclement weather prevents this action, the soil will be left at its present location.

HOMEOWNER RESPONSIBILITY

1. Homeowner agrees to re-grade soil in areas where settling has occurred.
2. Homeowner agrees to re-seed or sod areas of disturbed soil where existing ground cover was present prior to the utility installation.
3. Homeowner agrees to seed or sod any and all areas located within the surface application area upon completion of the utility installation.
4. Homeowner agrees to rake or grade any and all areas disturbed by the utility installation.
5. Homeowner agrees to dispose of any stumps or roots exposed or removed during the course of the utility installation.

ADDITIONS/EXCLUSIONS

The following terms and conditions that shall be included into this agreement:

Installer: _____ Date: _____

Homeowner signature: _____ Date: _____

PURE UTILITIES, L. C.
PUBLIC NOTICE

Re: Federal Safety Regulation - "Excess Flow Valve"

Dear Pure Utilities Customers,

The FEDERAL DEPARTMENT OF TRANSPORTATION (DOT) is now enforcing a new safety regulation pertaining to "Excess Flow Valve". This new regulation requires the Company (Pure Utilities) to notify residential customers receiving new service lines of the availability of and Excess Flow Valve (EFV) that meets minimum federal performance requirements. Also, should the customer desire installation of this device the customer must agree to pay ONE HUNDRED FIFTY DOLLARS (\$150.00) for the installation of this device.

WHAT IS AN EXCESS FLOW VALVE?

An EFV is a device designed to restrict gas flow in a customer's natural gas service line (between the main and the meter which is the Company's side of the line) by automatically closing in the event that the service line is broken, completely cut, torn apart, or otherwise separated, usually caused by some type of excavation or digging. A natural gas service line for the purpose of this Notice is the piping from the gas main, in the street or alleyway, to the customer's meter set. Restricting gas flow, after a gas service line is damaged, may decrease the potential for property damage and/or injury.

CUSTOMER RESPONSIBILITIES

If a Customer requests installation of an EFV and agrees to pay the cost at the time of installation, the Company will perform the installation. The Customer must agree to pay any and all future maintenance costs associated with an EFV including:

- 1. Excavation costs for valve renewal or replacement.
- 2. Pavement and/or landscaping replacement associated with any necessary excavation.
- 3. All associated material and labor costs.

ADDITIONAL INFORMATION

****NOTE****

INSTALLATION OF AN EXCESS FLOW VALVE IS MANDATORY ON NEW TAP INSTALLATIONS ONLY

- 1. An EFV will NOT protect against the following events:
 - A. Customers appliance gas leaks.
 - B. Small gas service line punctures.
 - C. Gas meter set leaks.
- 2. The Company makes no expressed warranty for continued proper EFV operation under normal use, conditions, and/or valve closure under any gas system operating conditions.
- 3. Additional information may be obtained by calling Pure Utilities at (936) 327 - 7070.

This form must be marked "Yes" or "No", signed, dated, and returned to Pure Utilities at 207 W MILL STREET, Livingston. TX. 77351.

YES I desire an Excess Flow Valve to be installed on my natural gas service line for a cost of ONE HUNDRED FIFTY DOLLARS (\$150.00).

NO I decline the offer to install an Excess Flow Valve on my existing natural gas service line.

×Customer Signature _____ Date _____

Mailing Address _____ City/State _____ Zip _____

a) **Applicability and scope.** This rule applies to gas utilities, as defined in Texas Utilities Code, §§101.003(7) and §§121.001, and to owners, operators, and managers of mobile home parks or apartment houses who purchase natural gas through a master meter for delivery to a dwelling unit in a mobile home park or apartment house, pursuant to Texas Utilities Code, §§§§124.001-124.002, within the jurisdiction of the Railroad Commission pursuant to Texas Utilities Code, §§102.001. For purposes of this section, all such gas utilities and owners, operators and managers of master meter systems shall be referred to as "providers." Providers shall comply with the following service standards. A gas distribution utility shall file amended service rules incorporating these standards with the Railroad Commission in the manner prescribed by law.

(b) **Disconnection prohibited.** Except where there is a known dangerous condition or a use of natural gas service in a manner that is dangerous or unreasonably interferes with service to others, a provider shall not disconnect natural gas service to:

(1) a delinquent residential customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day's highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the customer takes service.

(2) a delinquent residential customer for a billing period in which the provider receives a written pledge, letter of intent, purchase order, or other written notification from an energy assistance provider that it is forwarding sufficient payment to continue service; or

(3) a delinquent residential customer on a weekend day, unless personnel or agents of the provider are available for the purpose of receiving payment or making collections and reconnecting service.

(c) **Payment plans.** Providers shall defer collection of the full payment of bills that are due during an extreme weather emergency until after the emergency is over, and shall work with customers to establish a payment schedule for deferred bills as set forth in paragraph (2)(D) of §§7.45 of this title, relating to Quality of Service.

(d) **Notice.** Beginning in the September or October billing periods utilities and owners, operators, or managers of master metered systems shall give notice as follows:

(1) Each utility shall provide a copy of this rule to the social services agencies that distribute funds from the Low Income Home Energy Assistance Program within the utility's service area.

(2) Each utility shall provide a copy of this rule to any other social service agency of which the provider is aware that provides financial assistance to low income customers in the utility's service area.

(3) Each utility shall provide a copy of this rule to all residential customers of the utility and customers who are owners, operators, or managers of master metered systems.

(4) Owners, operators, or managers of master metered systems shall provide a copy of this rule to all of their customers.

(e) In addition to the minimum standards specified in this section, providers may adopt additional or alternative requirements if the provider files a tariff with the Commission pursuant to §§7.44 of this title (relating to Filing of Tariffs). The Commission shall review the tariff to ensure that at least the minimum standards of this section are met.

**CUSTOMER INFORMATION PAMPHLET
FOLLETO PARA INFORMACION DEL CLIENTE**

**PURE UTILITIES, L. C.
207 W MILL STREET
LIVINGSTON, TEXAS 77351
8-12, 1-5 MONDAY-FRIDAY**

INFORMATION CONCERNING RATES AND SERVICES

Company's service rules and applicable tariffs are available for inspection at each company office during regular working hours, Monday through Friday, except for holidays observed by the Company. Copies of the service rules and applicable tariffs are available at each Company office at a nominal cost.

INFORMACION REFERENTE A TARIFAS Y SERVICIOS

Los reglamentos y regulaciones generales de la Compania estan en cada oficina durante las horas regulares de trabajo para su inspeccion. Estas horas son de Lunes a Viernes, menos dias de fiesta observados por la Compania. Si usted desea copias de estos reglamentos y regulaciones generales y tarifas aplicables, las puede obtener en cada oficina por un precio nominal.

TIME ALLOWED TO PAY OUTSTANDING BILLS

The date your gas bill is due and payable is clearly indicated on the bill. The minimum time between the date the bill is prepared and sent to you and the due date is fifteen (15) days. However, if your gas bill shows that payment has not been made on the previous month's bill, that unpaid balance is due within five (5) working days from the date the bill is prepared and sent to you.

TIEMPO PERMITIDO PARA PAGARCUENTAS DELINCIENTES

La fecha devencimiento de su cuenta de gas esta claramente indicada en la cuenta. El recibo debe de ser pagado dentro de quince (15) dias despues que la cuenta es preparada y enviada a usted. Si su cuenta muestra que el pago del mes anterior no ha sido hecho, tiene cinco (5) dias de trabajo, desde la fecha en que la cuenta saha preparado y enviado a usted, para pagar el recibo vencido.

GROUNDS FOR TERMINATION OF SERVICE

Your gas service may be terminated for any of the following reasons:

6. Failure to pay a bill rendered as a disconnect notice.
2. Failure to comply with deposit or guaranty arrangements.
3. Failure to comply with terms of a written agreement for installment payment of a delinquent account.
4. Tampering with or damaging Company's meter or equipment or by-passing same.
5. For use of gas in violation of Company's service rules.
6. For use of gas in violation of any law, ordinance, or regulation.
7. In the event Company's representatives are refused access to your premises or service or repair lines or other equipment owned by Company.
8. In the event you vacate the premises served by the Company.
9. Violation of Company's rules pertaining to the use of service in a way which interferes with the service of others or the operation of non-standard equipment, if a reasonable attempt has been made to notify you and you are provided with a reasonable opportunity to remedy the situation.
10. For fraudulent misrepresentation in relation to the consumption of gas or any other fraud practiced, with regard to the matters referred to in Company's service rules or in a contract with the Company.
11. Without notice where a known dangerous condition exists for as long as the condition exists.

EL SERVICIO DE GAS SERA TERMINADO POR LAS SIGUIENTES RAZONES

Su servicio de gas sera terminado por cualquiera de las siguientes razones:

1. La falta de pago de una cuenta rendida como notificado para ser desconectada.
2. Por no cumplir con requisitos de deposito y garantias.
3. Por no cumplir con condiciones escritas de pago de una cuenta vencida.
4. Por hacer dano al medidor de gas o demas equipo intencionalmente; por obtener gas a manera de desviacion.
5. Si cuando usa el gas lo hace violando las reglas de la Compania.
6. Si cuando usa el gas lo hace violando alguna ley, ordenanza o reregulacion del Gobierno.
7. Por no permitir la entrada a su domicilio a un representante de la Compania con proposito de leer metros o reparar lineaus u otro equipo que la Compania posee.
8. En caso de que usted desocupe un domicilio que la Compania sirve.
9. Por violacion de reglamentos de la Compania en el uso de gas que estorbe con el servicio de otros, o el uso de modelos de menos calidad, despues de que la Compania ha tratado por un tiempo de avisarle y le ha dado la suficiente oportunidad que la situacion sea corregida.
10. Por falsificar en una manera fradulenta en relacion al consumo de gas, o cualquiera otra practica de engano tocante a lo que esta referido en los reglamentos generales y regulaciones, o en un contrato con la Compania.
11. Por no avisar cuando una situacion peligrosa existe por tanto tiempo como la condicion existe.

STEPS A COMPANY MUST TAKE BEFORE TERMINATING GAS SERVICE FOR NON-PAYMENT OF A BILL

Before gas service is terminated for non-payment of a bill, you will be given 5 working days written notice of termination and the earliest date that disconnection will be made.

MEDIDAS QUE LA COMPANIA DEBE TOMAR ANTES QUE EL SERVICIO DE GAS SEA TERMINADO POR NO PAGAR LA CUENTA DE GAS

Antes de que el servicio de gas sea desconectado por no pagar sera notificado por escrito dandole cinco dias de trabajo para pagar y se la dara la fecha, despues de los cinco dias de trabajo, en que sera desconectado el servicio por falta de pago.

STEPS YOU MAY TAKE TO PREVENT TERMINATION OF SERVICE

You may prevent termination of service if:

1. You pay all outstanding balances due Company; or
2. You are unable to pay the full amount of the bill, you sign a deferred payment agreement to pay the outstanding balance in installments as well as all future bills; or
3. Except in cases involving theft or fraud, the reason for termination has been corrected.

PASOS QUE USTED PUEDE TOMAR PARA PREVENIR LA TERMINACION DE SERVICIO

Puede evitar la terminacion de servicio si:

1. Pago lo que debe a la Compania; o
2. Usted no puede pagar la cantidad completa de la cuenta, usted puede firmar un plan para pagar le cantidad que debe en pagos a plazos; o
3. La razon por la que la Compania termino el servicio de gas ha sido arreglado, con excepcion de casos de fraude o robo.

STEPS YOU MAY TAKE TO HAVE SERVICE RECONNECTED AFTER TERMINATION

You may have service reconnected after termination if:

1. You pay all outstanding balances due Company; or
2. Except in cases involving theft or fraud, the reason for termination has been corrected.

PASOS QUE USTED PUEDE TOMAR PARA RECONECTAR EL SERVICIO

Usted puede tener el servicio de gas reconectado si:

1. Pague lo que le debe a la Compania ; o
2. La razon por la que la Compania termino el servicio de gas ha sido arreglado, con excepcion de casos de fraude o robo.

HOW HEALTH EMERGENCIES AFFECT TERMINATION OF RESIDENTIAL SERVICE

If disconnection of gas service would cause someone at your home to become seriously ill or more seriously ill, you may avoid termination of service for twenty (20) days if:

1. Prior to the date of termination, Company receives a written request from you supported by a written statement from a licensed physician; and
2. You sign a deferred payment agreement.

COMO RAZONES EMERGENTES DE SALUD AFECTAN LA TERMINACION DEL SERVICIO DE GAS

Si la discontinuacion del servicio de gas puede causar que alguien en su casa se ponga seriamente enfermo, puede evitar la terminacion del servicio de gas por un periodo de veinte (20) dias si:

1. Antes de la fecha de terminacion de servicio la Compania recibe una peticion escrita de usted confirmada por un escrito firmado por un medico; y
2. Usted tiene que firmar un plan de pago a plazos.

HOW TO RESOLVE BILLING DISPUTES AND HOW THESE DISPUTES AFFECT TERMINATION OF SERVICE

If you believe a bill is incorrect, you must give Company written notice prior to the date the bill becomes due and payable. Please include the reasons you question the amount. Gas service will not be disconnected while the bill is in dispute or for sixty (60) days after the bill is issued, whichever is less. However, until the dispute is resolved, you may be required to pay an amount based on prior gas usage. The portion of the bill which remains unpaid and is determined to be correct will become due three (3) working days after the Company reports the results of its investigation to you.

COMO RESOLVER DESACUERDOS SOBRE EL COBRO DE GAS Y COMO ESTOS DESACUERDOS AFECTAN LA TERMINACION DE SERVICIO

si cree que su recibo esta incorrecto, debe de escribir a la Compania antes de la fecha de vencimiento mencionando las razones por las cuales esta en desacuerdo, Su servicio no sera terminado mientras que el cobro se encuentre en desacuerdo o por sesenta (60) dias, lo que tome menos tiempo, despues que la cuenta se ha emitido. De todas maneras puede que tenga que pagar una cantidad basada en su uso usual de gas mientras se resuelve el caso. La parte de la cuenta que no se ha pagado, y se ha determinado que esta correcta, tendra que ser pagada tres (3) dias de trabajo despues que la Compania la ha reportada los resultados de su investigacion.

HOW TO READ YOUR GAS METER

Normally a gas meter index has four (4) reading dials in a horizontal line with the dials labeled from left to right as 1 million, 100 thousand, 10 thousand and 1 thousand.

Also, there may be one or more additional dials labeled "half foot, two foot, etc." used for meter tests which are to be ignored when reading the meter.

Meter dials are read from right to left or from the dial labeled 1 thousand to the dial labeled 1 million.

Read each dial as the last number the pointer has passed paying particular attention to the curved arrow on the face of the dial. This arrow reflects the direction in which the pointer moves. Some pointers move clockwise and some move counter-clockwise.

When the pointer of the dial is on or near a number, it is often difficult to tell whether the pointer has actually passed the number or not. Apply the following rule in this situation for every dial where the pointer is on or near a number:

“The Same or Lower Number Rule”

When the pointer appears to be on or near a number: Read it exactly as that number if the pointer of the dial on the immediate right is near 1 or 2. Read it as the lower number if the pointer of the dial on the immediate right is near 8 or 9.

The following is an example of how to read a typical meter index:



Look at the four dials with their curved arrows. Read from right to left as follows:

1. Read the “Thousand foot” dial as 7, the last number that the pointer passed. Note that the curved arrow on the dial shows a clockwise movement of the pointer.
2. Read the next dial, the “10-thousand” dial. The curved arrow on the dial above shows a counter-clockwise direction. The pointer is near the 9, but to be sure whether to read it as that number or the lower number 8, the previously mentioned “Same or Lower Number Rule” must be applied.
3. Read the “thousand foot” dial. It seems to point to 2. Double check by using the rule above. Since the pointer of the “10 thousand” dial is between the 8 and 9, take the lower reading number 1, for the “100 thousand” dial.
4. Read the leftmost dial, the “million foot” dial. The pointer is near the 6. Using the “Same or Lower Number Rule” we find the pointer on the dial to the right is between 1 and 2, so we read the “million foot” dial exactly as the number it is on or near, 6.

The entire reading is 6187.

COMO LEER EL MEDIDOR DE GAS

Normalmente el indice del medidor de gas tiene cuatro (4) enfaras horizontales marcadas de la izquierda a la derecha tal como un millon, 100 mil, 10 mil, y 1 mil.

Tambien el indice puede tener dos esferas marcadas “medio pie”, “dos pies”, etc. que son usadas para pruebas, solamente.

Las esferas se leen de derecha a izquierda o desde la esferas marcada un mil hasta la esfera marcada un millon.

El ultimo numero que la manecilla pasa es el numero que se lee. Ponga atencion a la direccion de la flecha esto indica la direccion de movimiento. Unas manecillas se mueven como lasmanecillas del reloj, otras contra este movimiento.

Es dificil saber cual numero leer cuando la flecha parece que esta arriba o cerca de un numero. Aplicar lo siguiente en esta situacion.

“El Mismo o Numero Bajo”

Cuando la manecilla parece que esta arriba o cerca de un numero, lea este numero si la manecilla a la derecha esta cerca de 1 o 2. Lea el numero antes, cuando la manecilla indica a la derecha, esta cerca del 8 o 9.

Lo siguiente es un ejemplo para leer un indice del medidor de gas:



Mire a los cuatro cuadrantes con flechas encorvadas. Interrete de derecha a la izquierda

como sigue:

1. Interprete el cuadrante de “100 pies” como 7, el ultimo numero que ha pasado el indicador. Fijese que la flecha encorvada indica un movimiento del indicador de izquierda a derecha.
2. Interprete el cuadrante proximo, el cuadrante de “10,000 pies”. La flecha encorvada indica una direccion a la izquierda. El indicador esta cerca del 9, pero para determinar si se interpreta como este numero 9 o como el numero mas bajo, 8, hay que aplicar la Regla ya mencionada del “Numero Mismo o Mas Bajo”. Ya que el indicador en el cuadrante de “1,000 ies” a la derecha esta mas cerca del 8, y el indicador no ha llegado al 0, el cuadrante de “10,000 pies” debe ser interpretado como 8.
3. Interprete el cuadrante de “100,000 pies”. Parece indicar el 2. Compruebelo por el uso de la regla mencionada. Ya que el indicador del cuadrante de “10,000 pies” esta entre el 8 y 9, escoja el numero mas bajo, 1, para el cuadrante de “1000,000 pies”.
4. Interprete el cuadrante a la izquierda, el cuadrante de “1,000,000 pies”. El indicador esta cerca del numero 6. Por el uso de la Regla del Numero Mismo o Mas Bajo, encontramos que el indicador en el cuadrante a la derecha esta entre 1 y 2, entonces interpretamos el cuadrante de “1,000,000 pies” exactamente como el numero en el cual esta o esta cerca del indicador, 6

La interpretacion o lectura entera es 6187.

ALTERNATE PAYMENT PLANS AVAILABLE

The Company makes available to you an agreement which provides for payment of delinquent bills along with timely payment for subsequent monthly billings. Please contact your nearest Company office for more information regarding the plan.

PLANES ALTERNATIVOS DE PAGO

La Compañía tiene para su disposición un plan de pagos que tiene provisiones para el pago de cuentas atrasadas y estos pagos de deben hacer junto con los pagos de meses posteriores. Por favor pongase en contacto con la oficina más cercana para obtener más información tocante al plan.

CUSTOMER REQUESTS FOR METER TEST

Upon your request, Company will test the accuracy of your gas meter. You will be informed of the time and place of the test so that you or your authorized representative may be present if you so desire. If no such test has been performed within the previous four years for you at the same location, the test will be performed without charge. If such a test has been performed for you at the same location within the previous four years, a fee will be charged to you. (In the event the meter test indicates that the meter is more than nominally defective, the fee will be refunded. More than nominally defective means a deviation of more than 2.0% from accurate registration.) An adjustment may be made to your account reflecting a charge or credit dependent on whether the meter under registered or over registered.

CUANDO EL CLIENTE PIDE QUE SU MEDIDOR DE GAS SEA INSPECCIONADO

Cuando usted lo pida, la Compañía revisará su medidor de gas. La Compañía le avisará del tiempo y lugar donde esta prueba se va a hacer y si desea, usted o una persona autorizada por usted, pueden estar presente. Si no se ha hecho una prueba del metro en esta localidad en los cuatro (4) años anteriores, se hará gratis. En caso de que la prueba se haya hecho durante los cuatro (4) años anteriores, habrá un cargo. (En caso que la prueba indique que el medidor de gas no está registrando bajo el criterio establecido por la Compañía, el costo será reembolsado. El criterio de la Compañía es que no debe ser más del 2.0% fuera de lo que debe registrar.) En caso de que esto pasara se hará un ajuste en su cuenta mostrando un crédito o cargo, dependiendo si el metro ha sido leído más alto o bajo de lo que debe ser.

HOW TO REGISTER A COMPLAINT WITH THE APPROPRIATE REGULATORY AUTHORITY

In event you register a complaint with Company which is not handled to your satisfaction:

1. Customers inside city limits may contact local city officials at City Hall.
2. Customers in unincorporated areas may contact:

Director
Gas Utilities Division
Railroad Commission of Texas
P. O. Drawer 12967
Austin, Texas 78711

Complaints to these parties may be submitted in writing or by telephone.

COMO REGISTRAR UNA QUEJA CON LAS AUTORIDADES REGULATORIAS APROPIADAS

En caso que usted registre una queja con la Compañía que no piensa usted que fue manejada satisfactoriamente:

1. Clientes dentro de los límites de la ciudad pueden consultar con los oficiales del Ayuntamiento.
2. Clientes de afuera de la ciudad pueden consultar:

Director
Gas Utilities Division
Railroad Commission of Texas
P. O. Drawer 12967
Austin, Texas 78711

Las quejas pueden ser reportadas por escrito o por teléfono.

gservicecont.wpd

NATURAL GAS FACTS

Safety Tips

Natural gas is odorless, colorless, and non-toxic. Pure Utilities adds a distinctive odorant to our natural gas for your protection. Natural gas is lighter than air and therefore diffuses rapidly when it escapes in an open area. Test results show that people can breathe up to a 25% concentration of natural gas mixed with air and bear no ill effects.

Handled responsibly, natural gas is one of the safest products to use in your home.

If You Smell Gas

- ▶ Open a door or window.
- ▶ Do not turn on any lights.
- ▶ Do not light any matches or lighters.
- ▶ Refrain from using any electrical appliances.
- ▶ Do not use any battery operated devices (garage door opener, flashlight, etc.).
- ▶ Go to a neighbor's house and contact Pure Utilities at (936) 327 - 7070.

Flammable Liquids

Flammable liquids such as solvents, gasoline, paint thinners, adhesives or any other fume producing liquids should never be stored close enough to any appliance - gas or electric - that could cause a spark and ignite the fumes. Flammable liquid fumes tend to hug the floor, and therefore it is recommended that water heaters be installed at least 18 inches off of the floor, reducing the risk of fire and explosions. These fumes are heavier than air and can be carried by air currents, possibly in the vicinity of pilot lights and burners.

The Blue Flame Rule

With the exception of gas fireplace logs, the color of a gas flame should be blue. If the flame is orange or yellow, the appliance possibly needs cleaned or adjusted by a qualified service technician. Pure Utilities' responsibility ends at the meter, so we recommend you call a licensed plumber or an appliance repair service.

Carbon Monoxide Safety

Carbon monoxide is also a colorless, odorless, tasteless gas produced by a number of sources, including the burning of natural gas when there is incomplete combustion. Signs that you may be experiencing carbon monoxide poisoning are headache, followed by dizziness and nausea. Get fresh air immediately, and seek medical attention if symptoms persist. However, the danger of carbon monoxide poisoning is quite minimal when gas appliances are correctly installed, vented, adjusted, maintained, and utilized. Carbon monoxide detectors are readily available in today's market and are effective if used properly. Some appliances that may produce carbon monoxide are:

Unvented gas space heaters - should be used with a window cracked open about one inch.

Gas ranges - are not designed to be used to heat a room and therefore it is a very dangerous practice to do so.

Central heating units - should be checked by a professional before use **each year** to see if the heat exchanger is cracked or rusted, and that the burner area is clean.

Attention to all Pure Utilities Customers

This notice is to inform all customers of their responsibility for maintaining any service lines extending from their side of the meter. Consequently Pure Utilities maintenance ends at the meter. Thus the following terms apply:

1. The operator, Pure Utilities, does not maintain the customer's buried piping.
2. If the customer's buried piping is not maintained, it may be subject to the potential hazards of corrosion and leakage.
3. Buried gas piping should be:
 - a. Periodically inspected for leaks.
 - b. Periodically inspected for corrosion if the piping is metallic, and;
 - c. Repaired if any unsafe condition is discovered.
4. When excavating near buried gas piping, the piping should be located in advance, and the excavation done by hand. For line locate requests call 811 or 1-800-344-8377 at least 48 hours prior to excavation activities.
5. The operator (if applicable), plumbers, and heating contractors can assist in locating, inspecting, and repairing the customer's buried piping.

This information is provided to you, fulfilling a requirement set by the Texas Railroad Commission. The terms above are quoted from the TRC regulations book, section 192.16A.

NOTICE TO PURE GAS CUSTOMERS

THIS IS TO NOTIFY YOU THAT INFORMATION IS AVAILABLE UPON REQUEST AT NO CHARGE CONCERNING:

- ★ Customer right to information concerning rates and services.
- ★ Customer right to have his or her meter checked without charge.
- ★ The time allowed to pay outstanding bills.
- ★ Grounds for termination of service.
- ★ Steps Pure Utilities must take before terminating service.
- ★ How the customer can resolve billing disputes.
- ★ Information on deferred payment plan.
- ★ Steps necessary to reconnect service after termination.
- ★ The appropriate regulatory authority with whom to register a complaint and how to contact such authority.

Office phone (936) 327 - 7070