



**Field Office: 9750 FM 1488  
Magnolia, TX 77354  
Telephone: (281) 252-6700  
Emergency: 1-800-925-0705  
Email: [info@unigas-tx.com](mailto:info@unigas-tx.com)  
Office Hours: 8:30-4:30 M-F**

## **Customer Rates and Services**

### **INFORMATION CONCERNING RATES AND SERVICES**

The Company's service rules and applicable tariffs are available for inspection at the Company's 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 the Company's office at a nominal cost.

### **TIME ALLOWED TO PAY OUTSTANDING BILLS**

The date your gas bill is due and payable is clearly indicated on the bill. The Company allows at least 15 calendar days from the date of the bill until its due date. Past due balances from previously unpaid bills will be reflected on the current bill and are due immediately.

### **GROUNDS FOR TERMINATION OF SERVICE**

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

1. Failure to pay a bill or notice 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 to read meters or service or repair Company's lines or equipment at any time of Company's choosing.
8. In the event you vacate the premises served by Company.
9. Violation of Company's rules pertaining to the use of service in a way which interferes with the services 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.

### **STEPS 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 the disconnect will be made.

### **STEPS YOU MAY TAKE TO PREVENT TERMINATION OF SERVICE**

You may prevent termination of service:

1. If you pay all outstanding past due balances due Company within the time provided; or
2. If 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 (available only if you have not been late paying a gas bill more than twice within the proceeding twelve months); or
3. Except in cases involving theft or fraud or tampering with Company equipment, the reason for termination has been corrected.

### **STEPS YOU MAY TAKE TO HAVE SERVICE RECONNECTED AFTER TERMINATION**

1. You pay all outstanding past due balances and service reconnect charges and application fees due Company; or
2. Except in cases involving theft or fraud or tampering with Company equipment, the reason for termination has been corrected.

## HOW HEALTH EMERGENCIES AFFECT TERMINATION OF RESIDENTAL SERVICES

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

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

## DEFERRED PAYMENT PLANS OF SERVICE

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

## CUSTOMER REQUESTS FOR METER TESTS

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 a 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.

## HOW TO REGISTER A COMPLAINT WITH THE APPROPRIATE REGULATORY AUTHORITY

In the event you make a complaint to Company which is not handled to your satisfaction, then:

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

Telephone: (877) 228-5740

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

## 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 bill's due date. Please include the reasons you question the accuracy of the bill. Gas service will not be discontinued 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 Company reports the results of its investigation to you.

## HOW TO READ YOUR GAS METER

Normally, a residential gas meter has a digital or "odometer-type" index. Simply read the numbers on this index to determine your usage.