

# Customer Bill of Rights



*Welcome to Pines Gas,  
your premier natural gas provider.*

Pines Gas  
13215 Bee Cave Pkwy, Galleria Oaks Building B, Suite B-250  
Bee Cave, TX 78738

Business Hours: Monday – Friday 8:00 a.m. – 5:00 p.m.  
Toll Free: 877-350-7816

[www.pinesgas.com](http://www.pinesgas.com)

**24-Hour Emergency: 877-350-7816, option 1**

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### Rules of Service and Rates

Pines Gas's rates, quality of service and safety measures are regulated by the Texas Railroad Commission, Federal Energy Regulatory Commission and municipal safety guidelines to ensure high quality of service and rates that are reasonable and necessary to the delivery of natural gas. Our service rules and applicable tariffs are available at no charge upon request. Contact the Pines Gas Customer Service at (877) 350-7816 to request a copy.

### Your Gas Bill

Itemized bills are mailed approximately every 30 days. Statements are due and payable when rendered and should be paid on or before the due date which is a minimum of 16 days from mailing. The date is clearly indicated on the bill. Any payment received after the due date is considered late and a disconnection notice will be issued. The unpaid balance is due within 5 business days from the date the disconnection notice is prepared and sent. Failure to receive a bill does not exempt a customer from the responsibility to make payment. Please contact Customer Service if you fail to receive a statement within 30 days of initiating gas service, or subsequently, if you ever have difficulty receiving statements.

### The Gas Meter

A gas meter measures and records the amount of gas used per every hundred standard cubic feet of gas (Ccf). Your meter is read on approximately the same day each month. Meter readings for the previous month and the present month both appear on each bill to allow you to monitor your monthly consumption of gas.

### Reading Your Gas Meter

Pines Gas will be happy to provide you with written instructions on how to read your gas meter. Contact us at Toll Free: (877) 350-7816.

### Customer Request for Meter Test

If you have a question regarding your meter accuracy, a meter test will be made at your request. Pines Gas will inform you of the time and place of the test so that you or your representative may be present. The meter test will be performed free of charge if no such test has been performed in the last four years for you at the same location. If a test has already been performed in the last four years, a charge will be billed to you as set out in our rates. If the meter test indicates that the meter is more than nominally defective (i.e. a deviation of more than 2.0% from accurate registration), the fee will be refunded. An adjustment may be made to your account reflecting a charge or credit, depending on whether the meter was over- or under-registered.

### Service Termination

Customers have an obligation to pay for the gas used. If payment becomes past due, a written disconnection notice will be mailed at least 5 business days prior to the date of disconnection.

Service may be **terminated after notice** for these reasons:

- ✦ Failure to pay a bill or make payment arrangements prior to the date of disconnection.
- ✦ Failure to comply with the terms of a payment agreement.
- ✦ Failure to comply with the terms of an installment plan on a delinquent account.
- ✦ Violation of the rules on using service in a manner that interferes with the service of others, if reasonable attempt has been made to notify the customer and the customer has reasonable opportunity to remedy the situation.
- ✦ Violation of the rules on using service by the operation of non-standard equipment, if reasonable attempt has been made to notify the customer and the customer has reasonable opportunity to remedy the situation.
- ✦ Failure to comply with deposit or guaranty requirements.
- ✦ Failure to make proper application for service in the true name of the customer.
- ✦ Failure to comply with permit or restriction requirements set forth by the applicable governmental authority.
- ✦ Using gas in violation of any law, ordinance, or regulation
- ✦ In the event our representatives are refused access to the premises to read meters or service or repair lines or other equipment.
- ✦ In the event you vacate the premises

Service may be **terminated without notice** for these reasons:

- ✦ Tampering with, damaging or bypassing the company's meter or equipment or other instances of diversion or theft of service. This is illegal, extremely dangerous and you could face possible prosecution by the District Attorney's Office.
- ✦ Existence of a known dangerous condition. Service will not be re-connected so long as the condition exists.
- ✦ Fraudulent misrepresentation regarding the consumption of gas or any other fraud practiced with regard to matters referred to in our service rules or in a contract with us

Service **may be refused** for these reasons:

- ✦ The existence of facilities that are hazardous, interfere with the service of others or are otherwise inadequate.
- ✦ The use of prohibited equipment or attachments.
- ✦ Change of customer identity to avoid or evade payment of a utility bill (i.e. intent to deceive).
- ✦ Existing indebtedness to Pines Gas.
- ✦ Refusal to comply with deposit and guarantee requirements.

## Service Reconnection

To reconnect gas service, the balance paid in full, security deposit and applicable fees will be required. An appointment must be requested by the customer to schedule service reconnection. If payment is received prior to 11:30 a.m., an appointment can be scheduled for the morning of the next business day. If payment is received between 11:30 a.m. and 5:00 p.m., an appointment can be scheduled for the afternoon of the next business day. Tampering, bypassing or connection of service by an unauthorized person will result in additional charges.

## Steps to Prevent Termination of Service

To avoid termination of service, the customer must pay all balances due. If unable to pay the full amount of the bill(s), the customer must sign a deferred payment agreement to pay the outstanding balance in installments. The customer must continue to pay subsequent bills on time. Fees and a deposit may be required if past due balances are not paid by the delinquent due date. If service is terminated for any reason other than past due payment, the termination will be reversed when the reason for termination has been corrected. This does not apply in cases involving theft or fraud.

## Serious Illness/Physical Disabilities

If termination of gas would cause someone at your home to become ill or more seriously ill, you may avoid termination of service for a period up to 20 days. To qualify, you must provide a written request and a written statement from a licensed physician. After doing so, you must then enter into an installment plan prior to the date of service termination.

*\* New documentation must be provided each time a delay is requested.*

## Critical Care

Contact Pines Gas if a resident in your home requires gas service to maintain life. Your account will be coded as "critical," informing our service technicians of the medical need in outage situations. Documentation from your physician will be required.

## Billing Disputes

In the event of a billing dispute, please contact Customer Service Toll Free (877) 350-7816. Our representatives will attempt to answer your questions and resolve your issue. If the dispute cannot be resolved by phone, you must provide Pines Gas with written notice prior to the date the bill becomes due and payable. Please include the reason(s) you question the amount. Pines Gas will investigate the dispute and report the findings. Gas service will not be disconnected while the bill is in dispute or for 60 days after the bill is issued, whichever period is shorter.

Until the dispute is resolved, you may be required to pay an average bill amount in lieu of the disputed portion and to pay subsequent billings. If you are dissatisfied with the review, you may appeal to the municipality in which you live.

## Registering a Complaint

Should you register a complaint with Pines Gas that is not handled to your satisfaction, you may request a review by your local city government. If you live outside of the city limits, contact:

Railroad Commission of Texas  
Attention: Gas Utilities Division  
P.O. Box 12967  
Austin, Texas 78711-2967

## Paying Your Bill

**By Mail:** Please send a check or money order (no cash) to:

Pines Gas  
13215 Bee Cave Pkwy, Galleria Oaks Building B, Suite B-250  
Bee Cave, TX 78738

**In Person:** Customers may pay gas bills in person at many locations in your area. These include select Walmart, HEB and Kroger locations, as well as, numerous independent check cashing facilities and other merchants. For a full list visit:

<http://www.pinesgas.com/>

**Online:** Pines Gas accepts MasterCard, Visa, Discover and electronic check payments online at [www.pinesgas.com](http://www.pinesgas.com). All credit/debit card transactions will be subject to a 2.5% processing fee and \$1.00 fee for all electronic check transactions.

**Auto Pay:** Available for credit/debit card and ACH. ACH payments include no additional processing fee. Enroll online or by phone.

## Financial Assistance

Please contact our Customer Service for a list of agencies providing financial assistance.

## Maintenance and Safety

**Customer Yard Lines:** Pines Gas maintains the gas piping in your yard up to the point where it reaches your gas meter. If your meter is mounted away from your house, the pipe between your house and the meter is your responsibility. If the pipe is not maintained, it may be subject to the potential hazards of corrosion and leakage. Buried gas pipe should be periodically inspected for corrosion if the piping is metallic; and repaired if any unsafe condition is discovered. When excavating near customer yard lines, the piping should be located in advance, and the excavation done by hand. Plumbing contractors, and heating contractors can assist in locating, inspecting, and repairing the customers yard lines.

**Excess Flow Valves:** Excess flow valves are safety devices that shut off the gas flowing through your service line if the line is cut or damaged. Generally, Pines Gas has already installed a valve on the line that serves each customer. In the event there is not a valve installed, Pines Gas will install one upon request, and we will bill you for the cost of labor and material.

# Reporting Emergencies

## What to do if you smell gas:

- ✦ Extinguish all open flames and/or sparks in the area.
- ✦ If possible, turn off the gas supply to the individual appliance.
- ✦ Do not operate electrical switches, telephones or appliances.
- ✦ Leave your house and walk to a neighbor's home.
- ✦ Do not operate motor vehicles in the area.
- ✦ From a neighbor's house, call our **24-hour Emergency Line: (877) 350-7816, option 1.**

## Be prepared to tell the operator:

- ✦ The nature of the possible emergency.
- ✦ The location of the emergency.
- ✦ Your name and location.

## Call Before You Dig

Before you dig, it is important to have all utility lines that run through your yard located to prevent damage and disruption of service and to ensure that safety is maintained. If you are planning to dig more than 16 inches, state law requires that you call 811 at least 48 hours before digging to request that the utilities in your yard are located at no cost to you. If you fail to call before you dig, you may be responsible for costs to repair damage.

## Privacy Statement

All information given to Pines Gas to establish your account is kept completely confidential and is not given or sold for any reason except as required by regulatory authorities or by valid subpoena.



*Your premier natural gas provider*

*Pines Gas is a trusted provider of premium natural gas services to top-rated communities in Texas. Committed to delivering efficient, clean-burning natural gas at reasonable costs, Pines Gas is proud to be your premier natural gas provider.*