

Your Rights and Responsibilities

as a customer of
Summit Natural Gas of Missouri, Inc.



1-800-927-0787

www.SummitNaturalGas.com

CONTENTS

Welcome	1
Your Rights and Responsibilities	1
Deposits	3
Meter Reading and Estimated Readings	4
Billing and Payments	4
Payment Options	5
Special Billing Options	6
Service Interruptions	7
Service Disconnection	8
Financial Assistance	9
Medical Emergencies	10
Stopping Service	10
Reconnection	11
Safety	11
Excess Flow Valves	14
Snow Removal	14
Contact us	15

WELCOME!

Summit Natural Gas of Missouri (Summit) is happy to welcome you as a new customer and we look forward to delivering reliable natural gas to your home or business. This brochure provides existing and new residential and commercial customers with a summary of your rights and responsibilities as required under Titles 20 CSR 4240-13 and 20 CSR 4240-40.030. Summit is regulated by the Missouri Public Service Commission (“PSC” or “MPSC”) which has authorized the procedures described here to ensure that all customers are treated fairly and are aware of their rights and responsibilities.

All rates are on file with and approved by the MPSC and are available to you upon request or can be accessed at the Commission’s Electronic Filing Information System website at efis.psc.mo.gov. Rate schedules and Terms and Conditions are also available on our website at SummitNaturalGas.com/rates-tariff.

If you have any questions or concerns, please do not hesitate to contact our Customer Service Department at 1-800-927-0787, between 8 a.m. and 5 p.m. Our Representatives will be more than happy to assist you.

Purpose and Reliability

The purpose of our gas system is to provide the public, both residential and commercial enterprises, with a clean, economical, and safe source of energy for a variety of uses.

Summit works diligently to ensure pipeline safety and reliability through a variety of ways including inspection programs, public education, pipeline markers, facility mapping, surveys, patrolling, pressure monitoring, odorization, and liaison with public officials.

YOUR RIGHTS AND RESPONSIBILITIES AS A CUSTOMER OF SUMMIT NATURAL GAS OF MISSOURI

You are responsible for:

- Paying your bill by the due date.
- Letting us know if you cannot pay all of your natural gas bill before we disconnect your service.
- Maintaining your customer-owned piping from the meter to your natural gas appliances or equipment.

You have the right to:

- **Seek help paying your natural gas bill.** The community agencies you contact will decide whether you are eligible for aid. You may call our Customer Service Department toll-free at 800-927-0787 for more information.
- **Ask us to enter into a payment arrangement** if you are temporarily unable to pay your natural gas bill. If you agree to such a plan, you give up your right to dispute the amount due under the agreement. If you do not fulfill the terms of the agreement, we

may disconnect service. We are not required to make a second arrangement but will try to take into consideration your unique circumstances.

- **Question whether your monthly bill is correct and have your bill adjusted if warranted.** If you feel there is an error in your monthly bill or disconnection notice, please call our Customer Service Department at 800-927-0787. You must take timely action to protect your rights.
- **File a complaint with Summit Natural Gas by calling 800-927-0787.** We will do our best to investigate your complaint and try to resolve it.
- **File a complaint with the Missouri Public Service Commission.** Before filing a complaint with the MPSC, first contact Summit at 800-927-0787 and allow us an opportunity to investigate your complaint. If you are unable to resolve the dispute or inquiry in a manner that is satisfactory, you may then contact the MPSC's Consumer Services Unit to file either an informal or formal complaint. A complaint may also be filed by the commission on its own motion, the commission staff through the staff counsel, or the Office of the Public Counsel.
 - You can reach the Consumer Services Unit by: calling 1-800-392-4211, online at psc.mo.gov/General/Submit_A_Complaint, via email at pscinfo@psc.mo.gov, or in writing at (MPSC) Missouri Public Service Commission, Governor Office Building, Attn: Consumer Services Unit, 200 Madison Street, P.O. Box 360, Jefferson City, MO 65102-0360.
 - If the staff is unable to resolve the informal complaint to your satisfaction, you may then file a formal complaint. For more information on filing a formal complaint please review the handbook "How To Present Your Formal Complaint Before the Missouri Public Service Commission" available online at psc.mo.gov/General/Submit_A_Complaint, and Chapter 2, Practice and Procedure, 20 CSR 4240-2.070 Complaints, available at s1.sos.mo.gov/cmsimages/adrules/csr/current/4csr/4c240-2.pdf.

The Office of Public Counsel (OPC) represents the public and the interests of utility customers in proceedings before the MPSC regarding investor-owned electric, natural gas, telephone, water, sewer and steam heat utilities, and in matters including safety issues, adequate and quality service, complaints and disputes, connections and disconnections, and billing and collection practices. The Office of the Public Counsel is independent from the MPSC and has a separate budget and staff. The OPC does not provide specific legal representation of individuals for individual problems. However, the office tries to help customers by contacting the utility or directing them to the appropriate MPSC department or government agency. It also comments on utility issues that affect consumers

and cooperates with other state consumer advocates, public interest and consumer groups and organizations to educate the public about consumer rights and to protect the rights of ratepayers. To learn more about your rights and responsibilities as a utility customer, read the Missouri Consumer Bill of Rights and Chapter 13, Service and Billing Practices for Residential Customers of Electric, Gas, Sewer, and Water Utilities, available online at psc.mo.gov.

DEPOSITS

Before initiating your gas service, we might ask for a deposit or another form of guarantee. This request typically stems from concerns regarding potential credit risks or doubts about future bill payments. Factors that could indicate credit risk include having outstanding bills at the time of applying for service, disconnection due to nonpayment, unauthorized usage, service theft, or a mandatory deposit determined by a soft credit check.

We can require a deposit that is double your estimated highest bill during the next 12 month period or where an acceptable credit rating cannot be established, one-sixth of the estimated annual bill for monthly billed customers at the requested service location. You may be required to pay the deposit in full when you request service. However, where deposits are assessed in the months of November, December, and January, and you are unable to pay the entire deposit, you might qualify for splitting the deposit payment over a six month period. Nonetheless, we reserve the right to demand a full deposit payment if you are currently under a payment arrangement for an outstanding bill.

- You have the right to show us evidence that you can and will pay your future bills and avoid a deposit request. Residential customers may provide prior credit history with another utility.
- Your deposit will earn interest during the calendar year of one percentage point (1.0%) above the prime rate published in the Wall Street Journal on the last business day in December of the prior year. Interest is paid as a credit on your account. Interest shall not accrue on any deposit after the date upon which the Company has made a reasonable effort to return such deposit to the customer.
- Residential customers have a choice between a cash deposit and allowing another person to “guarantee” your bills up to the deposit amount. The guarantor must be a customer in good standing with us.
- Your deposit plus interest will be credited to your account after twelve months if you have paid all bills by the due date for the past twelve months.
- When you close your account, your deposit and accrued interest will be applied to any amount due on your account, and any balance will be refunded to you promptly.

Commercial customers may be required to provide a cash security deposit. A surety bond or an irrevocable bank letter of credit from a financial institution will be accepted in lieu

of a deposit, if issued for a two-year period in the amount of the required deposit.

METER READING AND ESTIMATED USAGE

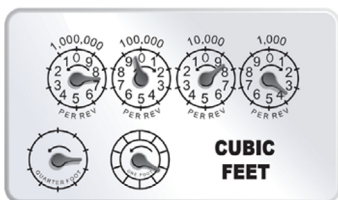
We read meters electronically every month to measure your gas usage. When a meter reading is taken, your bill will be based on your actual usage.

Estimated Usage

We may need to estimate bills when the meter is inaccessible, during extreme weather conditions, emergencies, or other similar circumstances which may also prevent our employees from reading your meter. If a meter reading is not obtained, your usage will be estimated, based on your previous usage, weather conditions, season of the year, and other information available. When usage is estimated, we clearly state that fact on your bill with the word “Estimated”, and any over- or under-billing is adjusted when the next actual reading is obtained and used for billing.

Reading your gas meter

You can check the accuracy of your bill and monitor your own gas usage by reading the meter yourself. The dials on your gas meter register the amount of gas used in units of 100 cubic feet, and are displayed either numerically or on rotary dials, as shown. Reading the rotary dials is similar to reading a clock: read the numbers on the dials from left to right. If a hand is between two numbers, read the smaller number, except when the hand is between 0 and 9, then read 9. In the example shown here, the correct reading for this meter is 7983. To check your usage, look at your last bill and see when the meter was read, 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 will send a Summit representative to read your meter.



BILLING AND PAYMENTS

If your preference is paper bills, you'll receive a bill every month via mail. If you prefer email or paperless billing, you'll receive notification on a monthly basis that your bill is ready to view in your online customer portal. Note: Please contact us if you do not receive a bill for 30 days. Failure to get a bill doesn't extend the time payment is due or avoid a Disconnection Notice if the amount is overdue. We've designed our bills to make it easy for you to know how

much natural gas you've used, how your bill is calculated, how much you owe, and when your payment is due. The amount shown on your bill as Total Amount Due should be paid and received by Summit in time to post on your account by the due date. As a monthly-billed customer, you are permitted at least 21 days from the rendition of the bill to pay your bill. The due date of your bill is clearly identified by the words "Due Date." A late payment fee of 1.5% of your total bill will be applied on payments received after the due date on the bill. If you mail your payment to us, your bill is considered paid on the day we receive it.

Your monthly bill will include any balance due, payments, credits, late fees, and three categories of natural gas service charges:

- 1) Delivery and Service charges – The cost to deliver and maintain safe reliable natural gas service to your home or business and other customer charges. These charges are detailed in the tariff for the class of service received. They are identified as the monthly charge (applied on a single bill per month) and the commodity rate (applied to each unit of consumption).
- 2) Supply charges – Purchase Gas Adjustment (PGA), The actual cost of the natural gas purchased to serve your home or business, which includes the cost paid to suppliers for the purchase, transportation and storage of gas. This charge is identified as the PGA rate in the tariff and is applied to each unit of consumption.
- 3) Taxes and other charges – Depending on where you live, we may also collect required state and city fees and taxes, and any charges specific to your account.

For more information about your bill, visit SummitNaturalGas.com/HowToReadMyBill.

Detailed terms and conditions of service are available at SummitNaturalGas.com/rates-tariff.

PAYMENT OPTIONS

Pay by Phone: Call 877-857-7493 to make a one-time payment using your checking/savings account or debit/credit card. Transactions may take up to five business days to be processed.

Pay by Mail: Send your payment, along with the payment stub to:

Summit Natural Gas of Missouri, Inc.
P.O. Box 77207, Minneapolis, MN 55480-7200

Pay in Person: Summit Natural Gas of Missouri and CheckFreePay have partnered with several retail locations in your area to offer another convenient, reliable method of paying your natural gas bill. Visit SummitNaturalGas.com/payment-options and click "Find a Retailer" to find the nearest participating retailer.

Pay Automatically: Pay your bill automatically every month directly from your checking, savings, debit or credit card account. Visit SummitNaturalGas.com then click the “Pay My Bill” link, then follow the steps below for registering and account log in to enroll in AutoPay, or call us at 800-927-0787 for assistance.

Pay Online: Visit SummitNaturalGas.com then click the Pay My Bill link at the top of the page. This brings you to the Account Login page.

Step 1: Register your account - You will need an email account and your account number listed on your gas bill to sign up. Once you have completed the account registration form, press Submit to create your account.

Step 2: Log into your account - Using your email address or account number and the password you created, you can log in to your account any time that’s convenient for you. When you log on, you will see the My Account page.

With an online account you can:

- View Your Bill to see your current bill and charges due.
- See your Payment History and Usage History
- Pay Your Bill electronically with your checking or savings account, or debit or credit card.
- Enroll in billing options such as Budget Billing, eBill email notifications and AutoPay.

SPECIAL BILLING OPTIONS

eBill

Save paper and make your record-keeping easier when you register to receive eBill email notifications when your bill is available online. Enroll online at SummitNaturalGas.com.

Budget Billing

Even out your monthly payments and enjoy lower bills in the winter. Budget Billing is based on the previous 12-months’ average usage. Your initial Budget Bill amount will be determined by computing an annual estimate using the actual bill amounts for your account’s most recent 12-month period and dividing the result into 11 equal monthly payments. The monthly payment amount will be rounded to the next whole dollar. The billing for the 12th month of the Budget Billing Plan year will reflect the actual usage for that month adjusted for any over-collection or under-collection for the previous 11 months of the Budget Billing Plan year. If a credit balance remains after all amounts due to Summit are applied, you will be given the option to have it credited against future bills or refunded within twenty-five days. If the total of the actual usage for the 12th month plus any under-collection for the previous 11 months exceeds your current Budget Bill Amount, you will have the option of paying the total due or entering into a deferred payment arrangement for up to three months for the amount above the current Budget Bill Amount.

Payment Arrangements

During the Cold Weather Rule November through March period, if you cannot pay your bill in full, please call our Customer Service Center at 800-927-0787 to set up a payment arrangement. We will continue service if you pay a reasonable portion of your bill and you agree to pay the rest in monthly installments. You must also agree to pay all the future bills by the due date each month. You may also be eligible for a modified budget bill which is designed to cover the total of all preexisting arrears, current bills and an estimate of future bills.

We will send you a written copy of a payment arrangement that requires two or more payments after a payment arrangement is established. If you do not make payments according to the written payment arrangement you will be considered in default and gas service may be terminated. If you default on a payment arrangement, in order to reestablish a cold weather payment agreement, you will be required to pay all default installment amounts and any current charges that are past due.

Third-Party Notification and Notices

To help prevent unnecessary interruption of gas service, please let us know if you want another person to get a copy of any disconnection notice we send you. We will send a copy to the person you designate, but you are still responsible for payment. Available to all residential customers, this service is especially advantageous to senior citizens and individuals with disabilities, providing peace of mind to children, relatives, and friends.

INTERRUPTION OF SERVICE

We may need to temporarily interrupt your service when it is necessary to repair or maintain our delivery system (planned or unplanned); to eliminate an imminent threat to life, health, safety or substantial property damage; or for reasons of local, state or national emergency.

When possible, we will let you know why and how long you can expect to be without service. If we plan to interrupt service to more than ten customers or a single commercial customer or for more than five hours, we must give you a minimum of 24-hours' notice. We will give you more notice whenever possible. If your service must be interrupted without notice for more than five hours due to storms or other emergencies, we will try to let you know as soon as possible how long you are likely to be without service. Notifications of the cause and expected duration of the interruption may be given through general notification means such as posting outage information on our website and making outage information available to customers that call our Customer Service Department.

Please notify us right away of the presence of special needs that depend on utility service, and we will put you on a priority list to restore services as soon as possible.

Liability and Abatement for Interrupted Service

Whoever is responsible for injury to persons or damage to property due to a willful act or negligence arising from the use of gas will also be responsible for paying all direct costs resulting from such action. We are not responsible for any internal piping or equipment that we do not own or did not install. If we must pay any person for claims of injury, damage or loss because of such internal piping or equipment, we expect you to reimburse us for such costs unless the law prohibits such reimbursements. Neither we, nor you, will be held responsible for such injuries or damage if the action was beyond control (i.e. "Acts of God"). Notify us right away for any claim for loss you believe is our responsibility.

DISCONNECTION OF SERVICE

The MPSC has authorized Summit to discontinue or refuse to supply natural gas service under certain circumstances:

Disconnection WITHOUT notice may happen if:

- We need to correct a situation that poses a health or safety hazard to you or others.
- To make repairs, maintain or test our equipment.
- To prevent damage to our equipment or to prevent a violation of federal, state or local laws for use of service.
- There is evidence of tampering with Summit's equipment or to prevent the unauthorized use of service or tampering with pipe, meters and other equipment.
- At your request or abandonment of the property.

Disconnection WITH notice may happen if:

- A customer violates or fails to comply with Summit rules and regulations of gas supply.
- A customer fails to fulfill contractual obligations for service and /or facilities subject to MPSC regulations.
- A customer fails to provide reasonable access to Summit's equipment.
- A customer has not paid a delinquent account or
- A customer fails to pay a deposit.

We Are Not Allowed to Disconnect for:

- Non-basic service charges, such as for merchandise or service not regulated by the MPSC.
- Estimated usage. However, we can disconnect for this if you have refused to allow us to read your meter.
- The failure of a previous owner or occupant of the premises to pay an unpaid or delinquent bill except where the previous occupant remains an occupant or user.
- We will not disconnect if you or a doctor notify us of a medical emergency (see below).
- For residential buildings with one meter for multiple units, if you are a tenant and your landlord does not pay the bill, we will issue a notice and opportunity to put service in your own name. You do not have to pay the landlord's unpaid bill.

- The failure to pay a bill correcting a previous underbilling, if you are unable to pay the corrected amount, unless you have been offered a payment arrangement at least double the period of underbilling.

Disconnection Notices

- In most cases, we will notify you in writing, delivered at least 96 hours prior to discontinuance, or sent by first class mail at least ten (10) days prior to discontinuance.
- A notice is good for thirty (30) days after the disconnection date stated.
- We will make reasonable effort to contact you at least twenty-four (24) hours preceding discontinuance of service to advise you of the pending action and what steps must be taken to avoid discontinuance. Reasonable efforts shall include either a written notice, a door hanger or at least two (2) telephone call attempts reasonably calculated to reach you.
- We will not disconnect service on a Friday, a weekend, a legal holiday, the day before a holiday, or on any day our office is not open for business.
- During a period of absence, you can avoid discontinuance of service by setting up auto-pay, or pay your bills on our website or by phone.

FINANCIAL ASSISTANCE

Low-income residential customers may qualify for help to pay their utility bills. The best source of information is to call your local Community Action Agency or local Department of Human Services office and ask about the Emergency Assistance Program. In addition, we partner with local organizations that can lend a helping hand if you are having trouble paying your energy bills, including:

United Way 211 - Available 24/7, United Way 211 is a free, confidential information and referral service that connects people to local services across Missouri. Dial 2-1-1 or visit 211helps.org.

Missouri CAN - The Community Action Network (CAN) serves low-income families in every county in Missouri. Visit communityaction.org to find your local agency or call 573-634-2969.

Missouri Division of Energy Low-Income Weatherization Assistance Program (LIWAP) -

LIWAP offers energy-efficient home improvements to help lower utility bills and improve comfort. Call 855-522-2796 or visit dnr.mo.gov/energy/weatherization.

Missouri LIHEAP - The Low-Income Home Energy Assistance Program (LIHEAP) helps low-income households meet their immediate energy needs. Visit dss.mo.gov/fsd/energy-assistance or call 855-FSD-INFO (855-373-4636).

Summit Natural Gas of Missouri's Cold Weather

Program - It provides you with an additional options if you fall past due on your account, even if you have been disconnected, beginning November 1st, and remaining in effect through March 31st. You must register for the program by completing the Cold Weather Registration Form located on our website, SummitNaturalGas.com.

Once you are registered, we will take additional steps to help you avoid disconnection if your account becomes delinquent between November 1st and March 31st. You are eligible to register if you are:

- Elderly or disabled with a household income of 150% of federal poverty guidelines or less, or
- 65 or older, or
- Disabled and rely on natural gas for health or life support. You will need to complete the medical verification form and have it signed by your doctor, or
- Disabled and receive government disability benefits.

Rebates on energy-efficient natural gas furnaces, water heaters & smart thermostats -

Visit SummitNaturalGas.com/rebates for more information and rebate forms.

Call Summit Natural Gas of Missouri at 800-927-0787

We can help you with:

- Making payment arrangements
- Enrolling in Budget Billing to help make your bills more manageable and predictable
- Enrolling in AutoPay and eBill so you never miss a payment

MEDICAL EMERGENCIES

Summit acknowledges the importance of supporting customers during medical emergencies by postponing service discontinuance for up to 21 days. This ensures that discontinuing service does not worsen a prevailing medical emergency affecting the customer, a family member, or permanent resident at the service location. In such cases, a licensed healthcare professional's confirmation of the emergency is required, a telephone call reporting the situation is acceptable. Please call our Customer Service Department on 800-927-0787 for more information.

Please note: a medical emergency does not cancel the bill. We will refer you to financial assistance agencies and ask you to negotiate a reasonable payment arrangement.

STOPPING SERVICE

If you would like to stop your gas service, call us at 800-927-0787, or visit our website and click Contact Us and complete the online form to tell us you want to stop your gas service. Please give us at least seven (7) days' notice before you want your gas turned off. If you write a letter, we'll consider the notice to be given three (3) days after the

letter is mailed. Please note that until you give us notice you're responsible for gas service to that location. We will bill you for service until you give the required notice, or we disconnect, whichever is first.

RECONNECTING SERVICE

Once you have paid your overdue bill or have agreed to a payment arrangement, we will make a reasonable effort to restore service upon the day requested or no later than the next working day following the day requested. We may also charge you a deposit equal to double your highest bill if you are disconnected for nonpayment or unauthorized use or theft of service. Commercial customers may be required to pay the amount overdue and a deposit before the reconnection of service. Please note, an extra \$30 Reconnection Charge applies.

SAFETY

Safety is and will always be our number one priority when it comes to our customers and our employees. More information is available on our website at

SummitNaturalGas.com/NaturalGasSafety

Reporting an Outage or Emergency

Call us at 1-800-883-3181 if you have a natural gas outage or emergency, or call 911 if you detect a gas leak.

Smell Gas? Act Fast!

Customers like you are the first line of defense when it comes to leak detection. Clean-burning natural gas is colorless and odorless, so we add an odorant called Mercaptan which smells like rotten eggs or sulfur to make it easy to smell if there is a gas leak. Your safety is important, so if you smell gas:

- Once you are away from the area **and upwind**, call 911 or Summit at 1-800-883-3181 and say that you smell a natural gas leak. We'll send someone to check things out.
- Do not use any electronics, flip any light switches, open windows, **use cell phones or doorbells** or do anything else that could cause a spark – just leave immediately.
- Always call to report a leak **from a safe location**, don't assume someone else will do it.
- Provide the location of the leak, including cross streets, and let us know if any digging, construction, or excavation is going on in the area.
- Follow directions from utility employees or emergency responders on-site who will let you know when it is safe to return.

Other ways to recognize hazards on a pipeline:

- Roaring sound like an engine
- A hissing or whistling noise
- Fire coming from the ground or burning above ground

- Dirt or water blowing from a hole in the ground
- Patches of dead vegetation or grass in a moist field

Taking a Proactive Approach Around Natural Gas:

- Regular inspection and maintenance of natural gas appliances.
- Install natural gas leak detectors in homes and businesses.
- Install carbon monoxide detectors in homes and businesses.

**Always call 811 -
It's free, it's for your
safety, and it's the law.**



Call 811 Before You Dig

Since pipelines and other utilities are underground and can't be seen, the leading cause of damage is digging by homeowners and construction crews. That's why you should always call 811 three days before you dig to have your underground utilities marked. Our gas lines will be marked with yellow flags and/or spray paint. That way, you know what areas to be careful digging, so everyone stays safe. You may also call Missouri One Call System at 1-800-DIG-RITE or visit mo1call.com to place a locate request online.

Customer-Owned Piping Responsibility

Summit owns and maintains the natural gas piping from the street to your meter. Natural gas customers are responsible for maintaining any natural gas lines from the meter to your natural gas appliances. These lines may be above or below ground. For safety's sake, have your gas lines inspected periodically by a plumbing or heating contractor who can inspect, repair and maintain your gas lines from the meter to your appliances.

Hot Water Scalding Safety

Many consumers do not know excessively hot tap water can cause severe burns, and most injuries and deaths involving tap water scalds are to the elderly and children under the age of five. The U.S. Consumer Product Safety Commission (CPSC) urges all users to lower their water heaters to 120 degrees Fahrenheit. In addition to preventing accidents, this decrease in temperature will conserve energy and save money.*

Most scalding injuries can be prevented by making sure your water heater is set to a safe temperature, always feeling the water temperature before placing a child in the bathtub, and never leaving a child alone or with other young children in the bathtub.

*Source: cpsc.gov/s3fs-public/5098.pdf

Appliance Connector Safety

Damaged and improperly maintained interior piping and connectors may present hidden dangers to customers, so your gas connectors need to be inspected regularly and replaced as needed. Certain kinds of flexible connectors manufactured between 1970 and 1980 may fail over time and need to be replaced.

- Only a qualified heating or plumbing professional should check your connector and replace it if needed. Do not try to do this yourself.
- If you need to disconnect or move a gas appliance, gas connectors should always be removed by a professional, and the fuel line should be plugged and capped.
- Gas pipes should be properly maintained and never used for unintended uses such as hanging clothes.

Corrugated Stainless Steel Tubing (CSST) Safety

Corrugated stainless steel tubing (CSST) is a flexible, stainless steel piping system used to supply natural gas and propane in residential, commercial, and industrial structures. Standard CSST is coated with a yellow exterior plastic coating. It has been safely used in homes and businesses since 1990 and is an effective means of delivering natural gas and propane gas to homes and businesses. CSST has typically 75% fewer fittings than traditional pipe which means a safer system, less leak potential and reduced callbacks.

Like all gas piping systems, CSST must be properly installed by a qualified professional and in accordance with the Manufacturer's Design and Installation (D&I) Guide, which now expressly includes bonding and grounding of the system in new installations. A bonding connection installed on a gas piping system, as with any metallic system within a house, will reduce the likelihood of electrical arcing to or from other bonded metallic systems in the structure.

However, some previously installed CSST systems prior to 2006 may not have the proper bonding for optimal safety: If lightning strikes on or near a structure, there is risk it can travel through the structure's gas piping system and cause a leak, and in some cases a fire. If you have yellow CSST that was installed prior to 2006, it's possible that it does not meet current installation requirements, and it is strongly recommended that you contact a licensed electrician to make sure that your system is properly bonded.

Note: CSST should not be confused with flexible gas appliance connectors – the product that joins a moveable appliance to your home or building's gas supply line. The difference is flexible connectors attach directly to the moveable appliance from the wall or floor. CSST is usually routed beneath, through and alongside floor joists in your basement, inside interior wall cavities and on top of ceiling joists in attic spaces.

Flammable Ignition Awareness

Never use gasoline or other flammable liquids indoors or in the same room or area as a natural gas appliance or other ignition source, as it could start a fire or cause an explosion.

- Gasoline and other flammable liquids should never be used indoors, and should be stored in an approved container, away from children.
- Gasoline is a motor fuel. Never use it as a cleaner.
- Keep gasoline ONLY in an approved gasoline container. Make sure the container is tightly sealed. Never store gasoline in plastic milk jugs or glass containers.
- Never fill gasoline containers to the top. Allow room for vapor expansion.
- Store gasoline in a safe container on a high shelf, in a cool place, away from the house.
- Talk to your children about the dangers of flammable liquid products.

EXCESS FLOW VALVES

An Excess Flow Valve (EFV) is a device that is designed to shut off, or significantly reduce, the flow of natural gas if a service line becomes damaged and that damage causes a sudden and significant increase in gas flow. When activated, the EFV may prevent the buildup of natural gas and lessen the possibility of a natural gas-related safety event. Customers can purchase an EFV from Summit Natural Gas to be installed on your natural gas service line. For more information about EFVs and to purchase one for your home, please call us at 1-800-927-0787 or visit SummitNaturalGas.com/ExcessFlowValve.

SNOW REMOVAL

Although natural gas equipment is designed to withstand harsh weather conditions, damage can be caused by snow and ice accumulation, as proper ventilation is required to keep equipment running smoothly. Snow and ice should be removed from your meter and pressure regulator vent as gently as possible, using a broom rather than a shovel or kicking the meter and pipes. Damage to the meter can also occur from overhead hazards, therefore, customers are encouraged to remove icicles from overhead eaves and gutters to prevent dripping water from splashing and freezing on the meter or pressure regulator vent pipe.

Vents for natural gas appliances prevent the accumulation of carbon monoxide within buildings and ensure combustion equipment operates properly. Ensure vents for your appliances are clean and free of obstructions.

Here are a few steps you can take to avoid any issues:

- Safely remove all snow and ice from your gas meter as well as all piping.
- Carefully shovel all snow around your meter and move it away.

- Ensure quick access to your meter by shoveling a pathway to your meter. This is important in case of an emergency.
- Carefully shovel all snow around your meter and move it away.
- Check your meter regularly to ensure there is no snow or ice accumulation.
- Call us immediately if your gas pressure regulator vent is blocked or you have any concerns pertaining to its proper function.

CONTACT US

Customer Service: 1-800-927-0787

Website: SummitNaturalGas.com

Email: customerservice@summitnaturalgas.com

Pay by Phone: 877-857-7493

On Facebook: Facebook.com/SummitNaturalGas

Report an Emergency: 911 or 1-800-883-3181

Line locates/Call Before You Dig: 811 or 1-800-DIG-RITE

Mail bill payments to: Summit Natural Gas of Missouri, Inc.
P.O. Box 77207, Minneapolis, MN 55480-7200

Billing Schedule - Monthly

Fees

Late Payment Fee	1.5% per month
Move in Unlock meter	\$30.00
Unlock Relight	\$30.00
Collection of Past Due Amount made at premises - "Collection Trip Charge"	\$30.00
Labor rate with vehicle, tools & equipment	\$40.00 per hour
Tech only labor rate	\$30.00 per hour
Non-Sufficient Funds/Returned Checks	\$10.00

Current Rates and Service Charges - Available online at SummitNaturalGas.com/rates-tariff and on file with the Missouri Public Service Commission.

Missouri Public Service Commission - 800-392-4211
200 Madison St., Jefferson City, MO 65101 psc.mo.gov

Missouri Office of Public Counsel - 866-922-2959
PO Box 2230, Jefferson City, MO 65102
email: mopco@opc.mo.gov online: opc.mo.gov



Summit Natural Gas of Missouri, Inc.
116 Chiefs Ct., Branson, MO 65616

