



**RULE 12**

Sheet 1

RATES AND OPTIONAL RATES

A. Effective Rates

The rates to be charged by the Utility for gas service shall be the rates legally in effect and on file with the California Public Utilities Commission (Commission). Complete copies of all rate schedules legally in effect for any district shall be available for public inspection at all times in the Utility's local offices for that district. Such tariffs may be maintained on a website, and printed copies of such tariffs shall be made available to customers upon request.

Where negotiable rate options are available to the customer, the Utility shall not be obligated to provide the customer with any recommendation or comparison of options.

B. Establishing Rate Schedules for New Customers

At the time of application for service, the Utility shall, based on information provided by the applicant, ensure that the applicant is placed on an applicable rate schedule approved by the Commission.

C. New or Optional Rates

In the event of the adoption by the Utility of new or optional rates, the Utility shall take such measures as may be practicable to advise the customers who may be affected that such new or optional rates are effective.

D. Change of Rate Schedule

Except as provided otherwise in the rate schedule or contract required thereby, a customer may request only one rate schedule change or change the contract in effect for the purpose of obtaining preferential rates, priority of service, or avoiding minimum charges in any twelve-month period; however, if the customer's fuel requirements are permanently increased or decreased due to changed conditions of operation, the customer may, by application, request service under another schedule for which the customer can properly qualify. A customer changing rate schedules shall not avoid any Use-or-Pay charges that would otherwise apply from the prior rate schedule under which the customer was served. In the event that a customer desires to take service under a different schedule than that under which the customer is being served and qualifies for service thereunder, the change shall become effective for service rendered after the next regular meter reading following the date of notice to the Utility, based on the availability of metering and billing requirements.

It is the customer's responsibility to request another rate schedule or service option if the customer's connected load, hours of operation, type of business or type of service have changed. Where the customer changes equipment or operation without notifying the Utility, the Utility assumes no responsibility for advising the customer of other rate options available to the customer as a result of changes in the customer's equipment or operations.

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Vice President  
Regulatory Affairs

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