

Your Rights and  
Responsibilities  
as a Customer of  
Colorado Natural Gas, Inc.



800-720-8193  
[www.ColoradoNaturalGas.com](http://www.ColoradoNaturalGas.com)

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## WELCOME!

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Colorado Natural Gas 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 their rights and responsibilities as required under 4 CCR 723-4, 192.16 and 192.616. The Colorado Public Utilities Commission (PUC) 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 Colorado PUC and are available to you upon request or can be accessed at the Commission's website at [www.colorado.gov/pacific/dora/puc](http://www.colorado.gov/pacific/dora/puc). Rate schedules and Terms and Conditions are also available on our website at [www.ColoradoNaturalGas.com/rates-tariff](http://www.ColoradoNaturalGas.com/rates-tariff).

If you have any questions or concerns, please do not hesitate to contact our Customer Service Department at 800-720-8193, between 8 a.m. and 5 p.m. Our Representatives will be more than happy to assist you.

## YOUR RIGHTS AND RESPONSIBILITIES AS A CUSTOMER OF COLORADO NATURAL GAS

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### 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 visit our website for payment assistance information at [www.ColoradoNaturalGas.com/PaymentAssistance](http://www.ColoradoNaturalGas.com/PaymentAssistance), or call our Customer Service Department toll-free at 800-720-8193 for 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 and may not offer you a new installment plan before we disconnect service.
- **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 800-720-8193. You must take timely action to protect your rights.
- **File a complaint with Colorado Natural Gas** by calling 800-720-8193. We will do our best to investigate your complaint and try to resolve it.
- **File a complaint with the Colorado Public Service Commission (PUC)**. Before filing an informal complaint with the Colorado PUC, you must contact Colorado Natural Gas at

800-720-8193 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 Colorado PUC's Consumer Assistance Unit to file a complaint. You may reach the Colorado PUC Consumer Assistance Unit by calling 303-894-2070 or 1-800-456-0858, online at [dora.colorado.gov/file-complaint](https://dora.colorado.gov/file-complaint), via email at [dora\\_PUC\\_complaints@state.co.us](mailto:dora_PUC_complaints@state.co.us), or in writing at Colorado Public Service Commission, Consumer Assistance Unit, 1560 Broadway, Suite 250, Denver, CO 80202.

To learn more about your rights and responsibilities as a utility customer, read the Colorado PUC publication EG-1 "Your Rights as an Electric or Natural Gas Utility Customer," available online at [puc.colorado.gov/electricgasfyi](https://puc.colorado.gov/electricgasfyi).

## DEPOSITS

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We may require a deposit or other guarantee before we start your gas service. We can ask for a deposit only if there is some proof that you will be a credit risk or that you may not pay your future bills. In most cases, proof that you will be a credit risk is shown if you have an unpaid bill when you apply for service or you have been disconnected for nonpayment, unauthorized use or theft of services.

We can require a deposit that is equal to your estimated average 90-days' winter bills for your location, which will be based on actual previous winter usage for the location whenever possible or our approximation thereof. Such deposit is not an advance payment or partial payment of any bill for service, but is security for payment of bills for service, to be applied against unpaid bills only if service is discontinued.

Commercial customers may be required to provide a surety bond or an irrevocable letter of credit from an approved financial institution in lieu of a deposit; provided that the surety bond or letter of credit is issued for the amount of the required deposit and for at least a two-year period.

- You have the right to show us evidence that you can and will pay your future bills and avoid a deposit request. Residential, small commercial and agricultural customers may provide prior credit history with another utility. All other commercial accounts we will not accept another utility prior credit history to waive a deposit.
- We will not require a deposit from an applicant for service or restoration of service who is or was within the last 12 months, a participant in the Low-Income Energy Assistance Program (LEAP) or received energy bill assistance from Energy Outreach Colorado (EOC) within the last 12 months.
- If we require a deposit, we will inform you in writing and tell you what you can do to begin or continue service.
- We will give you 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.
- Simple interest will be paid on a deposit at the percentage rate per annum as calculated by the Commission staff. We

will pay the deposit interest on an annual basis as a credit on the customer's account.

- Your deposit plus interest will be credited to your account if no more than two late payments in twelve consecutive months. When you close your account, your deposit and accrued interest will be applied to any amount due on your account, and any credit balance will be refunded to you promptly.

## METER READING AND ESTIMATED USAGE

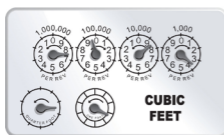
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We read meters electronically every month to measure your gas usage. When a meter reading is taken, your bill will be based on your actual usage.

### 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. Check your bill and see when the meter was read last month, 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 Colorado Natural Gas representative to read your meter.

## BILLING AND PAYMENTS

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You will receive your bill every month via mail or email a few days after your meter is read. 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 Colorado Natural Gas in time to post on your account by the due date. You are permitted fifteen (15) days

to pay your bill from the mail date. 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.
- 2) Supply charges – The actual cost of the natural gas purchased to serve your home or business.
- 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.

**Customer Affordability Program Charge** – All rate schedules for natural gas service are subject to a Customer Affordability Program (CAP) program fee, designed to recover the direct costs of the Low-Income Program. The CAP is a program designed to provide heating energy assistance to eligible CNG customer households in the form of bill credits in conjunction with Low Income Energy Assistance Program (LEAP), and arrearage forgiveness. This program is available to all CNG residential customers who meet certain Department of Health and Human Services (DHS) and CNG eligibility requirements.

**Demand Side Management Charge** – All sales rate schedules for natural gas service are subject to a Gas Demand-Side Management Cost Adjustment (G-DSMCA) designed to prospectively recover prudently incurred costs of Demand-Side Management Programs (DSM Programs) in accordance with Gas Demand-Side Management Rules 4750 through 4760 of the Commission’s Rules Regulating Gas Utilities and Pipeline Operators, 4 Code of Colorado Regulations 723-4 (“Gas DSM Rules”). The DSM Factor is calculated and shown separately from the base rates.

**Energy Assistance System Benefit Charge** – The State of Colorado recently passed a new law HB 21-1105 that requires investor-owned Colorado utilities to collect a new fee from ratepayers starting October 2021 to help low-income households with utility bills. The fee will start at 50 cents starting in October 2021 and incrementally increase until it reaches \$1 after October 2023. Low-income customers are exempt from the fee. Customers may opt out by emailing [customerservice@summitnaturalgas.com](mailto:customerservice@summitnaturalgas.com) or by calling our customer service team at 800-720-8193.

For more information about your bill, visit

[www.ColoradoNaturalGas.com/HowToReadMyBill](http://www.ColoradoNaturalGas.com/HowToReadMyBill).

For more information about our rates and how they are

calculated, visit [www.ColoradoNaturalGas.com/rates-tariff](http://www.ColoradoNaturalGas.com/rates-tariff).

## **PAYMENT OPTIONS**

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**Pay by Phone:** Call 888-236-8684 to make a one-time payment using your checking/savings account or debit/credit card.

**Pay by Mail:** Send your payment, along with the payment stub to:  
Colorado Natural Gas  
P.O. Box 77207  
Minneapolis, MN 55480-7200

**Pay in Person:** Colorado Natural Gas and CheckFreePay have partnered with several retail locations in your area to offer another convenient, reliable method of paying your natural gas bill. Visit [www.ColoradoNaturalGas.com/payment-options](http://www.ColoradoNaturalGas.com/payment-options) and click “Find Locations” 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 [www.ColoradoNaturalGas.com](http://www.ColoradoNaturalGas.com) then click the Pay My Bill link, then follow the steps below to enroll in AutoPay, or call us at 800-720-8193.

**Pay Online:** Visit [www.ColoradoNaturalGas.com](http://www.ColoradoNaturalGas.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 in to 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

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### 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 [www.ColoradoNaturalGas.com](http://www.ColoradoNaturalGas.com) and click on “Login/Register” at the top of the page.

### Budget Billing

Even-out your monthly payments and enjoy lower bills in the winter. Budget Billing is based on the previous 12-months’ average and adjusts to keep your payments more predictable every month. 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 Colorado Natural Gas 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 an installment payment plan or modified budget bill. Actual consumption and pricing will be compared periodically to projected consumption during the Budget Billing Plan year. A Budget Bill amount may be adjusted to minimize the chance of a large difference at the end of the Budget Billing Plan year.

### **Payment Arrangements**

If you cannot pay your account in full, please call our Customer Service Center at 800-720-8193 to set up a special payment plan as soon as possible. We offer several payment options to avoid your service being disconnected. You may qualify for a payment plan for up to 12 months.

We will send you a written copy of a payment arrangement that requires two or more payments within seven (7) business days after a payment arrangement is established. Any payment not received by the due date, on your bill, shall be considered in default and gas service may be terminated. If gas service is terminated to have service reinstated you will be required to pay all default installment amounts and any current charges 30 days past the due date, a deposit in the amount of three month's average gas bill plus a reconnection fee and other collection charges. If we cannot agree on the terms of a payment arrangement, you may contact the Colorado PUC's Office of the Utility Consumer Advocate (UCA) for assistance at [uca.colorado.gov](http://uca.colorado.gov).

### **Third-Party Notification and Notices**

To help prevent unnecessary interruption of gas service, please let us know if you want another person to be notified when you are past due and receive notice of disconnection. We will call or email the person you designate five business days before we mail a disconnect notice to you, 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**

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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**

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We will work with you to resolve any problems paying your bill. However, if a customer refuses to cooperate, we have the right to start disconnection procedures when:

- You fail to pay or make a payment arrangement for an overdue bill.
- You don't make payments according to payment arrangement.
- You fail to pay a deposit, arrange to pay for it or provide someone who is willing to guarantee payment.
- You are using the service without having applied for it.
- You refuse to let us onto your property to install, inspect, read a meter or repair company equipment.
- You have tampered with the meter or somehow managed to obtain service without payment.
- You misrepresented who you are to get service.
- You fail to comply with a decision made by the Colorado PUC.
- You violate of any other rules on file with and approved by the Colorado PUC which adversely affects your safety or other persons, or the integrity of our delivery service.

### **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 Colorado Natural Gas' 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

### **We Are NOT Allowed to Disconnect for:**

- Any unregulated charges, such as for merchandise or service not regulated by the Colorado PUC.
- Estimated usage. However, we can disconnect for this if you have refused to allow us to read a meter or you have refused to provide an actual reading on our form.
- 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 page 10).
- If you are a tenant and if your landlord asks us to disconnect or if your landlord does not pay the bill, we will issue you a notice and opportunity to put service in your own name.
- 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 equal to the period of underbilling.

Any day when the National Weather Service local forecast between 6:00 a.m. and 9:00 a.m. predicts that the temperature will be 32 degrees Fahrenheit (32°F) or lower at any time during the following 24 hours, or during any additional period in which utility personnel will not be available to restore utility service in accordance with rule 4409.

### **Disconnection Notices**

- In most cases, we will notify you in writing, hand-delivered or sent by first class mail at least twelve (12) days prior to discontinuance
- At least 24 hours in advance of any proposed service discontinuance, we will make a reasonable attempt to provide notice by telephone, email or in person. Service will not be disconnected before 8:00am or after 4:00pm Monday through Thursday, after noon on Friday after noon the day before a holiday and no weekends, state or federal holiday or when CNG is not open.

More information is available on our website at [www.ColoradoNaturalGas.com/DisconnectionOfService](http://www.ColoradoNaturalGas.com/DisconnectionOfService).

## **FINANCIAL ASSISTANCE**

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Low income residential customers may qualify for help to pay a utility bill. The best source of information is to call your county's Department of Human Services office and ask about energy assistance programs available. Visit [cdhs.colorado.gov](http://cdhs.colorado.gov) or call 303-866-5700 for more information.

In addition, we partner with local organizations that can lend a helping hand if you are having trouble paying your energy bills, including:

**Colorado LEAP** - The Low Income Energy Assistance Program (LEAP) is a federally funded program that helps eligible hard-working Colorado families, seniors and individuals pay a portion of their winter home heating costs. Visit [cdhs.colorado.gov/leap](http://cdhs.colorado.gov/leap) or call HEAT HELP at 866-432-8435.

**Energy Outreach Colorado** - Visit [www.energyoutreach.org](http://www.energyoutreach.org) or call for assistance with:

- **Bill Payment Assistance** – call 866-HEAT-HELP (866-432-8435)
- **Crisis Intervention Program (CIP)** including emergency heating system repair or replacement – call 1-855-4-MY-HEAT (1-855-469-4328)
- **CARE Program** provides free energy efficiency upgrades – call 303-226-5061

**Weatherization Assistance Program (WAP)** - The Colorado Energy Office (CEO) offers a free Weatherization Assistance Program (WAP) to Colorado's low-income residents. WAP is a federally funded program that can provide you with energy efficiency services. You can receive assistance with items like insulation, air sealing, storm windows and doors, furnace repair or replacement, and LED light retrofitting. Visit [www.Colorado.gov/energyoffice/local-agencies](http://www.Colorado.gov/energyoffice/local-agencies) to find the local agency near you that can help.

**United Way 211** - Available 24/7, United Way 211 is a free, confidential information and referral service that connects people to local services across Colorado. Dial 2-1-1 or visit [211Colorado.org](http://211Colorado.org).

**Customer Affordability Program (CAP)** - Colorado Natural Gas may provide additional low-income bill assistance that is contingent on receiving LEAP assistance. All LEAP recipients are pre-qualified in this program and automatically assessed for eligibility and no application required. The CNG-calculated credit will be applied as a single lump sum payment posted directly to a household's service account.

We will pre-enroll eligible customers into the CAP Program who are enrolled in LEAP. Participation in CAP one year does not guarantee the ability to participate in subsequent years, nor does participation in one year give participants priority in subsequent years.

**Rebates on energy-efficient natural gas furnaces, water heaters & smart thermostats** - Colorado Natural Gas offers rebates, programs and services to help you save money and be more energy efficient. Visit [ColoradoNaturalGas.com/efficiency](http://ColoradoNaturalGas.com/efficiency) for more information and rebate forms.

**Call Colorado Natural Gas at 800-720-8193**

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**

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Colorado Natural Gas will not disconnect service or refuse to reconnect for residential customers when you or someone in your house is seriously ill. Disconnection can be postponed due to a medical emergency for up to 90 days from the date of a medical certificate issued by a Colorado-licensed physician, health care practitioner acting under a physician's authority, or

health care practitioner licensed to prescribe and treat patients which provides disconnecting service would aggravate an existing medical emergency or create a medical emergency for the customer or permanent resident of the customer's household. A medical certificate may be invoked only once in any twelve consecutive months. For more information, please contact Customer Service Center at 800-720-8193 for more information.

**Please note:** a medical emergency does not cancel the bill. If requested, we can provide you a list of local financial assistance agencies or work with you to set up a payment arrangement.

## STOPPING SERVICE

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If you would like to stop your gas service, call us at 800-720-8193, 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. 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

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We will restore service if the customer does any of the following:

- 1) Pays in full the amount shown on the disconnect notice and any deposit (3 estimated winter bill) and/or fees, reconnect fee of \$43 and collection trip charge of \$43.
- 2) Pays any reconnection charge of \$43 and collection trip charge of \$43, enters into an installment payment plan, makes the first installment payment, unless the cause for discontinuance was the customer breach of such an agreement.
- 3) Presents a medical certificate.
- 4) Demonstrates the cause for discontinuance, if other than non-payment has been cured.

Unless prevented by safety concerns or pressing circumstances, we will restore service to a customer who has completed the action above and requested reconnection within 24 hours (excluding weekends and holidays) or within 12 hours if the customer pays applicable after-hours charges Monday-Friday before 8am or after 5pm or anytime Saturday \$43 trip charge + \$64 an hour minimum or Sundays and holidays two hour minimum \$172 + \$43 trip charge.

## SAFETY

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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 [www.ColoradoNaturalGas.com/NaturalGasSafety](http://www.ColoradoNaturalGas.com/NaturalGasSafety).

Colorado Natural Gas 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.

### **Reporting an Outage or Emergency**

Call us at 800-883-3181 if you have a natural gas outage or emergency, and 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 similar to 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,

- Leave the area immediately and take others with you.
- Do not use any electronics, flip any light switches, or anything else that could cause a spark – just leave immediately.
- Once you are away from the area, call 911 and Colorado Natural Gas at 800-883-3181 and say that you smell a natural gas leak. We'll send someone to check things out.
- Always call to report a leak, 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
- An area of frozen ground in the summer
- Patches of dead vegetation or grass in a moist field

### **Call 811 Before You Dig**



**Know what's below.  
Call 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.

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

### **Customer-Owned Piping Responsibility**

Colorado Natural Gas 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.

### **Excess Flow Valves**

An Excess Flow Valve or EFV, is a device that we can install on your natural gas service line. This is the line that runs from the gas main, generally located in the street, to your house/meter. EFVs are 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 excess flow valve may prevent the buildup of natural gas and lessen the possibility of a natural gas-related safety event.

The EFVs we install are designed to meet the minimum U.S. Department of Transportation performance standards for such devices and are just one of many ways we promote pipeline safety and integrity.

If you would like to have an EFV installed on your service line, you will bear the cost of installation. Costs vary, but average around \$1,500. Installation of an EFV is not mandatory, but if you would like an EFV installed, please contact us at 800-720-8193 or visit [www.ColoradoNaturalGas.com/ExcessFlowValve](http://www.ColoradoNaturalGas.com/ExcessFlowValve).

### **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: <https://www.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.

For more information, please visit [CSSTsafety.com](http://CSSTsafety.com)

**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



## CONTACT US

**Customer Service:** 800-720-8193

**Website:** [www.ColoradoNaturalGas.com](http://www.ColoradoNaturalGas.com)

**Email:** [customerservice@summitutilities.com](mailto:customerservice@summitutilities.com)

**Automated Customer Service:** 888-236-8684

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

**Line locates/Call Before You Dig:** 811

### Mail bill payments to:

Colorado Natural Gas, Inc.

P.O. Box 77207

Minneapolis, MN 55480-7200

### Billing Schedule

Monthly

### Fees

|                                    |                |
|------------------------------------|----------------|
| Late Payment Fee                   | 1.5% per month |
| Transfer Service                   | \$21.00        |
| Restore Service                    | \$43.00        |
| Trip Charge                        | \$43.00        |
| Service work                       |                |
| between 8am-5pm M-F                | \$43.00/hour   |
| Service Work before 8am            |                |
| or after 5pm M-F and Saturdays     | \$64.00/hour   |
| Service work Sundays and           |                |
| holidays (2 hour min)              | \$86.00/hour   |
| Insufficient Funds/Returned Checks | \$30.00        |

### Current Rates and Service Charges

Available online at [www.ColoradoNaturalGas.com/rates-tariff](http://www.ColoradoNaturalGas.com/rates-tariff) and on file with the Colorado PUC.

**Colorado Public Utilities Commission - 303-894-2000**

1560 Broadway, Suite 250, Denver, CO 80202

<https://puc.colorado.gov>

**Office of the Utility Consumer Advocate: 800-886-7675 or  
303-894-2121**