

Kansas Gas Service, a Division of ONE Gas, Inc.

SCHEDULE **GTC5**

All Rate Areas

Replacing Sheets 1-6, In Part filed November 29, 2016

No supplement or separate understanding shall modify the tariff as shown herein.

Sheet 1 of 6

**General Terms and Conditions for Gas Service****5. Discontinuation of Service****5.01 Notice to Customer for Discontinuing Service**

**5.01.01 Notice to Customer:** Company will give customer 10 days written notice before discontinuing service unless the discontinuance is made for any of the following reasons, in which case Company may discontinue service immediately:

- (1) Upon customer request.
- (2) The service is abandoned.
- (3) Because of a dangerous condition.
- (4) Because customer interferes with or diverts service (including meter bypass).
- (5) To protect the safety of customer or other person.
- (6) To maintain the integrity of Company's system.
- (7) In order to comply with curtailment orders as issued by Company.

Company will restore service as soon as practicable as soon as the physical problems described in items (3) through (7) above have been corrected.

**5.01.02 Notice to Other Residents:** If Company has knowledge that persons other than customer or members of customer's family are residing at the premises where unauthorized interference, diversion, or use is taking place, Company shall give such persons a 2 day written or 24 hour oral notice prior to discontinuance, provided no dangerous conditions exist. Except as provided in Section 4.07 Cold Weather Rule, all written notices to customers for discontinuing service shall contain:

- (1) The name and address of customer and the address, if different, where service is rendered.
- (2) A clear and concise statement of the reason for the proposed discontinuance of service.
- (3) The dates which service can be discontinued unless customer takes appropriate action.
- (4) Terms under which customer may avoid discontinuance, including a statement that discontinuance may be postponed or avoided if customer can demonstrate that special circumstances prevent complete payment and satisfactory credit arrangements are made with Company

Issued:	October 3, 2024	24-KGSG-610-RTS Approved <b>KLF</b> Kansas Corporation Commission October 3, 2024 /s/ Lynn Retz
Effective:	November 1, 2024	
By:	/S/ Janet Buchanan Janet Buchanan, Director – Regulatory Affairs	

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for amounts not in dispute.

## (5) The cost and conditions for reconnection.

Disconnection notices will also contain a statement to apprise customer of the administrative procedure which may be used in the event of a bona fide dispute or under other circumstances, such as provided in Section 5.04 Discontinuing Service - Special Circumstances. Such notices will include the telephone number, address and office of Company at which customer may meet with a designated Company employee to present reasons for disputing a bill or Company's reasons for discontinuance, request credit arrangements or request a postponement of discontinuance.

Disconnection notices will be mailed separately from customer's regular monthly bill to the normal mailing address and to the service address, if different, and will be considered as having been served as of the date of mailing, as indicated by Company's records. Company will maintain a record of the date of mailing and the effective dates of the notice. The disconnect shall become effective 10 days following the date of mailing and shall remain in effect for one month during which time Company may disconnect service. A telephone contact with customer will be attempted at least 2 days prior to date of disconnection advising customer of pending disconnection.

In situations where Company's records show that the service account proposed to be disconnected serves more than one residential dwelling unit, Company shall also post a Notice of Disconnection in an area common to the dwelling units at least 5 days prior to the discontinuance date specified therein.

When Company has evidence documenting that customer is receiving service through false identity, it may disconnect customer upon 48 hours notice given by personal or telephone contact and the telephone number of the Commission's Consumer Protection Office is provided to customer. Company will also mail its normal 10 day disconnect notice immediately; so that if contact is not made, service may be disconnected at the end of the 10 day period.

**5.02 Conditions for Discontinuing Service:** Company may discontinue or refuse service for any of the following reasons:

- (1) Upon customer request.
- (2) When a dangerous condition exists on customer's premises.

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- (3) When a service bill becomes delinquent, as provided in Section 4.01 Payment of Bills, and after proper notice, as provided in Section 5.01 Notice to Customer for Discontinuing Service.
- (4) When customer defaults under the Cold Weather Rule pursuant to Section 4.07 Cold Weather Rule or Section 4.08 Extended Payment Plan.
- (5) When customer causes or permits unauthorized use, interference, tampering or diversion of service (meter bypass) on or about customer's premises.
- (6) When service supplied by Company is used or misapplied by customer causing an unsatisfactory condition affecting the quality, safety or continuity of service to other customers.
- (7) When service is resold or shared by customer or customers without written consent of Company.
- (8) When customer fails to provide credit information or a security deposit or guarantee as may be required by Section 3.01 Credit Requirements or Section 3.02 Security Deposits.
- (9) When customer has a previous undisputed and unpaid separate account for Company's service which accrued within the last 5 years, if the service was provided under a written agreement, or 3 years if service was provided under an oral agreement.
- (10) When customer fails to comply with Company's General Terms and Conditions, or with an executed contract for service or applicable rate schedule as approved by the Commission.
- (11) When customer fails to comply with curtailment orders as issued by Company.
- (12) When customer's identity is misrepresented for the purpose of obtaining or retaining service or when any other means of fraud, as defined in Section 1, Definitions, is committed.
- (13) When customer refuses to grant Company personnel access, during normal working hours, to Company facilities installed upon the premises of customer for the purpose of inspection, meter reading, maintenance or replacement.
- (14) When customer abandons service.
- (15) When customer tenders an insufficient funds check as the initial payment or an installment payment under a Cold Weather Rule Payment Plan pursuant to Section 4.07 Cold Weather Rule and does not cure the insufficient payment during the 10-day period after a disconnection notice is sent to the customer.

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When conditions listed in (2), (5) and (6) above are discovered by Company, Company may disconnect service immediately. However, when the Cold Weather Rule is in effect, service must be reconnected as soon as practicable after the physical problem described in (2), (5) and (6) above has been corrected.

**5.03 Conditions Insufficient to Cause Discontinuation of Service:** Company shall not disconnect or refuse service for any of the following reasons:

- (1) The failure of customer to pay for charges other than those specifically identified in Company's approved tariffs and terms and conditions.
- (2) The failure of customer to pay for service received at a concurrent and separate metering point, residence or location.
- (3) The failure of customer to pay for a different class of service received at the same location. The placing of more than one meter at the same location for the purpose of billing the usage of specific devices under optional rate schedules or provisions is not considered as a separate class of service for purposes of this rule.
- (4) The failure of customer to pay a bill which is in dispute; provided, however, that customer pays that portion of the bill not in dispute.
- (5) Undisputed and unpaid accounts which have accrued that are more than 5 years old for service provided under a written agreement or more than 3 years old for service provided under an oral agreement.

**5.04 Discontinuing Service - Special Circumstances:** In addition to the provisions of Section 4.07 Cold Weather Rule, Company will either allow payment in reasonable installments or postpone discontinuing service for at least 21 days so that a residential customer may make arrangements for payment of service bill either in full or by reasonable installment payments, if the customer notifies Company and establishes that:

- (1) Discontinuing service would be especially dangerous to the health of customer, resident member of customer's family or other permanent resident of the premises where service is rendered, and that
- (2) Customer is unable to pay for such service in accordance with Company's billing or is able to pay for such service only in installments.

In determining whether discontinuing service would be especially dangerous to health, consideration shall be given to the weather, customer's or other resident's medical condition, age or disability.

**5.05 Procedures for Discontinuing Service:** Except as provided in Section 4.07 Cold Weather Rule, Company's employee who is to disconnect service will make a reasonable effort to contact and establish identity with customer or other responsible person then upon the

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premises, announce the purpose of Company employee's presence, identify and record the name of the person contacted, accept payment of all amounts tendered which are necessary to avoid disconnection, record any statements disputing the accuracy of the delinquent bills, the cause of discontinuance, or concerning the medical condition of any permanent resident of the premises. Company may refuse to accept cash payments at the customer's premises pursuant to the Commission's order in Docket No. 11-KGSG-503-MIS.

If contact with customer or other responsible individual is not made, Company's employee shall leave notice upon the premises in a manner conspicuous to customer stating the date and time of discontinuing service and the address and telephone number of Company where customer may arrange to have service restored.

Except for discontinuing service pursuant to Section 5.02 Conditions for Discontinuing Service, Parts (1), (2), (5), (6) and (10) Company shall discontinue service only when, at the time of the proposed discontinuance, Company's office or personnel identified in the notices given pursuant to Section 5.01 Notice to Customer for Discontinuing Service, are open or available to customer for one hour after discontinuance and on the full working day following discontinuance to enable customer to obtain reconnection. Company personnel with authority to approve reasonable pay arrangements shall be available during this period.

- 5.06 **Restoration of Service:** Upon customer request, Company will restore service promptly when the cause of discontinuing service has been eliminated, applicable charges paid, and/or if required, satisfactory credit arrangements have been made. Every effort will be made to restore service to existing customers defined under Section 2.02.03 on the day requested but in no event shall restoration be later than the next normal business day following the day requested by customer.
- 5.07 **Disputed Bills:** When customer advises Company in any reasonable manner such as written notice, in person, or by telephone call directed to the appropriate personnel prior to the date of proposed discontinuance of service that all or any part of a bill rendered is in dispute or that Company's reasons for discontinuing service are factually invalid, Company shall record the date, time and place that customer notice of a dispute is given, and postpone discontinuing service until a prompt and full investigation is completed.

Company and customer shall attempt to informally resolve the dispute to the mutual satisfaction of both Company and customer. In the event the dispute is not resolved Company shall advise customer of informal and formal procedures available before the Commission and shall then discontinue service if proper notice has been given to customer.

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- 5.08 **Collection or Disconnection Charge:** When it is necessary for Company to make a service call for the purpose of collection or disconnection of service because of non-payment, a service charge as specified in Section 12.05 Collection or Disconnection Charge, will be collected from customer by Company.
- 5.09 **Reconnection Charge:** When a customer has been disconnected for conditions in Section 5.02 Conditions for Discontinuing Service, Company may require a service charge as specified in Section 12.06 Reconnection Charge, for reconnecting service. In addition, Company may require a security deposit, as specified in Section 3.01 Credit Requirements and Section 3.02 Security Deposits, before service is reestablished. In the event a customer orders a disconnection and a reconnection at the same premises within a period of 12 months, Company will collect, as a reconnection charge, the sum of such minimum bills as would have occurred during the period of disconnection, but in no event less than the reconnection charge provided for in Section 12.06 Reconnection Charge. If service has been discontinued because of unauthorized use, interference, tampering or diversion of service (meter bypass), customer shall pay Company an amount estimated by Company to be a reasonable payment for the unauthorized service used and the reconnection charge pursuant to Section 12.13 Diversion Reconnection Charge. If Company disconnected Customer's service elsewhere due to Customer's refusal to provide access to Company's pipelines, facilities, or equipment located on Customer's premises, Company may require Customer to pay the additional costs associated with service disconnection prior to reconnection.
- Company shall not charge both a reconnection fee as specified in Section 12.06 Reconnection Charge, and a reconnection charge as specified in Section 12.13 Diversion Reconnection Charge for the same reconnect.
- 5.10 **Transfer of Account Balances:** In the event of discontinuance or termination of service at customer's metering point, residence or other location, Company may transfer any unpaid balance to another concurrent active account of customer only with customer's written consent. In the event of the failure of customer to pay a final bill at a metering point, residence or other location, Company may transfer such unpaid balance to any successive service account opened by customer for the same class of service, and may discontinue service, upon proper notice at such successive metering point, residence or location for non-payment of such transferred amount.

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