

Service Policy and Plan of Service on Residential and Commercial Customer's Premises

"SERVICE POLICY"
AND
"PLAN OF SERVICE"
ON
RESIDENTIAL AND COMMERCIAL
CUSTOMERS' PREMISES

Service under this policy will conform to provisions in the Louisiana Public Service Commission Order No. U-19906 dated November 18, 1992.

ENTEX, a Division of Arkla, Inc.'s corporate objectives state that, "The Company will provide its customers with efficient, reliable, safe, courteous, knowledgeable and consumer-oriented gas service for the complete fulfillment of their needs at the lowest price commensurate with its responsibilities to its investors, employees and the general public."

In the interest of consumer protection and safety and in compliance with Federal and other governmental regulations relating to consumer and employee safety, the Company sanctions service on our customers' gas appliances only by trained employees acting to perform their assigned duties for the Company, or by competent and responsible dealers and other independent service organizations who are appropriately covered by insurance, for the protection of their employees and the public.

In keeping with these objectives, the following SERVICE POLICY and PLAN OF SERVICE on residential and commercial customers' premises are adopted:

SERVICE POLICY

ENTEX, a Division of Arkla, Inc. will assure adequate servicing of gas appliances that are under Entex warranty or only when qualified appliance service is unavailable for at least 24 hours in order to meet the needs of its customers. With the consultation of a HVAC service organization, ENTEX will provide the customer with a list of "qualified licensed" service dealers in the area who wish to participate on a 24-hour on-call basis. Company, dealer and other responsible servicing organizations will be available to fulfill this policy.

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The company will actively encourage and assist dealers, service organizations and others to enable them to develop and train competent service personnel to handle the servicing of all types of gas appliances and gas air conditioners on Company's gas lines.

Our customers will be encouraged to use competent service agencies making fair reasonable charges. Only when qualified appliance service is unavailable for at least 24 hours, will Company provide such service. Company will work to find and develop responsible dealers and/or other outside service organizations.

Our company's charges for services, other than free services, will be competitive with the charges of reputable service organizations in the area.

The company will continually keep informed of the service problems at all locations and of how well these problems are being solved. It will stand ready at all times to take the necessary steps to assure its customers prompt, courteous, and satisfactory service at reasonable charges.

Items of "Free Service" are to be limited to those outlined in the PLAN OF SERVICE.

PLAN OF SERVICE

1. FREE SERVICE ON CUSTOMERS' PREMISES

A. Gas Leak Investigation

All gas leak calls or calls of a similar nature shall be promptly investigated. Leaks of a minor nature in exposed piping, valves and controls above the floor may be repaired. However, materials used and time spent in making leak repairs on customers' premises downstream of the meter are to be charged for. Customer is not to be told that all leaks are repaired if service person cannot check all piping. Where shut-in test results are not satisfactory, small meters and regulators are to be removed, the service riser plugged with a suitable galvanized steel cap and customer advised to call a plumber for a complete leakage check. A follow-up shall be made in cases that warrant this action.

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B. Gas-Air Adjustments

Gas-air adjustments on appliance burners which are easily accessible and which require a minimum of time for adjustment are to be made at no charge if performed in conjunction with (1) institution of service,(2) change-out of a meter and/or regulator, and (3) other service investigation and/or work being performed on the premises. In conjunction with the service work listed above, adjustments on burners not readily accessible and where more than normal labor is involved are to be charged for.

C. Consultation

Company solicits and welcomes inquiries from its customers and prospective customers for advice concerning the use or more complete use of its service. This assistance will be given at no charge.

Special effort will be made to answer customer complaints in order to promote customer satisfaction and an increased use of our fuel.

D. Appliances Purchased From Company Which Are Still Under Warranty

Company-sold and installed appliances and their controls should be serviced free(no charge for labor, material or transportation) during the company's first-year guarantee of the manufacturer's warranty. This service will cease when the ENTEX warranties expire.

E. Other Free Service

(1) Investigate and correct as promptly as possible, service trouble resulting from malfunction of company's distribution equipment(such as service regulator or meter) or improper gas supply or gas quality.

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(2) When gas service is initially instituted to a customer's premises where liquefied petroleum gas (LPG) was formerly used, conversion of customer's existing and usual domestic gas appliances that can easily and readily be converted from LPG to natural gas will be made at no charge. This provision is designed to promote customer conversion to natural gas in areas of new main extensions where LPG is presently used.

2. CHARGED-FOR SERVICE ON CUSTOMERS' PREMISES

A. General

When health and safety is not a factor, service on non-Entex warranted equipment and appliances may only be performed when qualified appliance service is unavailable for at least 24 hours. ENTEX, with the consultation of a HVAC service organization, will provide the customer with a list of "qualified licensed" service dealers in the area who wish to participate on a 24-hour on-call basis.

Customers should be encouraged to call dealers or appliance service organizations for servicing or repairing appliances, piping, etc. Assistance and training should be offered to dealers and other servicing organizations to enable them to take over as much of this work as possible.

B. Services Performed by Company

Customers shall be charged for all service work performed on a schedule of rates which shall be sufficient to fully compensate the company for cost of work performed.

Customers shall be charged for institution of gas service, reinstatement of gas service discontinued for non-pay, plus all service work performed on all types of gas appliances, controls, house

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pipng, moving meter locations, alteration of yard lines, lighting of pilots requiring a special trip for that purpose, etc., when the service work performed is not free service as outlined on page 2.20-(FREE SERVICE ON CUSTOMERS' PREMISES) or service in connection with appliance warranty or guaranties.

3. BASIS FOR ESTABLISHING "SCHEDULE OF CHARGES"

Each division shall formulate a "Schedule of Charges" (more than one schedule may be justified to fit varying conditions within a division) with consideration given to the following factors:

Hourly labor rate sufficient to compensate the company for its labor costs with applicable FICA taxes, Workmen's Compensation, employee benefits, super vision, and appropriate overhead costs.

Include in the first-hour service charge the cost of taking, dispatching and processing the service request and an amount representing the average transportation cost per service call. No consideration should be given to the transportation or labor cost in traveling from one town to another to perform service work. The average transportation cost should be based on the average per service call within a town.

- A helper labor rate.
- An overtime rate applicable when service work is performed during overtime hours.
- Minimum charge.
- Call-out charge.
- Basis for charging for material used. Manufacturers' suggested list prices are to be used. Where list prices are not available, materials should be priced at stores' cost plus appropriate markup (minimum of 30%).

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Each division may, for uniformity of charges and ease in determining a charge by service personnel, formulate a schedule of flat charges and minimum charges covering certain specific service work. The schedule of flat charges should include an amount sufficient to cover the average office expense of taking, dispatching, and processing the order, labor and transportation expense plus appropriate overhead costs.

Where flat charges for labor are applied, materials used shall be priced separately at the manufacturer's suggested list price and where list prices are not available, at stores' cost plus an appropriate markup (minimum of 30%). Such a schedule of flat charges shall also include minimum service charges for service work not requiring the use of any materials.

A copy of the schedule of charges and the basis for formulating it shall be sent to the Director of Operations with any necessary explanatory remarks. The Director of Operations shall also be notified of subsequent changes in the schedules of charges together with the reasons and basis for such changes. These charges shall be reviewed annually by each Division for updating in keeping with changes in costs.