



April 29, 2025
Via Electronic Mail

Mr. Will Seuffert
Executive Secretary
Minnesota Public Utilities Commission
121 East Seventh Place, Suite 350
St Paul, Minnesota 55101-2147

**Re: In the matter of Annual Reporting required by DNG, LLC (Dooley's Natural Gas)
MPUC Docket No. G-6915/M-13-672.**

Dear Mr. Seuffert,

Pursuant to the Minnesota Public Utilities Commission's (Commission) January 7, 2014 Order Granting Small Gas Utility Franchise Exemption under Minn. Statute 216B.16, Subdivision 12 and specifically those parts of the order related to annual reporting required for Dooley's Natural Gas, LLC (DNG), pertinent information is attached. Note that if there was no change noted from the previous year, there is no attachment.

- A. Updated customer counts, plus a statement that the utility does not discriminate between in-muni/out-muni customers, and if it does, why;**
 - a. A table showing customer counts by class for the year ended December 31, 2024 for DNG is attached below (Attachment "A"). DNG does not discriminate between customers who reside inside municipal boundaries vs outside municipal boundaries. This is true of rate design as well as all other facets of customer service and policy.

- B. Any municipality-approved rate changes that occurred in the prior year and when these changes went into effect. All small gas utilities must comply with Minn. Stat. § 216B.16, subd. 12(b), which states "The public utility shall file with the commission and the department all initial and subsequent changes in rates, tariffs, and contracts for service outside the municipality at least 30 days in advance of implementation."**
 - a. DNG tariff updates with municipality approved rates are attached below (Attachment "B"). (All DNG customers follow the approved municipal rates posted in the rate book.)

- C. **All changes to its tariff book in redlined and final revised tariff form;**
 - a. Redlined changes (Attachment “C1”) and final revisions (Attachment “C2”) are attached below.

- D. **D. A copy of its cold weather disconnection notice sent to the customers, including how the notice was communicated and date communicated (Minn. Stat. § 216B.096, Minnesota’s Cold Weather Rule);**
 - a. With respect to the cold weather notices, the attached notice (Attachment “D”) was included with the August 2024 customer billing which were sent via US Mail or Email on September 10, 2024.

- E. **A copy of any utility disconnection reports served to any of the municipalities as required by Minn. Stat. § 216B.0976 – Minnesota’s Notice to Cities of Utility Disconnection;**
 - a. With respect to notices sent to any municipalities regarding disconnection of services, DNG received no municipality request for disconnection and did not serve reports.

- F. **A copy of its notice form sent to customers who are in arrears, pursuant to the utility’s obligation under Minn. Stat. § 216B.098 – Minnesota’s Residential Customer Protections, along with any policy not clearly identified in the tariffs regarding budget billing plans, payment arrangements, and under-charge repayment.**
 - a. DNG does not have any policy or policies related to budget billing plans, payment arrangements and under-charge repayment that are not fully described in the rate book, specifically in the terms and conditions section. Attached is DNG’s disconnection notice (Attachment “F”).

If you have any questions regarding this filing, please contact me at 320-235-2466.

Sincerely,

Nathan DeLeeuw
General Manager
Dooley’s Natural Gas

Dooleys Natural Gas, LLC
Annual Reporting: Docket No. 13-672

A. Customer Count by Class: December 31, 2024

Residential	1,208
Commercial	169
Industrial	12
Agricultural Heating	22
Agricultural Drying	22

Dooley's Natural Gas, LLC
Annual Reporting: Docket No. 13-672
Effective Rates with Service Beginning June 1, 2024

Delivery Rates (Per Therm)

	Previous Rate	New Rate
Residential	\$ 0.4311	\$ 0.5311
Commercial	\$ 0.4311	\$ 0.5311
Industrial	\$ 0.3674	\$ 0.4674
Ag. Heating	\$ 0.3114	\$ 0.4114
Ag. Drying	\$ 0.3331	\$ 0.4331

Customer Monthly Meter Charge

	Previous Charge	New Charge
Residential	\$ 9.00	\$ 9.00
Commercial	\$ 15.00	\$ 15.00
Industrial	\$ 28.30	\$ 28.30
Ag. Heating	\$ 90.00	\$ 90.00
Ag. Drying	\$ 90.00	\$ 90.00



SECTION II. SERVICE AREA

Areas Served by Dooley's Natural Gas

Dooley's Natural Gas supplies gas service to the following cities and rural townships.

Cities & Townships

Clara City
Maynard
Raymond
Prinsburg
Svea
Blomkest
Roseland

Townships

Roseland
Whitefield
Fahlun
Holand
Edwards
Crooks
Emmet
Rheiderland
Stoneham
Lone Tree

Counties

Kandiyohi
Renville
Chippewa

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SECTION V. RESIDENTIAL SALES SERVICE

Rate Schedules: RFR Residential Firm Rates (Cat-1)

Availability:

Residential Sales Service is available upon request to Residential Firm customers contingent on an adequate gas supply and distribution system capacity.

Rates:

MONTHLY BASIC CHARGE	DELIVERY CHARGE PER THERM	COST OF GAS PER THERM
\$9.00	\$0.54311	\$0.98711

Therm Factor Adjustment:

Customer metered usage will be adjusted to reflect the following: 1000 BTU per cubic foot, base pressure of 14.73 PSIA, and a gas temperature of 60 degrees Fahrenheit.

Minimum Monthly Bill:

When no consumption occurs during the billing month, the Monthly Basic Charge applicable as listed above will apply plus tax in the months when applicable.

Due Date:

The due date printed on customer bills will not be more than five days before the next scheduled billing date. However, customers who have selected the Automatic Bank Draft option may select a due date which is greater than five days before the next scheduled billing date.

Late Payment Charge:

Delinquent amounts are subject to a late payment charge of 1.5% or \$1.00, whichever is greater. No late payment charge will be applied if the delinquent amount is \$10.00 or less. 'Delinquent amount' is the portion of a customer's account representing charges for gas service that is past due. All payments received will be credited against the oldest outstanding account



SECTION VI. SMALL VOLUME COMMERCIAL

Small Volume Commercial Firm Rates: CFRS (Cat-2)

Availability:

Small Volume Commercial Service is available to Commercial customers whose peak day demands are less than 1,250,000 BTU's contingent on an adequate gas supply and distribution system capacity. Their gas usage is primarily for commercial service.

Rates:

Peak Demand	MONTHLY BASIC CHARGE	DELIVERY CHARGE PER THERM	COST OF GAS PER THERM
Less than 1,250,000 BTU's	\$15.00	\$0. <u>54</u> 311	\$0. <u>98</u> 711

Therm Factor Adjustment:

Customer metered usage will be adjusted to reflect the following: 1000 BTU per cubic foot, base pressure of 14.73 PSIA, and a gas temperature of 60 degrees Fahrenheit.

Minimum Monthly Bill:

When no consumption occurs during the billing month, the Monthly Basic Charge applicable as listed above will apply plus tax in the months when applicable.

Due Date:

The due date printed on customer bills will not be more than five days before the next scheduled billing date. However, customers who have selected the Automatic Bank Draft option may select a due date which is greater than five days before the next scheduled billing date.

Late Payment Charge:



SECTION VII. LARGE VOLUME COMMERCIAL & INDUSTRIAL

Large Volume Commercial and Industrial Firm Rates: IFR (Cat-3)

Availability:

Large Volume Commercial and Industrial Sales Service is available to Commercial and Industrial firm customers whose peak day demands are greater than 1,250,000 BTU's contingent on an adequate gas supply and distribution system capacity. The gas usage must be primarily for commercial and industrial usage.

Rates:

ANNUAL USAGE	MONTHLY BASIC CHARGE	DELIVERY CHARGE PER THERM	COST OF GAS PER THERM
Greater than 1,250,000 BTU's	\$28.30	\$0. 43 674	\$0. 98 074

Therm Factor Adjustment:

Customer metered usage will be adjusted to reflect the following: 1000 BTU per cubic foot, base pressure of 14.73 PSIA, and a gas temperature of 60 degrees Fahrenheit.

Minimum Monthly Bill:

When no consumption occurs during the billing month, the Monthly Basic Charge listed above will apply with taxes in the months when applicable.

Due Date:

The due date printed on customer bills will not be more than five days before the next scheduled billing date. However, customers who have selected the Automatic Bank Draft option may select a due date which is greater than five days before the next scheduled billing date.

Late Payment Charge:



SECTION VIII. LARGE AGRICULTRAL HEATING SALES SERVICE

Large Agricultural Heating Firm Rates: CFR (Cat-4)

Availability:

Large Volume Agriculture Heating Sales and Service is available to Agriculture Heating customers whose peak day demands are greater than 2,500,000 BTU's contingent on an adequate gas supply and distribution system capacity. The gas usage must be used primarily for agricultural heating.

Rates:

ANNUAL USAGE	MONTHLY BASIC CHARGE	DELIVERY CHARGE PER THERM	COST OF GAS PER THERM
Greater than 2,500,000 BTU's	\$90.00	\$0. 43 114	\$0. 87 514

Therm Factor Adjustment:

Customer metered usage will be adjusted to reflect the following: 1000 BTU per cubic foot, base pressure of 14.73 PSIA, and a gas temperature of 60 degrees Fahrenheit.

Minimum Monthly Bill:

When no consumption occurs during the billing month, the Monthly Basic Charge listed above will apply as well as taxes when applicable.

Due Date:

The due date printed on customer bills will not be more than five days before the next scheduled billing date. However, customers who have selected the Automatic Bank Draft option may select a due date which is greater than five days before the next scheduled billing date.

Late Payment Charge:

Delinquent amounts are subject to a late payment charge of 1.5% or \$1.00, whichever is greater. No late payment charge will be applied if the delinquent amount is \$10.00 or less. Delinquent amount' is the portion of a customer's account representing charges for gas service past due. All payments received will



SECTION IX. LARGE AGRICULTURAL DRYING SALES SERVICE

Large Agricultural Drying Firm Rates: CFR (Cat-5)

Availability:

Large Volume Agriculture Drying Sales and Service is available to Agriculture Drying customers whose peak day demands are greater than 2,500,000 BTU's contingent on an adequate gas supply and distribution system capacity. The gas usage must be used primarily for agricultural drying.

Rates:

ANNUAL USAGE	MONTHLY BASIC CHARGE	DELIVERY CHARGE PER THERM	COST OF GAS PER THERM
Greater than 2,500,000 BTU's	\$90.00	\$0.43331	\$0.87731

Therm Factor Adjustment:

Customer metered usage will be adjusted to reflect the following: 1000 BTU per cubic foot, base pressure of 14.73 PSIA, and a gas temperature of 60 degrees Fahrenheit.

Minimum Monthly Bill:

When no consumption occurs during the billing month, the Monthly Basic Charge listed above will apply with taxes when applicable.

Due Date:

The due date printed on customer bills will not be more than five days before the next scheduled billing date. However, customers who have selected the Automatic Bank Draft option may select a due date which is greater than five days before the next scheduled billing date.

Late Payment Charge:

Delinquent amounts are subject to a late payment charge of 1.5% or \$1.00, whichever is greater. No late payment charge will be applied if the delinquent amount is \$10.00 or less. Delinquent amount' is the

- Customer Requested Work requires a signed application form and payment prior to commencement of work.
- If the alteration will result in additional sales, Dooley's Natural Gas LLC will calculate the alteration charge with consideration of the estimated incremental revenues resulting from the change.
- Any other customer or contractor requested utility work that is not listed in Section XXIX, will be completed at the customer's or contractor's expense. The charge will be determined individually by Dooley's Natural Gas LLC based upon the estimated cost of time and material to be incurred, with a minimum charge of \$75.00.

Winter Construction

Between November 1 and April 1, inclusive, because of failure of customer to meet all requirements of the Company to complete installation during normal construction were not met or because the customer's property, or the streets leading thereto, are not ready to receive the service pipe or gas main by such date, such work may be subject to a winter construction charge when winter conditions exist. Winter conditions include six or more inches of frost, snow removal or plowing is required to install service, or burner(s) must be set at the main or underground facilities in order to install for the entire length of service or gas main installed. Winter construction will not be undertaken by Dooley's Natural Gas LLC where prohibited by law or where it is not practical or prudent to install gas service pipe during the winter season, including but not limited to roadway crossings prohibited by local permitting authorities or construction equipment limitations due to winter conditions.

Frost Burner (each unit per day) ~~\$300~~240.00

Additional Charges for New Construction under winter conditions:

Gas Main ~~\$40~~42.00 per foot

Residential Service Line ~~\$15~~4.00 per foot

Commercial Service Line ~~\$25~~8.00 per foot



SECTION XXX. TERMS & CONDITIONS

Terms and Conditions

As of March, 2016

Definitions

Residential Customer: A customer that consumes natural gas primarily for personal, family or household purposes.

Commercial Customer: A customer engaged primarily in selling goods or services excluding manufacturing and electric power generation as well as service to institutions and local, state, and federal governmental departments and agencies.

Industrial Customer: A customer engaged primarily in a process that creates or changes raw or unfinished materials into another form or product.

Agricultural Drying Customer: A customer that consumes natural gas primarily for drying agricultural goods.

Agricultural Heating Customer: A customer that consumes natural gas primarily for heating an area that includes livestock.

Residential Customer: A customer that consumes natural gas primarily for personal, family or household purposes.

Commercial Customer: A customer engaged primarily in selling goods or services excluding manufacturing and electric power generation as well as service to institutions and local, state, and federal governmental departments and agencies.

Industrial Customer: A customer engaged primarily in a process that creates or changes raw or unfinished materials into another form or product.

Agricultural Drying Customer: A customer that consumes natural gas primarily for drying agricultural goods.

Agricultural Heating Customer: A customer that consumes natural gas primarily for heating an area that includes livestock.

Fees & Charges

Your Dooley's Natural Gas bill will include:

Base Cost of Gas: flat amount each month to cover a costs incurred if the customer does not use gas during the billing period.

Monthly Meter Charge: monthly meter rental charge.

Delivery Charge: based on the amount of gas delivered, to cover the costs of delivering gas not covered by the basic charge.

Purchase Gas Adjustment: reflects the difference between the base cost of gas established at the time of our most recent rate case and the price paid to purchase and transport the gas you used during this billing period.

Franchise Fee: fee charged by a city to a utility company that provides natural gas. Utilities will collect the fee from individual customers and pay it directly to the city. DNG receives no revenue from this fee.

Interim Increase: Regulated by the Clara City Public Utilities Commission (CCPUC) this fee to help recover the cost of providing natural gas service to its customers.

Sales Tax: sales tax applies to all charges on your Dooley's Natural Gas bill except any late charges.

*This charge is only applied when rates are up for review by the proper rate commission.

Your Dooley's Natural Gas bill will include:

Monthly Meter Charge: A fixed monthly charge designed to recover a portion of the costs incurred in providing utility service regardless of usage.

Delivery Charge: A volumetric charge to recover the costs of delivering gas not covered by the basic charge.

Base Cost of Gas: A flat rate charged each month to recover the cost of gas as well as related transportation costs incurred by pipeline suppliers. This cost is strictly a pass-through with no revenue to DNG.

Purchase Gas Adjustment (PGA): A variable cost which reflects the difference between the base cost of gas and actual costs to purchase and transport gas used during the billing period. This cost is strictly a pass-through with no revenue to DNG.

Prior Year Purchase Gas Adjustment: A fixed volumetric charge designed to adjust for the over/under collection of gas costs over the past year. The rate is approved by the Clara City Public Utilities Commission (CCPUC) and is strictly a pass-through with no revenue to DNG.

Franchise Fee: A fee charged by a city to a utility company that provides natural gas. Utilities collect the fee from individual customers and pay it directly to the city. This cost is strictly a pass-through with no revenue to DNG.

Sales Tax: sales tax applies to all charges on your DNG bill except any late charges.

Local Sales Tax: applicable sales tax set by your local community that applies to all charges on your DNG bill except late charges

***Interim Increase:** This fee is regulated by the CCPUC to help recover the cost of providing natural gas service to its customers.

*This charge is only applied when rates are up for review by the proper rate commission.

Other Fees & Charges

Taxes: The customer is responsible for all applicable Federal, State, and local taxes. It is the customer's responsibility to provide Dooley's Natural Gas with the required exemption form if you are a tax-exempt entity.

Finance Charge: A finance charge is computed by a periodic rate of 1.5% per month (or a minimum charge of \$.50 for balances under \$33.33) which is an annual percentage of 18.0%. The finance charge is computed on the adjusted balance. The adjusted balance is the previous balance less payments and credits appearing on your statement.

Reconnection Fee: A reconnection fee of \$50.00 will be charged to your account if your service is disconnected for any reason. This fee must be paid in full along with current account balance before reconnection will occur.

Insufficient Funds Fee: Any payment to your account that is not accepted for the full amount, including insufficient funds associated with a bank draft payment, even if payment is accepted on resubmission, will be assessed a non-refundable fee of no more than \$30.00.

Residential Connection Fee: Under 75' of service line-\$500.00; 75'-100' of service line-\$750.0. This residential fee will be waived for residential customers with sign up during the first construction season.

Taxes: The customer is responsible for all applicable Federal, State, and local taxes. It is the customer's responsibility to provide Dooley's Natural Gas with the required exemption form if you are a tax-exempt entity. Residential customers are 100% taxable from May through October. Commercial accounts are 100% taxable year around.

Finance Charge: A finance charge is computed by a periodic rate of 1.5% per month (or a minimum charge of \$.50 for balances under \$33.33) which is an annual percentage of 18.0%. The finance charge is computed on the adjusted balance. The adjusted balance is the previous balance less payments and credits appearing on your statement.

Reconnection Fee: A reconnection fee of \$50.00 will be charged to your account if your service is disconnected for any reason. This fee must be paid in full along with current account balance before reconnection will occur.

Insufficient Funds Fee: Any payment to your account that is not accepted for the full amount, including insufficient funds associated with a bank draft payment, even if payment is accepted on resubmission, will be assessed a non-refundable fee of no more than \$30.00.

Residential Connection Fee: Under 100' of service line-no charge; greater than 100' of service line-per foot charge at current rates.

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Billing

If you think your bill is incorrect or you would like further information you may contact us via e-mail at naturalgas@dooleypetro.com or by phone at 320-235-2466. Please be prepared to give us your Customer ID and the physical address you are calling about.

It is the responsibility of the customer to inform Dooley's Natural Gas of any address/name changes to the account. If a customer moves out of a property and does not inform us of a forwarding address nor provide us with information about to whom the property is being sold to the customer is responsible for all charges to that account.

If you think your bill is incorrect or you would like further information you may contact us via e-mail at contact@dooleysnaturalgas.com or by phone at 320-235-2466. Please be prepared to give us your Customer ID and the physical address you are calling about.

It is the responsibility of the customer to inform Dooley's Natural Gas of any address/name changes to the account. If a customer moves out of a property and does not inform us of a forwarding address nor provide us with information about to whom the property is being sold, the customer is responsible for all charges to that account.

Renters Deposit

All customers renting a property that uses Dooley's Natural Gas to supply them with gas usage will be required to make a security deposit starting May 2016. If no deposit is made within 10 days of the move-in date given to us the meter on that property will be locked and no gas will be supplied to that address. When service is terminated and if

~~your account balance is zero the deposit will be mailed to the forwarding address you provide to us. If the account is not at a zero balance the deposit will be used to cover these costs.~~

Security Deposit

~~All customers using Dooley's Natural Gas to supply them with gas usage will be required to make a security deposit of the applicant's estimated two (2) month gross bill or an existing customer's highest bills for two (2) months. If no deposit is made the meter on that property will be locked and no gas will be supplied to that address. A \$50.00 reconnection fee will also be applied to that account when the meter is locked and must be paid in full along with the deposit and balance of account before any reconnections occur. The deposit is released when 12 months of good payment history is established or when service is terminated. For closed accounts with no balance owing, a check will be mailed to the mailing address on file. As an alternative to the deposit, you can set up AutoPay. If the account stays current, no deposit will be required. If your payment declines a fee will be assessed to your account~~

Budget Plan

~~Dooley's Natural Gas offers a budget plan for customers that are interested in not having a heavy financial burden during the winter months. The budget plan is not available to renters at this time. The budget plan is based on the previous year's total usage. The budget plan will start in May of each year. On April 30th of each year your account must either have a credit or be at a zero balance. Budget plan payments will only be made electronically through the customer's bank account on the 25th of each month. If two payments are declined by your financial institution you will automatically be removed from the budget plan. If you are interested in this payment option please contact our office to have a form sent out to you.~~

~~*If an entire year's worth of usage is not available due to new service line we will estimate usage.~~

~~Dooley's Natural Gas offers a budget plan for customers that are interested in not having a heavy financial burden during the winter months. The budget plan is based on the previous year's total usage. The budget plan will start in May of each year. Budget plan payments will only be made electronically through the customer's bank account on the 25th of each month or with credit or debit on a date of your choice between the 15th and 28th of the month. If two payments are declined by your financial institution, you will automatically be removed from the budget plan. If you are interested in this payment option, please contact our office to have a form sent out to you. If you enroll after the season starts, your recalculation may be higher to accommodate the partial year.~~

~~*If an entire year's worth of usage is not available due to a new service line, usage will be estimated.~~

Payment Plans

~~Payment plans are available upon request. If you have an active account, are not currently on a payment plan and have good payment history your down payment will be 1/3 of the full balance, once the payment is made your remaining balance will be due in 3 installments with the billing due date + current charges for that billing period.~~

~~If you have an active account, returned or missing payments, have defaulted on a payment plan or are currently disconnected, your down payment will be 1/2 the account balance. Once the payment is made your remaining balance will be due in 3 installments by the bill due date plus current charges. Security deposit and fees may apply.~~

~~The Minnesota Cold Weather Rule (CWR) protects eligible customers from natural gas shut offs from Oct. 1 to April 30. Customers who enter into a payment agreement with us and continue making specified monthly payments by their due date will be protected from any collection activity or natural gas service shut off during the CWR period. If you're eligible for the state's Low Income Energy Assistance Program, you're also eligible for a reduced CWR payment plan. Those below 60% of the state medium income (SMI), are not required to pay more than 10% of their household income each month. Please note: If you are signed up in the CWR plan you must continue to make required monthly payments to maintain protection from service disconnection.~~

Electronic Statements

We offer the option for customers to go paperless with their monthly statements. By receiving your statements via email you can make a small difference with massive implications. Going green has never been simpler. If you are interested in going green with Dooley's Natural Gas please contact the office for a form to fill out and return.

Automatic EFT Drafting

~~Our automatic EFT drafting option offers our customers a worry free form of payment. By signing up we will draft your account automatically for you on the 25th of every month. All you need to do is call the office and request a form to fill out with your banking information and return to us. It's that easy! By enrolling in autopay your monthly payment~~

~~will be automatically deducted from your bank account. If your draft gets returned to us twice in a 12-month period you will automatically be taken off this payment plan. Dooley's Natural Gas is not responsible for any fees associated from a returned ACH by the bank.~~

~~Our automatic EFT drafting option offers our customers a worry-free form of payment. By signing up we will draft your account automatically for you on the 25th of every month. All you need to do is call the office and request a form to fill out with your banking information and return to us. It's that easy! By enrolling in autopay your monthly payment will be automatically deducted from your bank account. If your draft gets returned to us twice in a 12-month period, you will automatically be taken off this payment plan. Dooley's Natural Gas is not responsible for any fees associated from a returned ACH by the bank.~~

Online Bill Pay

~~Dooley's Natural Gas has the ability to pay your bill online. You can sign up yourself on our website at www.dooleysnaturalgas.com. After your account has been set up you can view all your account history, past payments and even set up your very own payment process. View your full account details 24/7. If you need help getting your account set up feel free to contact the office for help getting all necessary information as we would be more than willing to help.~~

Pay by Phone

~~Customers may also pay their bill by calling the office directly at 320-235-2466 and giving card information over the phone.~~

Online Bill Pay

~~Dooley's Natural Gas offers the ability to pay your bill online. You can sign up yourself on our website at www.dooleysnaturalgas.com. After your account has been set up you can view all your account history, past payments and even set up your very own payment process. View your full account details 24/7. If you need help getting your account set up feel free to contact the office to help getting all necessary information as we would be more than willing to help.~~

Pay by Phone

~~Customers may also pay their bill by calling the office directly at 320-235-2466 and giving card information over the phone. Payments over \$800 will be charged a 2% processing fee from our processing vendor.~~

Automatic Credit Card Processing

~~Our automatic credit card processing option offers our customers a worry-free form of payment. By signing up we will draft your account automatically for you on the date you specify each month between the 15th and 28th. All you need to do is fill out the credit card information form included with your welcome packet and return to us. Forms can be returned by mail or email. By enrolling in autopay your monthly payment will be automatically deducted from your account. It will be the customer's responsibility to get any new card information to us to prevent a decline or fees. In the event your card is declined for payment your account will be charged a fee and you will be removed from the auto payment program until you notify us with correct card information. Payments over \$800 will be charged a 2% processing fee from the processing vendor.~~

Energy Assistance

~~Energy Assistance Programs (EAP) – Provides heating assistance grants to eligible customers. For assistance contact the program for your county.~~

Chippewa County:

~~Prairie Five: 1-800-292-5437~~

Kandiyohi County:

~~United Community Action: 1-800-992-1710~~

Renville County:

~~United Community Action: 1-507-537-1416~~

~~HeatShare – A Salvation Army program that provides energy assistance to low-income families and individuals. Call 800-842-7279 to find the office that serves your area.~~



Assistance

If you need help paying your gas utility bill please visit our website at www.dooleysnaturalgas.com for assistance programs in our area or call our office at 320-235-2466.

Service

Your meter is the property of Dooley's Natural Gas. Any tampering with the meter or reconnecting of natural gas service is dangerous and violates federal safety regulations and state laws. Any tampering is subject to criminal prosecution. You will be responsible for all legal fees.

Terms and Conditions

Dooley's Natural Gas reserves the right to revise these Terms and Conditions at any time. The most current version of the Terms and Conditions may be found online at www.dooleysnaturalgas.com.

Extraordinary Events

In the event of an act of God, extraordinary weather occurrence, a pipeline outage, an act or consequence of war, civil disturbance, or other state or national emergency that makes it impossible for Dooley's Natural Gas to perform, these terms and conditions shall be excused for the duration of the event. If such conditions occur we may discontinue service without notice.

Service

Your meter is the property of Dooley's Natural Gas and must always remain accessible. Tampering with the meter is prohibited and dangerous as well violates federal safety regulations and state laws. Any tampering is subject to criminal prosecution. You will be responsible for all legal fees and damage to the meter and meter set.

Disconnections and Reconnections

Dooley's Natural Gas reserves the right to disconnect service for customers who become past due. To protect your service, you must contact Dooley's Natural Gas to set up a payment plan and maintain that payment schedule. Failure to do so will result in interruption of service. If your service is interrupted, you are subject to a \$50 reconnect fee and Security Deposit. If you have a deposit on file, you may be required to pay an additional deposit before service is reconnected. Dooley's Natural Gas is not responsible for any property damage as a result of service interruption. If service is interrupted and payment is made to satisfy the account, service will be restored within 24 business hours.

Terms and Conditions

Dooley's Natural Gas reserves the right to revise these Terms and Conditions at any time. The most current version of the Terms and Conditions may be found online at www.dooleysnaturalgas.com.

Extraordinary Events

In the event of an act of God, extraordinary weather occurrence, a pipeline outage, an act or consequence of war, civil disturbance, or other state or national emergency that makes it impossible for Dooley's Natural Gas to perform, these terms and conditions shall be excused for the duration of the event. If such conditions occur, we may discontinue service without notice.

Contact Information

If you have any questions, need to obtain information or are unsatisfied with any aspect of your Dooley's Natural Gas account, please contact us at the following:

Dooley's Natural Gas
3101 3rd Ave SW
Willmar, MN 56201



Dooley's Natural Gas
320-235-2466



Dooley's Natural Gas
contact@dooleysnaturalgas.com



SECTION II. SERVICE AREA

Areas Served by Dooley's Natural Gas

Dooley's Natural Gas supplies gas service to the following cities and rural townships.

Cities

Clara City
Maynard
Raymond
Prinsburg
Svea
Blomkest
Roseland

Townships

Roseland Township
Whitefield
Fahlun
Holand
Edwards
Crooks
Emmet
Rheiderland
Stoneham
Lone Tree

Counties

Kandiyohi
Renville
Chippewa



SECTION V. RESIDENTIAL SALES SERVICE

Rate Schedules: RFR Residential Firm Rates (Cat-1)

Availability:

Residential Sales Service is available upon request to Residential Firm customers contingent on an adequate gas supply and distribution system capacity.

Rates:

MONTHLY BASIC CHARGE	DELIVERY CHARGE PER THERM	COST OF GAS PER THERM
\$9.00	\$0.5311	\$0.9711

Therm Factor Adjustment:

Customer metered usage will be adjusted to reflect the following: 1000 BTU per cubic foot, base pressure of 14.73 PSIA, and a gas temperature of 60 degrees Fahrenheit.

Minimum Monthly Bill:

When no consumption occurs during the billing month, the Monthly Basic Charge applicable as listed above will apply plus tax in the months when applicable.

Due Date:

The due date printed on customer bills will not be more than five days before the next scheduled billing date. However, customers who have selected the Automatic Bank Draft option may select a due date which is greater than five days before the next scheduled billing date.

Late Payment Charge:

Delinquent amounts are subject to a late payment charge of 1.5% or \$1.00, whichever is greater. No late payment charge will be applied if the delinquent amount is \$10.00 or less. 'Delinquent amount' is the portion of a customer's account representing charges for gas service that is past due. All payments received will be credited against the oldest outstanding account balance before application of any late payment charge. The late payment charge will be assessed on unpaid amounts at the next scheduled billing date.



SECTION VI. SMALL VOLUME COMMERCIAL

Small Volume Commercial Firm Rates: CFRS (Cat-2)

Availability:

Small Volume Commercial Service is available to Commercial customers whose peak day demands are less than 1,250,000 BTU's contingent on an adequate gas supply and distribution system capacity. Their gas usage is primarily for commercial service.

Rates:

Peak Demand	MONTHLY BASIC CHARGE	DELIVERY CHARGE PER THERM	COST OF GAS PER THERM
Less than 1,250,000 BTU's	\$15.00	\$0.5311	\$0.9711

Therm Factor Adjustment:

Customer metered usage will be adjusted to reflect the following: 1000 BTU per cubic foot, base pressure of 14.73 PSIA, and a gas temperature of 60 degrees Fahrenheit.

Minimum Monthly Bill:

When no consumption occurs during the billing month, the Monthly Basic Charge applicable as listed above will apply plus tax in the months when applicable.

Due Date:

The due date printed on customer bills will not be more than five days before the next scheduled billing date. However, customers who have selected the Automatic Bank Draft option may select a due date which is greater than five days before the next scheduled billing date.

Late Payment Charge:

Delinquent amounts are subject to a late payment charge of 1.5% or \$1.00, whichever is greater. No late payment charge will be applied if the delinquent amount is \$10.00 or less. Delinquent amount' is the portion of a customer's account representing charges for gas service that is past due. All payments received will be credited against the oldest outstanding account balance before application of any late payment charge. The late payment charge will be assessed on unpaid amounts at the next scheduled billing date.



SECTION VII. LARGE VOLUME COMMERCIAL & INDUSTRIAL

Large Volume Commercial and Industrial Firm Rates: IFR (Cat-3)

Availability:

Large Volume Commercial and Industrial Sales Service is available to Commercial and Industrial firm customers whose peak day demands are greater than 1,250,000 BTU's contingent on an adequate gas supply and distribution system capacity. The gas usage must be primarily for commercial and industrial usage.

Rates:

ANNUAL USAGE	MONTHLY BASIC CHARGE	DELIVERY CHARGE PER THERM	COST OF GAS PER THERM
Greater than 1,250,000 BTU's	\$28.30	\$0.4674	\$0.9074

Therm Factor Adjustment:

Customer metered usage will be adjusted to reflect the following: 1000 BTU per cubic foot, base pressure of 14.73 PSIA, and a gas temperature of 60 degrees Fahrenheit.

Minimum Monthly Bill:

When no consumption occurs during the billing month, the Monthly Basic Charge listed above will apply with taxes in the months when applicable.

Due Date:

The due date printed on customer bills will not be more than five days before the next scheduled billing date. However, customers who have selected the Automatic Bank Draft option may select a due date which is greater than five days before the next scheduled billing date.

Late Payment Charge:

Delinquent amounts are subject to a late payment charge of 1.5% or \$1.00, whichever is greater. No late payment charge will be applied if the delinquent amount is \$10.00 or less.

'Delinquent amount' is the portion of a customer's account representing charges for gas service past due. For customers on the Budget Plan or a deferred payment schedule, 'delinquent amount' is the lesser of the unpaid account balance or past due scheduled payments.

All payments received will be credited against the oldest outstanding account balance before application of any late payment charge. The late payment charge will be assessed on unpaid amounts at the next scheduled billing date.



SECTION VIII. LARGE AGRICULTURAL HEATING SALES SERVICE

Large Agricultural Heating Firm Rates: CFR (Cat-4)

Availability:

Large Volume Agriculture Heating Sales and Service is available to Agriculture Heating customers whose peak day demands are greater than 2,500,000 BTU's contingent on an adequate gas supply and distribution system capacity. The gas usage must be used primarily for agricultural heating.

Rates:

ANNUAL USAGE	MONTHLY BASIC CHARGE	DELIVERY CHARGE PER THERM	COST OF GAS PER THERM
Greater than 2,500,000 BTU's	\$90.00	\$0.4114	\$0.8514

Therm Factor Adjustment:

Customer metered usage will be adjusted to reflect the following: 1000 BTU per cubic foot, base pressure of 14.73 PSIA, and a gas temperature of 60 degrees Fahrenheit.

Minimum Monthly Bill:

When no consumption occurs during the billing month, the Monthly Basic Charge listed above will apply as well as taxes when applicable.

Due Date:

The due date printed on customer bills will not be more than five days before the next scheduled billing date. However, customers who have selected the Automatic Bank Draft option may select a due date which is greater than five days before the next scheduled billing date.

Late Payment Charge:

Delinquent amounts are subject to a late payment charge of 1.5% or \$1.00, whichever is greater. No late payment charge will be applied if the delinquent amount is \$10.00 or less. Delinquent amount is the portion of a customer's account representing charges for gas service past due. All payments received will be credited against the oldest outstanding account balance before application of any late payment charge. The late payment charge will be assessed on unpaid amounts at the next scheduled billing date.



SECTION IX. LARGE AGRICULTRAL DRYING SALES SERVICE

Large Agricultural Drying Firm Rates: CFR (Cat-5)

Availability:

Large Volume Agriculture Drying Sales and Service is available to Agriculture Drying customers whose peak day demands are greater than 2,500,000 BTU's contingent on an adequate gas supply and distribution system capacity. The gas usage must be used primarily for agricultural drying.

Rates:

ANNUAL USAGE	MONTHLY BASIC CHARGE	DELIVERY CHARGE PER THERM	COST OF GAS PER THERM
Greater than 2,500,000 BTU's	\$90.00	\$0.4331	\$0.8731

Therm Factor Adjustment:

Customer metered usage will be adjusted to reflect the following: 1000 BTU per cubic foot, base pressure of 14.73 PSIA, and a gas temperature of 60 degrees Fahrenheit.

Minimum Monthly Bill:

When no consumption occurs during the billing month, the Monthly Basic Charge listed above will apply with taxes when applicable.

Due Date:

The due date printed on customer bills will not be more than five days before the next scheduled billing date. However, customers who have selected the Automatic Bank Draft option may select a due date which is greater than five days before the next scheduled billing date.

Late Payment Charge:

Delinquent amounts are subject to a late payment charge of 1.5% or \$1.00, whichever is greater. No late payment charge will be applied if the delinquent amount is \$10.00 or less. Delinquent amount' is the portion of a customer's account representing charges for gas service past due. All payments received will be credited against the oldest outstanding account balance before application of any late payment charge. The late payment charge will be assessed on unpaid amounts at the next scheduled billing date.



SECTION XXIX. CUSTOMER REQUESTED UTILITY WORK

This section details the costs for utility work requested by customers to be performed by Dooley's Natural Gas LLC at a charge to the customer.

- Customer Requested Work requires a signed application form and payment prior to commencement of work.
- If the alteration will result in additional sales, Dooley's Natural Gas LLC will calculate the alteration charge with consideration of the estimated incremental revenues resulting from the change.
- Any other customer or contractor requested utility work that is not listed in Section XXIX, will be completed at the customer's or contractor's expense. The charge will be determined individually by Dooley's Natural Gas LLC based upon the estimated cost of time and material to be incurred, with a minimum charge of \$75.00.

Winter Construction

Between November 1 and April 1, inclusive, because of failure of customer to meet all requirements of the Company to complete installation during normal construction were not met or because the customer's property, or the streets leading thereto, are not ready to receive the service pipe or gas main by such date, such work may be subject to a winter construction charge when winter conditions exist. Winter conditions include six or more inches of frost, snow removal or plowing is required to install service, or burner(s) must be set at the main or underground facilities in order to install for the entire length of service or gas main installed. Winter construction will not be undertaken by Dooley's Natural Gas LLC where prohibited by law or where it is not practical or prudent to install gas service pipe during the winter season, including but not limited to roadway crossings prohibited by local permitting authorities or construction equipment limitations due to winter conditions.

Frost Burner (each unit per day) \$300.00

Additional Charges for New Construction under winter conditions:

Gas Main \$40.00 per foot

Residential Service Line \$15.00 per foot

Commercial Service Line \$25.00 per foot



SECTION XXX. TERMS & CONDITIONS

Terms and Conditions

Definitions

Residential Customer: A customer that consumes natural gas primarily for personal, family or household purposes.

Commercial Customer: A customer engaged primarily in selling goods or services excluding manufacturing and electric power generation as well as service to institutions and local, state, and federal governmental departments and agencies.

Industrial Customer: A customer engaged primarily in a process that creates or changes raw or unfinished materials into another form or product.

Agricultural Drying Customer: A customer that consumes natural gas primarily for drying agricultural goods.

Agricultural Heating Customer: A customer that consumes natural gas primarily for heating an area that includes livestock.

Fees & Charges

Your Dooley's Natural Gas bill will include:

Monthly Meter Charge: A fixed monthly charge designed to recover a portion of the costs incurred in providing utility service regardless of usage.

Delivery Charge: A volumetric charge to recover the costs of delivering gas not covered by the basic charge.

Base Cost of Gas: A flat rate charged each month to recover the cost of gas as well as related transportation costs incurred by pipeline suppliers. This cost is strictly a pass-through with no revenue to DNG.

Purchase Gas Adjustment (PGA): A variable cost which reflects the difference between the base cost of gas and actual costs to purchase and transport gas used during the billing period. This cost is strictly a pass-through with no revenue to DNG.

Prior Year Purchase Gas Adjustment: A fixed volumetric charge designed to adjust for the over/under collection of gas costs over the past year. The rate is approved by the Clara City Public Utilities Commission (CCPUC) and is strictly a pass-through with no revenue to DNG.

Franchise Fee: A fee charged by a city to a utility company that provides natural gas. Utilities collect the fee from individual customers and pay it directly to the city. This cost is strictly a pass-through with no revenue to DNG.

Sales Tax: sales tax applies to all charges on your DNG bill except any late charges.

Local Sales Tax: applicable sales tax set by your local community that applies to all charges on your DNG bill except late charges

***Interim Increase:** This fee is regulated by the CCPUC to help recover the cost of providing natural gas service to its customers.

*This charge is only applied when rates are up for review by the proper rate commission.

Other Fees & Charges

Taxes: The customer is responsible for all applicable Federal, State, and local taxes. It is the customer's responsibility to provide Dooley's Natural Gas with the required exemption form if you are a tax-exempt entity. Residential customers are 100% taxable from May through October. Commercial accounts are 100% taxable year around.

Finance Charge: A finance charge is computed by a periodic rate of 1.5% per month (or a minimum charge of \$.50 for balances under \$33.33) which is an annual percentage of 18.0%. The finance charge is computed on the adjusted balance. The adjusted balance is the previous balance less payments and credits appearing on your statement.

Reconnection Fee: A reconnection fee of \$50.00 will be charged to your account if your service is disconnected for any reason. This fee must be paid in full along with current account balance before reconnection will occur.

Insufficient Funds Fee: Any payment to your account that is not accepted for the full amount, including insufficient funds associated with a bank draft payment, even if payment is accepted on resubmission, will be assessed a non-refundable fee of no more than \$30.00

Residential Connection Fee: Under 100' of service line-no charge; greater than 100' of service line-per foot charge at current rates.



Billing

If you think your bill is incorrect or you would like further information you may contact us via e-mail at contact@dooleysnaturalgas.com or by phone at 320-235-2466. Please be prepared to give us your Customer ID and the physical address you are calling about.

It is the responsibility of the customer to inform Dooley's Natural Gas of any address/name changes to the account. If a customer moves out of a property and does not inform us of a forwarding address nor provide us with information about to whom the property is being sold, the customer is responsible for all charges to that account.

Security Deposit

All customers using Dooley's Natural Gas to supply them with gas usage will be required to make a security deposit of the applicant's estimated two (2) month gross bill or an existing customer's highest bills for two (2) months. If no deposit is made the meter on that property will be locked and no gas will be supplied to that address. A \$50.00 reconnection fee will also be applied to that account when the meter is locked and must be paid in full along with the deposit and balance of account before any reconnections occur. The deposit is released when 12 months of good payment history is established or when service is terminated. For closed accounts with no balance owing, a check will be mailed to the mailing address on file. As an alternative to the deposit, you can set up AutoPay. If the account stays current, no deposit will be required. If your payment declines a fee will be assessed to your account.

Budget Plan

Dooley's Natural Gas offers a budget plan for customers that are interested in not having a heavy financial burden during the winter months. The budget plan is based on the previous year's total usage. The budget plan will start in May of each year. Budget plan payments will only be made electronically through the customer's bank account on the 25th of each month or with credit or debit on a date of your choice between the 15th and 28th of the month. If two payments are declined by your financial institution, you will automatically be removed from the budget plan. If you are interested in this payment option, please contact our office to have a form sent out to you. If you enroll after the season starts, your recalculation may be higher to accommodate the partial year.

*If an entire year's worth of usage is not available due to a new service line, usage will be estimated.

Payment Plans

Payment plans are available upon request. If you have an active account, are not currently on a payment plan and have good payment history your down payment will be 1/3 of the full balance, once the payment is made your remaining balance will be due in 3 installments with the billing due date + current charges for that billing period.

If you have an active account, returned or missing payments, have defaulted on a payment plan or are currently disconnected, your down payment will be 1/2 the account balance. Once the payment is made your remaining balance will be due in 3 installments by the bill due date plus current charges. Security deposit and fees may apply.

The Minnesota Cold Weather Rule (CWR) protects eligible customers from natural gas shut offs from Oct. 1 to April 30. Customers who enter into a payment agreement with us and continue making specified monthly payments by their due date will be protected from any collection activity or natural gas service shut off during the CWR period. If you're eligible for the state's Low Income Energy Assistance Program, you're also eligible for a reduced CWR payment plan. Those below 60% of the state medium income (SMI), are not required to pay more than 10% of their household income each month. Please note: If you are signed up in the CWR plan you must continue to make required monthly payments to maintain protection from service disconnection.

Electronic Statements

We offer the option for customers to go paperless with their monthly statements. By receiving your statements via email, you can make a small difference with massive implications. Going green has never been simpler. If you are interested in going green with Dooley's Natural Gas, please contact the office for a form to fill out and return.



Automatic EFT Drafting

Our automatic EFT drafting option offers our customers a worry-free form of payment. By signing up we will draft your account automatically for you on the 25th of every month. All you need to do is call the office and request a form to fill out with your banking information and return to us. It's that easy! By enrolling in autopay your monthly payment will be automatically deducted from your bank account. If your draft gets returned to us twice in a 12-month period, you will automatically be taken off this payment plan. Dooley's Natural Gas is not responsible for any fees associated from a returned ACH by the bank.

Online Bill Pay

Dooley's Natural Gas offers the ability to pay your bill online. You can sign up yourself on our website at www.dooleysnaturalgas.com. After your account has been set up you can view all your account history, past payments and even set up your very own payment process. View your full account details 24/7. If you need help getting your account set up feel free to contact the office to help getting all necessary information as we would be more than willing to help.

Pay by Phone

Customers may also pay their bill by calling the office directly at 320-235-2466 and giving card information over the phone. Payments over \$800 will be charged a 2% processing fee from our processing vendor.

Automatic Credit Card Processing

Our automatic credit card processing option offers our customers a worry-free form of payment. By signing up we will draft your account automatically for you on the date you specify each month between the 15th and 28th. All you need to do is fill out the credit card information form included with your welcome packet and return to us. Forms can be returned by mail or email. By enrolling in autopay your monthly payment will be automatically deducted from your account. It will be the customer's responsibly to get any new card information to us to prevent a decline or fees. In the event your card is declined for payment your account will be charged a fee and you will be removed from the auto payment program until you notify us with correct card information. Payments over \$800 will be charged a 2% processing fee from the processing vendor.

Energy Assistance

Energy Assistance Programs (EAP) – Provides heating assistance grants to eligible customers. For assistance contact the program for your county,

Chippewa County:

Prairie Five: 1-800-292-5437

Kandiyohi County:

United Community Action: 1-800-992-1710

Renville County:

United Community Action: 1-507-537-1416

HeatShare – A Salvation Army program that provides energy assistance to low-income families and individuals. Call 800-842-7279 to find the office that serves your area.



Service

Your meter is the property of Dooley's Natural Gas and must always remain accessible. Tampering with the meter is prohibited and dangerous as well violates federal safety regulations and state laws. Any tampering is subject to criminal prosecution. You will be responsible for all legal fees and damage to the meter and meter set.

Disconnections and Reconnections

Dooley's Natural Gas reserves the right to disconnect service for customers who become past due. To protect your service, you must contact Dooley's Natural Gas to set up a payment plan and maintain that payment schedule. Failure to do so will result in interruption of service. If your service is interrupted, you are subject to a \$50 reconnect fee and Security Deposit. If you have a deposit on file, you may be required to pay an additional deposit before service is reconnected. Dooley's Natural Gas is not responsible for any property damage as a result of service interruption. If service is interrupted and payment is made to satisfy the account, service will be restored within 24 business hours.

Terms and Conditions

Dooley's Natural Gas reserves the right to revise these Terms and Conditions at any time. The most current version of the Terms and Conditions may be found online at www.dooleysnaturalgas.com.

Extraordinary Events

In the event of an act of God, extraordinary weather occurrence, a pipeline outage, an act or consequence of war, civil disturbance, or other state or national emergency that makes it impossible for Dooley's Natural Gas to perform, these terms and conditions shall be excused for the duration of the event. If such conditions occur, we may discontinue service without notice.

Contact Information

If you have any questions, need to obtain information or are unsatisfied with any aspect of your Dooley's Natural Gas account, please contact us at the following:

Dooley's Natural Gas
3101 3rd Ave SW
Willmar, MN 56201



Dooley's Natural Gas
320-235-2466



Dooley's Natural Gas
contact@dooleysnaturalgas.com

REQUEST FOR THIRD PARTY NOTIFICATION

Customer Name: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone: (home) _____

(work) _____

(cell) _____

Account ID: _____

Third Party Name: _____

Address: _____

City: _____

State: _____ Zip: _____

Phone: (home) _____

(work) _____

(cell) _____

Third Party Signature: _____

Dooley's Natural Gas has my permission to provide information to and accept information from the third party listed above.

Customer Signature: _____

Date: _____

Dooley's Natural Gas will make every effort to send a copy of the Disconnection Notice to the third party specified. Dooley's Natural Gas assumes no liability for failure of a third party to receive or act upon the notice.

For your convenience, complete this form and return it with your billing invoice to:



Dooley's Natural Gas, LLC Fax: (320) 235-5200
3101 3rd Ave SW, Willmar Email:
MN 56201 Contact@dooleysnaturalgas.com
Phone: (320) 235-2466 Website: www.dooleysnaturalgas.com

FINANCIAL ASSISTANCE

Attachment "D"

If you have trouble paying your utility bills, the following local agencies may be able to provide payment assistance:

Chippewa County

Prairie Five 1-800-292-5347

Kandiyohi County

United Community Action 1-800-992-1710

Renville County

United Community Action 1-800-363-2533

Stearns County

Tri-Cap..... 1-888-765-5597

Meeker County

United Community Action 1-800-770-4081

Your Local Salvation Army Heatshare Program

Your Local County Human Services Office

CONSERVATION AND WEATHERIZATION PROVIDERS

Chippewa County

Prairie Five 1-800-292-5347

Kandiyohi County

United Community Action 1-800-992-1710

Renville County

United Community Action 1-800-363-2533

Stearns County

Tri-Cap..... 1-888-765-5597

Meeker County

United Community Action 1-800-770-4081

THIRD PARTY NOTIFICATION

Customers have the right to request that Dooley's Natural Gas, LLC notify a third party if their service becomes subject to disconnection. A third party can be a friend, relative, church or community agency. A third party is NOT responsible for payment of the customer's bill, but may assist the customer in setting up a payment plan. If your personal circumstances require a third party, please complete and detach the form provided with this notice, have the third party sign the form and send it to Dooley's Natural Gas, LLC at 3101 3rd Ave SW Willmar, MN 56201.

ANNUAL NOTICE TO ALL RESIDENTIAL CUSTOMERS

Minnesota Cold Weather Rule



The Cold Weather Rule does not totally forbid winter disconnects. If you receive a disconnection notice this winter, you must act promptly.



OCTOBER 1ST THROUGH APRIL 30TH EACH YEAR

ANNUAL NOTICE TO RESIDENTIAL CUSTOMERS

Some customers find it hard to pay their utility bills in the winter. The Minnesota Public Utilities Commission set up the Cold Weather Rule to protect residential customers from shut-off if they cannot pay their bills in full. This protection lasts from October 1st through April 30th. You may qualify for the protection if you meet both of the following conditions:

1. The disconnection would affect your main heating source, and
2. You:
 - Qualify for an Inability to Pay Plan, or
 - Qualify for a 10% Plan, or
 - Both you and the utility agree to a payment schedule.

If your service has already been shut off as of October 1st, the Cold Weather Rule offers a Reconnection Plan, which may allow you to have your service turned back on.

The Cold weather rule does not totally forbid a winter shut off. If you receive a shut off notice this winter, you must act promptly.

NOTICE OF PROPOSED DISCONNECTION

If you receive a Disconnection Notice, you will also receive:

1. Information on your rights & responsibilities, and
2. Information on ways to reduce energy use, and
3. A list of agencies that can help pay utility bills, and
4. A list of weatherization providers, and
5. An Inability to Pay or 10% Plan form.

If you want to apply for Inability to Pay or the 10% Plan:

1. Fill out the form on this brochure and send it along with your proof of income, in an enclosed envelope to Dooley's Natural Gas, LLC, and
2. Call Dooley's Natural Gas, LLC on or before the due date listed on the notice of proposed disconnection, to set up a payment plan.

Dooley's Natural Gas, LLC may appeal your request to the Public Utilities Commission if there is reason to believe you do not qualify. The Commission will contact you by letter, and will require proof of your claim to qualify for an Inability to Pay or the 10% Plan and will make a decision. The Commission has 30 days to make a decision after receipt of the utility's written appeal.

COLD WEATHER RULE OPTIONS

If you receive a Disconnection Notice, there are three plans for which you might qualify:

Inability to Pay Plan

To qualify for an "Inability to Pay Plan" you must be a residential customer who:

1. Was fully paid up, or reasonably on time with a payment plan as of October 1st, and
2. Meets income guidelines set by the government, and
3. Cannot pay the full energy bill, but is willing to make a payment plan.
4. If you qualify for Inability to Pay, and Dooley's Natural Gas, LLC accepts your application and you make your required scheduled payments, we cannot shut off your energy service between October 1st and April 30th.

10% Plan

To qualify for this plan – you must be a residential customer and must meet the following criteria:

1. Was not fully paid up or reasonable on time with a payment plan as of October 1st,
2. Has household income less than 50% of the state median income.
3. Agrees to pay the lesser of:
 - A. 10% of monthly household income (if you receive service from more than one utility, your payments will be divided among them.)
 - B. The full amount of the current bill not including arrears.
4. If you qualify for the 10% Plan, and you make your required monthly payments, Dooley's Natural Gas, LLC cannot disconnect your service between October 1st and April 30th.

SETTING UP A PAYMENT PLAN

If you cannot pay your full utility bills and need to make special arrangements, call Dooley's Natural Gas, LLC at 320-235-2466 to enter into a payment plan, which is acceptable to both you and Dooley's Natural Gas, LLC. The schedule must cover everything you already owe plus payment for the amount of gas you are expected to use over the time your payment plan covers. If the plan you request is not acceptable to Dooley's Natural Gas, LLC, your service may be disconnected. The customer has the right to appeal to the General Manager of Dooley's Natural Gas, LLC for a decision on what a fair payment schedule would be.

ENERGY SAVING TIPS

- Caulk and weather strip cracks around doors and window frames. Block openings at bottom of doors to prevent drafts.
- Lower the setting on your thermostat at night and dress warmly.
- Lower the setting on your water heater to 120 degrees F (normal/medium).
- Run dishwasher only when it is full.
- Open shades during winter days to let the warm sunlight in and close the shades at night.
- Wash clothes with warm water and rinse them in cold water.
- Leaking faucets should be repaired promptly, especially hot water.
- Turn off all unused lights and appliances.
- Close all windows tightly and use locks to prevent cold air leaking in. Cover all windows with plastic.
- Broken windows should be repaired immediately and close all storm windows.
- Window air conditioning units should be covered or removed during the heating season.
- Furnace filters should be kept clean.
- Furnaces should be checked for safe and efficient operation at least once a year.
- Vacuum refrigerator and freezer coils every six months to improve efficiency.
- Close off unused rooms.





«Customer.NameText»
«Customer.Addr1Text»
«Customer.CityStateZip»

«InputFields.LetterDate»

Dear «Customer.NameText»

Our records show that your account is now **90 days or more past due** and you now fall into our disconnection status. Your meter will be locked and service **disconnected** on «InputFields.ActionDate» if payment is not made.

Please be advised this letter serves as an official notice to the overdue balance on your account and acts as a disconnection notice. Dooley's Natural Gas is not responsible for any damage caused by having the gas meter locked.

The total amount due on your account is: «Customer.ActualBalance».
Customer ID «Customer.CustIdText»

If your service is disconnected, you will be subject to a \$50 reconnect fee and deposit for reconnection.

*Reminder that the Cold Weather Rule is in effect from October 1-April 30 each year.

The Cold Weather Rule does not completely protect you from a shut off. To avoid a disconnection, you must act promptly by contacting Dooley's Natural Gas to make a payment or set up a payment plan. Our website also has information on financial assistance programs as well as the Cold Weather Rule. (www.dooleysnaturalgas.com) Programs are available to help you if you are having trouble paying your utility bills.

****Energy assistance may be available to you through your county programs.**

Chippewa County:

Prairie Five: 1-800-292-5437

Kandiyohi County:

United Community Action: 1-800-992-1710

Renville County:

United Community Action: 1-507-537-1416

Your attention to this matter will be greatly appreciated. If you have made a payment in full on this account within the last 10 days, please review your balance and verify the payment has been reflected.

Sincerely,
Dooley's Natural Gas
3101 3rd Ave SW
Willmar, MN 56201
320-235-2466
Contact@Dooleysnaturalgas.com