



PAUL BUNYAN
Natural Gas

Rate Book

August 31, 2021

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II. List of Communities Served

Paul Bunyan Natural Gas LLC supplies gas service to the following cities and rural townships.

Cities and Townships

- Walker City
- Leech Lake Township, Cass County
- Shingobee Township, Cass County

Counties

- Cass

III. Contact List

Listed below is the name, title, address, and telephone numbers of Paul Bunyan Natural Gas LLC personnel to be contacted in connection with:

All Matters Relating to Rates and Rules	Rachel Sorrentino Managing Director Paul Bunyan Natural Gas LLC 801 Twelve Oaks Center Drive Wayzata, Minnesota 55391 Cell: 651-341-2250
Emergencies & Outages	1-888-501-7845
Customer Service	1-218-547-4607
Website	http://pbnaturalgas.com

All statutory and rule cites contained in this tariff can be accessed at the website of the Minnesota Legislature (<https://www.revisor.mn.gov>).

IV. Technical Terms and Abbreviations

The Company does not employ any technical or special terms which are unique to the application of any of its rate schedules, rules, or regulations. All terms used by the Company are common terms in the industry.

Rate Area

- Cass Lake City, Cass County
- Leech Lake Band of Ojibwe, Cass County
- Pike Bay Township, Cass County
- Ten Lake Township, Beltrami County

<u>Description</u>	<u>Rate Code</u>
Residential Sales Service	6601
Small Commercial Sales Service	6602
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Paul Bunyan Natural Gas LLC - Residential Sales Service

Availability

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

Therm Adjustment

Customer's consumption in CCF will be adjusted to reflect 1,000 Btu per cubic foot, base pressure 14.73 PSIA, and a gas temperature of 60 degrees Fahrenheit.

Pressure Adjustment

For customers served at 7" Water Column or greater, an adjustment factor will be used to correct gas consumption measurements for super compressibility.

Rate

Customer Charge per Month	\$8.00
Base Energy Charge per Therm	\$1.10
Purchased Gas Adjustment per Therm	\$x.xxxx Calculated Adjustment

Monthly Minimum Charge

Customer Charge

Late Payment Charge

Any unpaid balance over \$10.00 is subject to a 1.5% late payment charge or \$1.00, whichever is greater, after the date due. The charge may be assessed as provided in the General Rules and Regulations.

**Paul Bunyan Natural Gas LLC
Walker Area System
Rate Book**

**Paul Bunyan Natural Gas LLC - Small Commercial Sales Service
For Meter sizes 275-800**

Availability

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

Therm Adjustment

Customer's consumption in CCF will be adjusted to reflect 1,000 Btu per cubic foot, base pressure 14.73 PSIA, and a gas temperature of 60 degrees Fahrenheit.

Pressure Adjustment

For customers served at 7" Water Column or greater, an adjustment factor will be used to correct gas consumption measurements for super compressibility.

Rate

Customer Charge per Month	\$15.00
Base Energy Charge per Therm	\$1.05
Purchased Gas Adjustment per Therm	\$x.xxxx Calculated Adjustment

Monthly Minimum Charge

Customer Charge

Late Payment Charge

Any unpaid balance over \$10.00 is subject to a 1.5% late payment charge or \$1.00, whichever is greater, after the date due. The charge may be assessed as provided in the General Rules and Regulations.

**Paul Bunyan Natural Gas LLC
Walker Area System
Rate Book**

**Paul Bunyan Natural Gas LLC - Medium Commercial Sales Service
For Meter sizes 801-5000**

Availability

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

Therm Adjustment

Customer's consumption in CCF will be adjusted to reflect 1,000 Btu per cubic foot, base pressure 14.73 PSIA, and a gas temperature of 60 degrees Fahrenheit.

Pressure Adjustment

For customers served at 7" Water Column or greater, an adjustment factor will be used to correct gas consumption measurements for super compressibility.

Rate

Customer Charge per Month	\$25.00
Base Energy Charge per Therm	\$0.85
Purchased Gas Adjustment per Therm	\$x.xxxx Calculated Adjustment

Monthly Minimum Charge

Customer Charge

Late Payment Charge

Any unpaid balance over \$10.00 is subject to a 1.5% late payment charge or \$1.00, whichever is greater, after the date due. The charge may be assessed as provided in the General Rules and Regulations.

**Paul Bunyan Natural Gas LLC
Walker Area System
Rate Book**

**Paul Bunyan Natural Gas LLC - Large Commercial Sales Service
For Meter sizes 5001+**

Availability

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

Therm Adjustment

Customer's consumption in CCF will be adjusted to reflect 1,000 Btu per cubic foot, base pressure 14.73 PSIA, and a gas temperature of 60 degrees Fahrenheit.

Pressure Adjustment

For customers served at 7" Water Column or greater, an adjustment factor will be used to correct gas consumption measurements for super compressibility.

Rate

Customer Charge per Month	\$25.00
Base Energy Charge per Therm	\$0.85
Purchased Gas Adjustment per Therm	\$x.xxxx Calculated Adjustment

Monthly Minimum Charge

Customer Charge

Late Payment Charge

Any unpaid balance over \$10.00 is subject to a 1.5% late payment charge or \$1.00, whichever is greater, after the date due. The charge may be assessed as provided in the General Rules and Regulations.

**Paul Bunyan Natural Gas LLC
Walker Area System
Rate Book**

**Paul Bunyan Natural Gas LLC - Industrial Sales Service
*Not Currently Available***

Availability
Not Currently Available

VI . General Rules and Regulations – Table of Contents

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Section 1 - General Service Rules

1.1 Application for Service

A party desiring gas service must make application to the Company before commencing the use of the Company's service. The Company reserves the right to require a signed application or written contract for service to be furnished. All applications and contracts for service must be made in the legal name of the party desiring the service. The Company may refuse an applicant or terminate service to a customer who fails or refuses to furnish reasonable information requested by the Company for the establishment of a service account. Any person who uses gas service in the absence of application or contract shall be subject to the Company's rates, rules, and regulations and shall be responsible for payment of all service used.

When required by governmental authority, a customer desiring new service or expanded service first must make application for and receive written approval from the Company.

When more than one rate schedule is available for the same class of service, the Company will assist in selecting the applicable rate schedule(s) resulting in the least cost option.

Subject to its rates, rules, and regulations, the Company will continue to supply gas service until notified by customer to discontinue the service. The customer will be responsible for payment of all service furnished through the date of discontinuance.

1.2 Service Charges

A. Change Of Billing Party Fee

The Company will assess a one-time \$15.00 fee for each change of billing account.

B. Service Reconnection Charge

The Company will charge \$40.00 for a Reconnection Fee service during business hours, and a \$75.00 Reconnection Fee after business hours, where the service has been disconnected for valid cause to include but not be limited by nonpayment, fraudulent or unauthorized use of service, tampering with Company's meter or connection, misuse, or waste of service by customer or a dangerous condition exists with respect to the presence, delivery or usage of natural gas on customer premises.

C. Collection Fee

When a serviceman has been dispatched to a premise for non-payment, and the customer pays the serviceman or a payment arrangement is made with the office while the serviceman is on the premise, a \$25.00 Collection Fee will be assessed.

D. Customer Requested Disconnection for Vacation

When a customer requests a service to be disconnected temporarily for a vacation or construction, a Vacation Reconnection Fee of \$18 will be assessed to reconnect the service.

1.3 Access to Customer's Premises

When properly identified, the Company representative shall have access to the customer's premises in accordance with Minnesota Public Utilities Commission Rule 7820.3100 at all reasonable times for the purpose of reading meters, making repairs, making inspections, removing the Company's property, or for any other purpose incident to service.

1.4 Continuity of Service

The Company will endeavor to provide continuous service but does not guarantee an uninterrupted or undisturbed supply of gas. The Company shall not be responsible for any loss or damage resulting from the interruption or disturbance of service for any cause other than the gross negligence of the Company. The Company shall not be liable for any loss of profits or other consequential damages resulting from the use of service or any interruption or disturbance of service.

1.5 Deposits and Guarantees

Any applicant or customer who has a prior outstanding balance not in dispute or has not established good credit, as defined by the Minnesota Public Utilities Commission rules, may be required to deposit a sum not to exceed an estimated two months' gross bill or existing two months' bill, as determined by the Company. The Company will pay simple interest per billing period, at the rate announced by the Commissioner of Commerce each year, on deposits so made, with said interest to be paid as a credit on the customer's bill. The Company will refund by direct payment, or as a credit on the customer's bill, a customer's deposit after 12 consecutive months of prompt payment. If a customer's credit standing becomes unsatisfactory after a deposit has been refunded or if the deposit is inadequate to cover two months' bill, a new or additional deposit may be required upon reasonable written notice by the Company. Deposits will not be considered as advance payments on account. Service to a customer who fails to comply with these requirements may be discontinued upon reasonable written notice.

Upon request by customer to temporarily disconnect service, the customer's deposit will be held with no interruption of interest.

Upon request by a customer to discontinue service, the customer's deposit, less any amounts due by the customer to the Company for gas service, will be returned to that customer within 45 days of the date of discontinuance of service. In lieu of cash deposit, a guarantee satisfactory to the Company for a like amount will be acceptable.

In case of discontinuance of service for non-payment of amounts payable when due, the Company will not restore service until all arrears are paid in full and a cash deposit as required above is made, or until other satisfactory credit arrangement is made.

The Company's procedures on deposit and guarantee requirements shall be in compliance with Minnesota Rules 7820.4200 – 7810.4700, Deposit and Guarantee Requirement.

1.6 Service Calls

When a customer calls and reports a gas problem, such as inadequate gas pressure or a suspected gas leak, the Company will, as soon as reasonably possible, send out a serviceman to determine the necessary action to correct the problem. Priority will be given to emergency requests where there is danger to life and property. The Company's response may be limited to temporary repairs because of the workload or weather conditions.

Section 2 - Metering and Billing

2.1 Metering and Testing

The Company will furnish, install, and maintain one set of metering equipment installed only on Company owned piping, for each account or rate schedule under which service is supplied. The location, number of meters and appurtenances, and specifics of installation will depend on the service arrangements and requirements of the rate schedules.

The Company will maintain and test its metering equipment in a manner expected to result in accurate customer billing. In the event the Company's test shows a meter to have an average error of more than 2% fast or slow, the Company, will adjust the bills for service during the period of registration error, if known, but not longer than a period of one year. If the error period is not known, an adjustment will be made for a period equal to one-half of the time since the most recent test, not to exceed six months. If the average meter error cannot be determined because of failure of part or all of the metering equipment, the customer shall pay an amount based upon registration of check metering equipment or an estimated amount based upon the customer's consumption for comparable operations over a similar period.

2.2 Monthly Billing

Bills will normally be rendered monthly and may be paid by mail, placed in the drop box, or at the office of the Company during regular business hours. A "month," as used for billing purposes, does not mean a calendar month, but means the interval between two consecutive periodic meter reading dates which are, as nearly as practicable, at 30-day intervals.

2.3 Budget Payment Plan

Qualified customers may, at their request, be billed under the Company's budget payment plan. The plan will provide for 12 equal monthly payments based on the customer's previous use and most current forecasted fuel rates. After the bill for the twelfth month the budget amounts will be adjusted for the credit or debit balance carried forward from the previous month. The Company will review the account during the budget year to ascertain the reasonableness of the budget amount under current rates or conditions of use of service, and the monthly payment may be adjusted accordingly.

2.4 Payment Agreements

In compliance with Minn. Stat. § 216B.098, the Company shall offer payment agreements for the payment of arrears or undercharges. Payment arrangements will consider a customer's financial circumstances and any extenuating circumstances of the household. No additional service deposit will be charged as a consideration to continue service to a customer who has entered and is reasonably on time under an accepted payment agreement.

The Company shall offer a payment agreement to customers who have been undercharged if no culpable conduct by the customer or resident of the customer's household caused the undercharge. The agreement will cover a period equal to the time over which the undercharge occurred or a different time period that is mutually agreeable to the customer and the Company. No interest or delinquency fee will be charged as part of an undercharge agreement under this section.

2.5 Late Payment Fee

The bill balance is due on the date due printed on the bill. A late payment charge of 1.5% or \$1.00, whichever is greater, will be added to the unpaid balance of the bill if not paid by the due date. All payments received will be credited against the oldest outstanding total account balance before application of the late payment charge.

2.6 Bill Date Due

Bills are due and payable upon presentation. For purposes of applying the late payment fee, the date due shown on the customer's bill shall be not more than five days before the next scheduled billing date.

2.7 Estimated Bills

An estimated bill will be rendered if it is impractical for the Company to read the meter or if customer fails to supply a meter reading form in time for the billing operation, or in cases of emergency. An adjustment, if any, will be made in the bill based on the next meter reading.

2.8 Billing Adjustments

In the event of a meter or billing error, as defined by Minnesota Rules, the Company shall recalculate the bills for service during the period of the error, up to a maximum of one year from the date of discovery if the error results in under-charges. The Company shall recalculate bills for errors resulting in over-charges up to a maximum of three years from the date of discovery. Adjustments of bills will be made in accordance with the rules prescribed by the Minnesota Public Utilities Commission. If an existing customer was overcharged more than \$1.00 or a person no longer a customer was overcharged more than \$2.00 as a result of the error, the recalculated amount, plus interest, will be refunded or, where applicable, a credit on a bill shall be made. If a customer has been overcharged as a result of the error, the recalculated amount will be refunded or, where applicable, a credit on a bill shall be made. If a customer has been undercharged as a result of the error, the Company may bill the customer if the amount due exceeds \$10.00. The first billing of the recalculated amount due will be separately billed on a form different from the normal bill form and include a complete explanation of the billing.

In compliance with Minn. Stat. § 216B.098, if a customer inquiry or complaint results in the Company's discovery of the undercharge, the Company may bill for undercharges incurred after the date of the inquiry or complaint only if the Company began investigating the inquiry or complaint within a reasonable time after when it was made.

Billing adjustments due to inaccurate meters shall be done in accordance with Minnesota Rules 7820.3900.

2.9 Returned Check Fee

There shall be a fee of \$30.00 for any check or draft submitted to the Company for payment which is dishonored or returned by the financial institution on which it is drawn.

Section 3 - Use of Service Rules

3.1 Use of Service

A. Definitions

1. *Individual Company Metering:* Direct measurement by the *Company*, using a *Company* meter, of all gas delivered by *Company*.
2. *Redistribution:* The provision of unmetered gas supply by a customer to customer's tenant or another occupant.
3. *Submetering:* The provision of metered gas supply through a customer owned meter to a customer's tenants, cooperative or condominium owners, other occupants, or to a portion of the customer's own gas consumption.
4. *Outside Sale:* The sale or provision of gas supply by a customer to any other person outside the customer's building or property.
5. *Building :* A self-contained complete structure, including movable and temporary structures separated by space or an area separation wall (as defined in the Uniform Building Code) from all other structures. Two or more structures shall not be considered a single building merely by the existence of skyways, tunnels, common heating or cooling facilities, common garages, entry halls or elevators, or other attachments.
6. *Occupancy Unit:* A room, office, apartment, or other space separated by walls or partitions that enclose the area, or a contiguous grouping thereof when occupied by a single customer.

B. General Rules

Gas service may be used only for the purposes set forth in the respective rate schedules. Within its service area, the *Company* is in the business of providing retail gas to the ultimate consumer. Gas is supplied for use by customer's household or business, and outside sale of such service is not permitted. The *Company* permits redistribution and submetering where allowed by law.

The gas service equipment and associated building piping of buildings may be arranged by the owner to facilitate individual metering of the gas consumption of each building and occupancy unit. If desired by the owner, the *Company* will install and maintain necessary individual *Company* meters to measure consumption and render bills on the applicable rate schedules to each separately occupied building and occupancy unit.

Gas is normally supplied to each separate customer through a single service and meter. The *Company* does not engage in the practice of doing interior piping on customer's premises except for the installation and maintenance of *Company's* property.

3.2 Customer's Piping and Equipment

Customer will install, maintain, and keep in repair its piping and equipment as prescribed by any public authority with jurisdiction over the installation of gas facilities. In the event customer fails to do so, or if the Company finds that the customers piping or equipment, in the Company's opinion, is not adequate and safe, or that the operation thereof under existing conditions is not safe, the Company may discontinue the supply of gas.

Any inspection of a customer's piping and equipment by the Company is for the purpose of avoiding unnecessary interruptions of service to its customers or damage to its property and for no other purpose, and will not be construed to impose any liability upon the Company to a customer or anyother person by reason thereof. In addition, the Company will not be liable or responsible for any loss, injury, or damage that may result from the use of or defects in a customer's piping or equipment.

The Company may, however, at any time require a customer to make such changes in his equipment or use thereof as may be necessary to eliminate any hazardous condition or any adverse effect which the operation of the customer's equipment may have on said customer, other customers of the Company, the public, or the Company's employees, equipment, or service. In lieu of changes by the customer, the Company may perform such changes and require reimbursement from the customer for the cost incurred by the Company in alleviating an adverse effect on the Company's facilities caused by the customer's property.

The customer will not make a material increase in his load or equipment without first making arrangements with the Company for additional gas supply. The piping, meters, and appurtenances used in furnishing gas service to a customer have a definite capacity, and any increase in load or equipment may require a change in the Company's equipment.

Section 4 - Extension Rules

4.1 Main Extension Policy

Subject to the availability of gas supply and upstream pipeline transportation and the ability to install facilities in compliance with pipeline safety regulations; the Company will extend its gas mains and services to an applicant where such extensions meet the main extension criteria listed below. When such conditions are not met, an extension may be constructed if applicant makes an appropriate advance payment to the Company:

- A. When economic feasibility, including future growth expectations and commercial and industrial loads provide projected annual gross margins (revenue – cost of gas) equal to or greater than a five-year recovery of capital costs.
- B. In situations where customer contributions are required, each customer will be required to pay a contribution such that the gross margins are projected to recover capital costs over a five-year period, after excluding costs equal to the customers' contribution in aid to construction (CIAC). Payment of CIAC's is due before start of construction.
- C. Excess CIAC charges applied to Customer Main Extensions may be refunded when additional customers are connected beyond the initial 12-month period, through five years from the start of construction. Refunds will be issued to the customer(s) who made the initial CIAC payment(s), based on an updated CIAC calculation for the original Main Extension, and will in no event exceed the total CIAC calculated for the 5-year recovery period.

4.2 Services Extension Policy

A service line up to 150 feet may be installed for each meter set on a customer's premises without capital contribution. Any footage beyond the 150 feet will be charged $\frac{1}{2}$ of the Company's estimate of materials and contractor cost, determined annually to minimize cross subsidization of existing customers, for the excess footage at the time of installation. This charge may be waived or reduced if the customer can demonstrate that expected usage through the service line will fully or partially recover capital costs in 5 years or less.

The customer, without expense to the Company will grant the Company right-of-way on his premises for the installation and maintenance of the necessary pipes and appurtenances, and will provide and maintain on the premises, at a location satisfactory to the Company, proper space for the Company's piping, meters, regulators, and appurtenances.

The service and meter connections as installed by the Company will be the Company's property and will be maintained by the Company at its own expense.

The customer will provide for the safekeeping of the Company's meters and other facilities and reimburse the Company for the cost of any alterations to the Company's property necessitated by the customer and for any loss or damage to the Company's property located on the premises, except when the loss or damage is caused solely by the Company's negligence or other causes beyond the control of the customer.

4.3 Unusual Construction

The Company reserves the right to charge the customer for any unusual construction. Unusual construction occurs when a special task is required to complete the installation of service or main extensions, resulting in additional costs to the Company. A special task is a task that falls outside the standard installation of a service or main extension, such as: rock removal, excessive boring, construction under concrete or blacktop, and restoration requiring specialty plantings or materials.

4.4 Winter Construction

When the service or main is installed between October 1 and April 15, inclusive, because of failure of customer to meet all requirements of the Company by September 30 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 will be subject to a winter construction charge when winter conditions of six inches or more of frost exist, snow removal or plowing is required to install service or burners must be set at the main or underground facilities in order to install service for the entire length of service or gas main installed. Winter construction will not be undertaken by the Company where prohibited by law or where it is not practical to install gas main or gas service pipe during the winter season. The Company's winter construction charges will be individually determined.

Section 5 - Interruption of Service

5.1 Refusal or Discontinuance of Service

With notice, the Company may refuse or discontinue gas service for any of the following reasons: failure to pay amounts payable when due; failure to meet the Company's deposit or credit requirements; breach of contract for service; failure to provide Company with reasonable access to its property or equipment; failure to make proper application for service; failure to comply with the other provisions of the Company's rates, rules, and regulations on file with the Public Utilities Commission; when Company is unable to furnish gas service to customer because it cannot obtain permits or necessary rights-of-way; when necessary to comply with any order or request of any governmental authority having jurisdiction.

Upon such notice as is reasonable under the circumstances, the Company may temporarily discontinue gas service when necessary to make repairs, replacements, or changes in the Company's equipment or facilities.

Without notice, the Company may disconnect gas service to any customer in the event of an unauthorized use of or tampering with Company's equipment or in the event of a condition determined to be hazardous to the customer, to other customers of the Company, to the public, or to the Company's employees, equipment, or service. Any discontinuance of gas service will not relieve the customer from customer's obligations to the Company.

Disconnection shall be in accordance with procedures contained in Minnesota Rules 7820.1000 – 7820.3000 on Disconnection of Service.

5.2 Customer Disputes

Whenever the customer advises the Company's designated representative prior to the disconnection of service that any part of the billing as rendered or any part of the service is in dispute, the Company shall investigate the dispute promptly, advise the customer of investigation and its result, attempt to resolve dispute, and withhold disconnection of service until the investigation is completed and the customer is informed of the findings in writing.

Upon the findings of the Company, the customer must submit payment in full of any bill which is due. If the dispute is not resolved to the satisfaction of the customer, he or she must submit the entire payment and may designate the disputed portion to be placed in escrow to the Company. Such payment shall be called an escrow payment.

The customer may apply to the Company to waive its right to disconnect. If the utility refuses to waive its right, the customer may apply to the local regulatory agency for emergency status. If the local regulatory agency determines the customer has a probable claim in the dispute and that hardship may result in the event of disconnection of service, it may declare an emergency status. The Company must continue service for a period not to exceed 30 days.

Customer disputes shall be handled in compliance to procedures contained in Minnesota Rules 7820.2700 – 7820.2900.

5.3 Disconnection During Cold Weather

A. Scope

This section applies only to residential customers of the Company.

B. Definitions

The following definitions apply to terms used in this section.

1. *Cold weather period* - means the period from October 15 through April 15 of the following year.
2. *Company* – means Northwest Natural Gas, LLC.
3. *Customer* - means a residential customer of the company.
4. *Disconnection* - means the involuntary loss of utility heating service as a result of a physical act by the Company to discontinue service. Disconnection includes installation of a service or load limiter or any device that limits or interrupts utility service in any way.
5. *Household income* - means the combined income, as defined in Minn. Stat. §290A.03, subd.3, of all residents of the customer's household, computed on an annual basis. Household income does not include any amount received for energy assistance.
6. *Reasonably timely payment* - means payment made within five working days of agreed-upon due dates.
7. *Reconnection* - means the restoration of utility heating service after it has been disconnected.
8. *Summary of rights and responsibilities* - means a notice approved by the Minnesota Public Utilities Commission that contains, at a minimum, the following:
 - a) an explanation of the provisions of Section E and Minn. Stat. §216B.096, subd. 5;
 - b) an explanation of no-cost and low-cost methods to reduce the consumption of energy;
 - c) a third-party notice;
 - d) ways to avoid disconnection;
 - e) information regarding payment agreements;
 - f) an explanation of the customer's right to appeal a determination of income by the Company and the right to appeal if the Company and the customer cannot arrive at a mutually acceptable payment agreement; and
 - g) a list of names and telephone numbers for county and local energy assistance and weatherization providers in each county served by the Company.
9. *Third-party notice* - means a notice approved by the Minnesota Public Utilities Commission that contains, at a minimum, the following information:
 - a) a statement that the Company will send a copy of any future notice of proposed disconnection of Company service to a third party designated by the residential customer;
 - b) instructions on how to request this service; and
 - c) a statement that the residential customer should contact the person the customer intends to designate as the third-party contact before providing the Company with the party's name.
10. *Utility* - means a public utility as defined in Minn. Stat. §216B.02; the Company is a utility.
11. *Utility heating service* - means natural gas used as a primary heating source for the customer's primary residence.
12. *Working days* - means Mondays through Fridays, excluding legal holidays. The day of receipt of a personally served notice and the day of mailing of a notice shall not be counted in calculating working days.

C. Company Obligations Before Cold Weather Period

Each year, between September 1 and October 15, each utility must provide all customers, personally or by first class mail, a summary of rights and responsibilities. The summary must also be provided to all new residential customers when service is initiated.

D. Notice Before Disconnection During Cold Weather Period

Before disconnecting utility heating service during the cold weather period, a utility must provide, personally or by first class mail, a Minnesota Public Utilities Commission-approved notice to a customer, in easy-to-understand language, that contains, at a minimum, the date of the scheduled disconnection, the amount due, and a summary of rights and responsibilities.

E. Cold Weather Rule

During the cold weather period, a utility may not disconnect and must reconnect utility heating service of a customer whose household income is at or below 50 percent of the state median income if the customer enters into and makes reasonably timely payments under a mutually acceptable payment agreement with the utility that is based on the financial resources and circumstances of the household; provided that, a utility may not require a customer to pay more than ten percent of the household income toward current and past utility bills for utility heating service.

A utility may accept more than ten percent of the household income as the payment arrangement amount if agreed to by the customer.

The customer or a designated third party may request a modification of the terms of a payment agreement previously entered into if the customer's financial circumstances have changed or the customer is unable to make reasonably timely payments.

The payment agreement terminates at the expiration of the cold weather period unless a longer period is mutually agreed to by the customer and the utility.

Each utility shall use reasonable efforts to restore service within 24 hours of an accepted payment agreement, taking into consideration customer availability, employee availability, and construction-related activity.

F. Verification of Income

In verifying a customer's household income, the company may:

1. accept the signed statement of a customer that the customer is income eligible;
2. obtain income verification from a local energy assistance provider or a government agency;
3. consider one or more of the following:
 - a) the most recent income tax return filed by members of the customer's household;
 - b) for each employed member of the customer's household, paycheck stubs for the last two months or a written statement from the employer reporting wages earned during the preceding two months;
 - c) documentation that the customer receives a pension from the Department of Human Services, the Social Security Administration, the Veteran's Administration, or other pension provider;
 - d) a letter showing the customer's dismissal from a job or other documentation of unemployment; or
 - e) other documentation that supports the customer's declaration of income eligibility.

A customer who receives energy assistance benefits under any federal, state, or county government programs in which eligibility is defined as household income at or below 50 percent of state median income is deemed to be automatically eligible for protection under this section and no other verification of income may be required.

G. Prohibitions and Requirements

This subdivision applies during the cold weather period.

The Company may not charge a deposit or delinquency charge to a customer who has entered into a payment agreement or a customer who has appealed to the Minnesota Public Utilities Commission under Section H and Minn. Stat. §216B.096, subd. 8.

The Company may not disconnect service during the following periods:

1. during the pendency of any appeal under Minn. Stat. §216B.096, subd. 8;
2. earlier than ten working days after a utility has deposited in first class mail, or seven working days after a utility has personally served, the notice required under Section D and Minn. Stat. §216B.096, subd. 4, to a customer in an occupied dwelling;
3. earlier than ten working days after the Company has deposited in first class mail the notice required under Minn. Stat. §216B.096, subd. 4, to the recorded billing address of the customer, if the Company has reasonably determined from an on-site inspection that the dwelling is unoccupied;
4. on a Friday, unless the Company makes personal contact with, and offers a payment agreement consistent with this section to the customer;
5. on a Saturday, Sunday, holiday, or the day before a holiday;
6. when the Company office is closed;
7. when no Company personnel are available to resolve disputes, enter into payment agreements, accept payments, and reconnect service; or
8. when the Minnesota Public Utilities Commission offices are closed.

The Company may not discontinue service until the Company investigates whether the dwelling is actually occupied. At a minimum, the investigation must include one visit by the Company to the dwelling during normal working hours. If no contact is made and there is reason to believe that the dwelling is occupied, the Company must attempt a second contact during nonbusiness hours. If personal contact is made, the Company representative must provide notice required under subdivision 4 and, if the Company representative is not authorized to enter into a payment agreement, the telephone number the customer can call to establish a payment agreement.

The Company must reconnect service if, following disconnection, the dwelling is found to be occupied and the customer agrees to enter into a payment agreement or appeals to the Minnesota Public Utilities Commission because the customer and the Company are unable to agree on a payment agreement.

H. Disputes; Customer Appeals

The Company must provide the customer and any designated third party with a Minnesota Public Utilities Commission-approved written notice of the right to appeal:

1. a Company determination that the customer's household income is more than 50 percent of state median household income; or
2. when the Company and customer are unable to agree on the establishment or modification of a payment agreement.

A customer's appeal must be filed with the Minnesota Public Utilities Commission no later than seven working days after the customer's receipt of a personally served appeal notice, or within ten working days after the Company has deposited a first-class mail appeal notice.

Notwithstanding any other law, following an appeals decision adverse to the customer, the Company may not disconnect utility heating service for seven working days after the Company has personally served a disconnection notice, or for ten working days after the Company has deposited a first-class mail notice. The notice must contain, in easy-to-understand language, the date on or after which disconnection will occur, the reason for disconnection, and ways to avoid disconnection.

I. Customers Above 50 Percent of State Median Income

During the cold weather period, a customer whose household income is above 50 percent of state median income:

1. has the right to a payment agreement that takes into consideration the customer's financial circumstances and any other extenuating circumstances of the household; and
2. may not be disconnected and must be reconnected if the customer makes timely payments under a payment agreement accepted by a Company.

The second sentence in Section G does not apply to customers whose household income is above 50 percent of state median income.

J. Reporting

Annually on November 1, a Company must electronically file with the Minnesota Public Utilities Commission a report, in a format specified by the Minnesota Public Utilities Commission, specifying the number of Company heating service customers whose service is disconnected or remains disconnected for nonpayment as of October 1 and October 15. If customers remain disconnected on October 15, a Company must file a report each week between November 1 and the end of the cold weather period specifying:

1. the number of Company heating service customers that are or remain disconnected from service for nonpayment; and
2. the number of Company heating service customers that are reconnected to service each week. The Company may discontinue weekly reporting if the number of Company heating service customers that are or remain disconnected reaches zero before the end of the cold weather period.

The data reported under this Section and Minn. Stat. §216B.096 are presumed to be accurate upon submission and must be made available through the Minnesota Public Utilities Commission's electronic filing system.

K. Notice to Cities of Utilities Disconnections

Notwithstanding Minn. Stat. 13.685 or any other law or administrative rule to the contrary, upon written request from a city, on October 15 and November 1 of each year, or the next business day if that date falls on a Saturday or a Sunday, a report must be made available to the city of the address of properties currently disconnected and the date of disconnection, Upon written request from a city, between October 15 and April 15, daily reports must be made available of the address and date of any newly disconnected properties.

For the purpose of this subsection, 'disconnection' means a cessation of service initiated by the Company that affect the primary heat source of a residence and service is not reconnected within 24 hours.

5.4 Medical Emergencies

The Company shall reconnect or continue service to a customer's residence where a medical emergency exists, provided the Company receives:

1. written certification, or initial certification by telephone and written certification within five business days, from a medical doctor, that failure to reconnect or continue service will impair or threaten the health or safety of a resident of the customer's household; and
2. the customer's consent to a payment agreement for the amount in arrears.

Section 6 - Company's Rights

6.1 Waiver of Rights or Defaults

No delay by the Company in enforcing any of its rights may be deemed a waiver of such rights, nor may a waiver by the Company of any of a customer's defaults be deemed a waiver of any other or subsequent defaults.

6.2 Modification of Rates, Rules, and Regulations

The Company reserves the right, in any manner permitted by law, to modify any of its rates, rules, and regulations or other provisions now or hereafter in effect.

VII. Customer Forms and Notices – Table of Contents

The Company's standard forms and notices are described below. Copies of the forms are shown on the following sheets in the order listed.

<u>Item</u>	<u>Page No.</u>
1. Standard Customer Application Form	30
2. Standard Customer Bill Form	31
3. Disconnection Notice Form	32

**Paul Bunyan Natural Gas LLC
Walker Area System
Rate Book**

<p>PAUL BUNYAN NATURAL GAS 314 MAIN ST NE, PO BOX 721 MAPLETON, MN 56065-0721 (507) 524-4103 Or Toll-Free 1-800-367-6964 Fax: (507) 524-4104</p> <p style="text-align: center;">RESIDENTIAL APPLICATION FOR SERVICE</p> <p style="font-size: small;">Any utility service provided prior to Paul Bunyan Natural Gas receipt of this application being completed and signed by all applicants is conditional and may be terminated without further notice five (5) business days after such service begins.</p>			
Applicant Information:			
Resident is:	<input type="checkbox"/> Owner	<input type="checkbox"/> Renter - Complete following:	<hr style="border: none; border-top: 1px solid black;"/>
			(Landlord Name)
			(Landlord Address) (Landlord Phone No.)
Name(s) to appear on service bill	<hr style="border: none; border-top: 1px solid black;"/>	<hr style="border: none; border-top: 1px solid black;"/>	<hr style="border: none; border-top: 1px solid black;"/>
	(Your Last Name)	(Your First Name)	(Your M.I.) (Social Security Number)
	<hr style="border: none; border-top: 1px solid black;"/>	<hr style="border: none; border-top: 1px solid black;"/>	<hr style="border: none; border-top: 1px solid black;"/>
	(Spouse/Roommate Last Name)	(Spouse/Roommate First Name)	(Spouse/Roommate M.I.) (Social Security Number)
Address at which service is requested	<hr style="border: none; border-top: 1px solid black;"/>		
	(City)	(State)	(Zip)
Mailing address if different than service	<hr style="border: none; border-top: 1px solid black;"/>		
	(City)	(State)	(Zip)
Telephone Number	<hr style="border: none; border-top: 1px solid black;"/>	Cell Number	<hr style="border: none; border-top: 1px solid black;"/>
E-mail address:	<hr style="border: none; border-top: 1px solid black;"/>		
Reference:			
Previous Energy Suppliers:			
Gas/Heating Fuel	<hr style="border: none; border-top: 1px solid black;"/>		
Electric	<hr style="border: none; border-top: 1px solid black;"/>		
Employment:			
Your Employer:	<hr style="border: none; border-top: 1px solid black;"/>		How Long <hr style="border: none; border-top: 1px solid black;"/>
Employer Address:	<hr style="border: none; border-top: 1px solid black;"/>		Phone <hr style="border: none; border-top: 1px solid black;"/>
Spouse/Roommate Employer:	<hr style="border: none; border-top: 1px solid black;"/>		How Long <hr style="border: none; border-top: 1px solid black;"/>
Employer Address:	<hr style="border: none; border-top: 1px solid black;"/>		Phone <hr style="border: none; border-top: 1px solid black;"/>
Second Party Billing:			
Is there any person other than the resident who will be responsible for payment of utility charges?			Yes or No
If Yes,	<hr style="border: none; border-top: 1px solid black;"/>		<hr style="border: none; border-top: 1px solid black;"/>
	(Name)	(Address)	(Telephone)
Agreement & Signatures:			
<p style="font-size: small;">I accept responsibility for payment of all bills for gas supplied and services rendered to the above premises. I agree not to change or repair, in any manner, any part of the gas delivery system without approval and inspection by Paul Bunyan Natural Gas. I agree to exercise and observe due caution in the use of this gas, for the protection of life, prevention of personal or public injury, and damage or destruction of property. I also agree to immediately notify Paul Bunyan Natural Gas, of any malfunctions of the gas delivery equipment that I observe at this address.</p> <p style="font-size: small;">I understand that a finance charge of 18% A.P.R. will be charged to all balances which are unpaid by the due date. I agree to pay such finance charges plus pay reasonable collection cost of up to an additional 40% of balance owing on date account is turned over to a collection agency, should I not pay the account within the 30 days allowed. This collection policy appears on and applies to all of our sales agreements and invoices. I certify that I have read and understand the policies listed above and that the information supplied is true. I hereby authorize Paul Bunyan Natural Gas to contact any of the above references.</p>			
<hr style="border: none; border-top: 1px solid black;"/>		<hr style="border: none; border-top: 1px solid black;"/>	
(Applicant Signature)		(Co-Applicant Signature)	
<hr style="border: none; border-top: 1px solid black;"/>			
(Today's Date)			

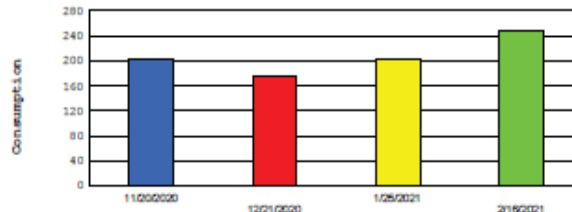
Paul Bunyan Natural Gas LLC
Walker Area System
Rate Book



PAUL BUNYAN NATURAL GAS
 PO BOX 721
 MAPLETON, MN 56065-0721
 Toll Free 800-367-6964 or 507-524-4103

Statement Date - 2/19/2021
 Account Number: 000000.00

CUSTOMER NAME
& ADDRESS



Location: 215 TIANNA DR, WALKER	MeterNo: 24498653	Actual	Budget
Base Gas Charge-01	Basic Service Charge	\$0.00	
Current Reading on: MM/DD/YY of XXXX - Previous Reading on: MM/SS/YY of XXXX = XXXccf XXXX ccf x Pressure Factor of X.XXXX x BTU Factor of X.XXXX = XXX therms @ X.XXXX		\$0.00	
Purchased Gas-02			
XXXccf x Pressure Factor of X.XXXX x BTU Factor of X.XXXX = XXX therms @ 0.0000		\$0.00	
TOTAL CURRENT MONTH BILLING		\$000.00	
PAST DUE BALANCE - PAYABLE UPON RECEIPT		\$000.00	
FINANCE CHARGES		\$0.00	
TOTAL BALANCE DUE		\$000.00	

WELCOME TO
 PAUL BUNYAN NATURAL GAS.
 VIEW YOUR BILL OR PAY ONLINE
 AT WWW.PBNATURALGAS.COM

PAYMENTS RECEIVED IN THE LAST 30 DAYS

DATE	AMOUNT	TYPE	CHECK NO	COMMENT

TO ASSURE PROPER CREDIT TO YOUR ACCOUNT - PLEASE RETURN THIS PORTION WITH YOUR PAYMENT



- Check here and complete form on reverse side for Address Change Information
- Check here and complete form on reverse side for Automatic Payment Plan information



CUSTOMER NAME

DUE DATE: 3/12/2021

ACCOUNT NUMBER: 000000.00

TOTAL BALANCE DUE: \$0.00

AMOUNT ENCLOSED: \$

PAUL BUNYAN NATURAL GAS
 PO BOX 721
 MAPLETON, MN 56065-0721

* * * NOTICE OF PROPOSED DISCONNECTION OF GAS SERVICE* * *



CUSTOMER NAME
ADDRESS

CITY

STATE ZIP

Service Address:



Balance Due: \$35.67

MeterNo



Notice Date: OCTOBER 13th, 2021

Payment Due On or Before: OCTOBER 27th, 2021

As of today, we have not received full payment of past-due charges shown on your last bill. The total amount owing, including your current billing, is noted above. If you have paid the past due amount, please disregard this notice.

We must receive your payment in full on or before the due date listed above. If you cannot pay the full amount listed by the due date, you MUST contact our office and request protection under the MN Cold Weather Rule. This will involve several steps in setting up a payment arrangement. You are NOT protected by the MN Cold Weather Rule if you do not contact our office on or before the due date listed above and request protection. Our Customer Service Representatives will be more than happy to make a payment arrangement with you. If you do not pay in full or request Cold Weather Protection by the due date listed, we will disconnect your service on or after that date. If a service person is dispatched to disconnect your service and he collects payment, there will be a fee of \$25.00, plus applicable taxes.

If we disconnect your service, you will have to pay a reconnect fee of \$40.00, plus applicable taxes, and a possible security deposit, to have your service reconnected. If your account is past due three or more times in a 12-month period, we reserve the right to require a security deposit from you.

If your account is on Budget Billing, the Budget Amount Due is Listed. You need to pay this amount in full, by the due date listed. If we do not receive the full amount due, your account will be removed from Budget Billing and the Actual Balance is due in full.

Please call our office if you have questions. It is up to you, please act today!

PAUL BUNYAN NATURAL GAS
314 MAIN ST NE - PO BOX 721
MAPLETON, MN 56065-0721

507-524-4103 or 1-800-367-6964

cc Landlord