

STATE OF CALIFORNIA

**STANDARDS FOR GAS SERVICE
IN THE STATE OF CALIFORNIA**



Prescribed by the
PUBLIC UTILITIES COMMISSION
OF THE

STATE OF CALIFORNIA
GENERAL ORDER No. 58A

November 10, 2016

GENERAL ORDER 58-A

**PUBLIC UTILITIES COMMISSION OF THE
STATE OF CALIFORNIA**

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CALIFORNIA**

(37 C.R.C. 589)

(Original Order Approved August 1, 1919
Effective September 1, 1919) (Revised
Order Approved March 1, 1923
Effective April 1, 1923)

(Revised Order Approved May 31, 1932
Effective July 1, 1932) (Decision No.
24827, Case No. 3181) [Revised April 12,
1989 Effective April 12, 1989] [Resolution G-
2870]

**Revised December 16, 1992, Effective December 16, 1992
Decision No. 92-12-062**

**Revised November 10, 2016, Effective November 10, 2016
Decision No. 16-11-008**

TABLE OF CONTENTS

<i>Title</i>	<i>Page No.</i>
1. Application of Rules	1
2. Definitions	1
3. System Maps and Records	2
4. Station and Other Records	2
5. Testing Equipment and Facilities	3
6. Heating Value of Fuel Gas	4
7. Purity of Gas	5
8. Standard Gas Delivery Pressure	6
9. Pressure Testing Equipment and Tests	6
10. Meters and Regulators	7
11. Service and Meter Installations	7
12. Gas Meter Accuracy	8
13. Periodic and Other Required Tests of Gas Meters	8
14. Standard Methods of Testing Gas Meters	8
15. Meter Testing Equipment	8
16. Records of Meters and Meter Tests	9
17. Meter Testing at Request of A Customer	10
18. Calculation of Gas Volumes	10
19. Meter Reading and Bill Forms	10
20. Information for Customers	11
21. Customers' Deposits	11
22. Maintenance and Operation of Facilities	11
23. Complaints	12
24. Reports to the Commission	12
25. General Provisions	12
26. Modification of Rules	13

1. Application of Rules

The following rules shall apply to any person, firm or corporation now or hereafter engaged as a public utility in the business of furnishing gas (fuel gas) for domestic, commercial, industrial or other purposes within the State of California where gas service is subject to the jurisdiction of the Public Utilities Commission of the State of California. In no case shall any public utility deviate from these rules except with specific written authorization from the Commission.

2. Definitions

- a. Biogas
Biogas is created when organic waste decomposes anaerobically (without oxygen). Biogas may be obtained from landfills, dairies, sewage treatment plants, and other organic sources.
- b. Biomethane
Biomethane is produced by processing or upgrading biogas to increase the percentage of methane in the gas by removing carbon dioxide and other trace components to meet the standards for injection into a common carrier pipeline. Biomethane does not include biogas collected from a hazardous waste landfill, as defined in Health & Safety Code § 25117.1.
- c. British Thermal Unit (Btu)
The quantity of heat that must be added to one avoirdupois pound of pure water to raise its temperature from 58.5°F. to 59.5°F. under standard pressure.
- d. Commission
The word "Commission" as used in these rules shall mean the Public Utilities Commission of the State of California.
- e. Customer
The word "customer" as used in these rules shall mean any person, group of persons, firm, corporation, institution, municipality, or other civic body supplied directly with gas by any gas utility, or which may be entitled or permitted to use for compensation any of the facilities of any gas utility.
- f. Gas (Fuel Gas)
Gas or Fuel Gas, as used in these rules, shall mean any combustible gas or vapor, or combustible mixture of gaseous constituents, used to produce heat by burning. It shall include, but shall not be limited to, natural gas, gas manufactured from coal or oil, biomethane, or a mixture of any or all of the above.
- g. LPG (Liquefied Petroleum Gas)
A gas containing certain specific hydrocarbons which are gaseous under ambient atmospheric conditions, but can be liquefied under moderate pressure at normal temperatures. Propane and butane are the principal examples.
- h. Pressure Recording Device
As used in these rules, pressure recording device shall mean a mechanical or electronic device that automatically records gas pressure on an analog chart, or an electronic device which provides a printed log of the pressure or records it on storage media.
- i. Standard Pressure

A pressure of 14.73 psia.

- j. Standard Cubic Foot of Gas
The amount of gas that occupies one cubic foot at standard temperature under standard pressure and saturated with water vapor, or free of water vapor (dry) as specified.
- k. Standard Temperature
60°F., based on the international temperature scale.
- l. Heating Value
The term "heating value" as used in these rules shall mean the total heating value of the gas measured on a dry basis, which is defined as the number of British thermal units evolved by the complete combustion, at constant pressure, of one standard cubic foot of gas with air, the temperature of the gas, air and products of combustion being 60°F. and all of the water formed by the combustion reaction being condensed to the liquid state.
- m. Utility
The word "utility" and the term "gas utility" as used in these rules shall mean any person, firm or corporation engaged as a public utility in producing, transmitting, distributing or furnishing fuel gas for domestic, commercial, industrial or other purposes.

3. System Maps and Records

- a. Each gas utility shall keep on file with the Commission up-to-date maps of the general territory, which it holds itself in readiness to serve, outlining operating districts and showing major transmission lines.
- b. A suitable map or maps shall be kept on file in the principal office of each division or district. Maps shall at all times show the size, character and location of each street main, district regulator, operating valve and drip, and when practicable, each service connection in the corresponding territory served. In lieu of showing service locations on maps, a card record, a computerized system, or other suitable means may be used.
- c. In each division or district office there shall be available such information relative to the distribution system which will enable the local representatives at all times, to furnish necessary information regarding the rendering of service to existing and prospective customers.
- d. Each major gas control station and each compressor and holder station shall have available an accurate ground plan drawn to a suitable scale, showing the entire layout of the plant or station, the location, size and character of plant equipment, major pipelines, connections, valves and other facilities used for the control and delivery of gas, all properly identified.

4. Station and Other Records

- a. Each gas utility shall keep and preserve, for a period of at least three years, transmission line pressures from each compressor station and receiving station.
- b. Each gas utility shall keep and preserve for a period of three years, an accurate record of the operation of each compressor station, as follows:

1. The amount of fuel gas used each month for compression purposes.
2. The amount of electricity or any other energy used each month for compression purposes.
- c. Each gas utility serving liquefied petroleum gas, or a liquefied petroleum gas—air mix, shall keep and preserve, for a period of at least three (3) years, an accurate record of the operation of each vaporizing plant, as follows:
 1. The quantity of liquefied petroleum gas vaporized each month, recorded in Mcf.
 2. The quantity of liquefied petroleum gas, or liquefied petroleum gas—air mix, sent out each month, recorded in Mcf.
 3. The amount of liquefied petroleum gas used each month, recorded in gallons.
 4. The amount of fuel used each month for plant operations, in Mcf.
 5. The amount of electricity used each month.
 6. The heating value per gallon of each new supply of liquefied petroleum gas received.
- d. Each gas utility serving fuel gas shall keep and preserve for a period of at least three years an accurate record of the volume of gas handled in Mcf as follows:

System

 - (1) Receipts (Daily)

Total volume of fuel gas purchased or received from major producers and at major supply points:

 - a. From producers (charts or flow computer readouts).
 - b. From transporting companies or utilities.
 - c. From owned supplies or sources.
 - d. From underground storage.
 - e. Holder variations.
 - (2) Disbursements (Monthly)

Total Volume of gas sent to:

 - a. Resale sales.
 - b. Storage.
 - c. Domestic and commercial use.
 - d. Industrial use.
 - e. Company use.
 - f. Transport for others.
 - g. Losses and unaccounted for.

5. Testing Equipment and Facilities

- a. Each gas utility shall provide, or make arrangements for, meter testing equipment and facilities and other testing equipment and facilities as needed to perform the tests required of the gas utility by these rules or other orders of the Commission. The apparatus and equipment used shall be state-of-the-art, meeting industry standards, and shall be available at all times for inspection by any authorized representative of the Commission. The equipment shall be of a type and form approved by the Commission.
- b. Each gas utility shall make such tests as are prescribed under these rules with such frequency and in such manner, and at such

places as herein provided, or as may be approved or ordered by the Commission.

- c. Each gas utility shall file with the Commission a detailed statement showing the location of each meter testing shop and testing station owned, controlled or operated by the utility, and used to make the tests required by these rules, together with a full and complete description of each major testing or standardizing instrument or apparatus maintained therein. Any major change or addition to these facilities, or abandonment of facilities, shall be reported to the Commission within 10 days after the change has become effective.
- d. Where gas utilities do not maintain their own testing and meter repair facilities, they shall provide the Commission with a statement indicating the location and organization by whom such testing and meter repair work is performed. The proof settings and tolerances of new and repaired meters shall also be stated.

6. Heating Value of Fuel Gas

- a. Each gas utility supplying fuel gas for domestic, commercial or industrial purposes shall develop and maintain a plan establishing the heating value of the gas being supplied. This plan shall provide for the following requirements:
 - 1. Establish distinct distribution system areas in which a uniform quality of gas will be supplied.
 - 2. Identify a heating value range for each such area. Provide for verification of the average heating value of the gas supplied to each area, at intervals frequent enough to assure that the heating value is being maintained within the heating value range established for the area, and to assure adequate accuracy for customer billing.
 - 3. Provide for establishing, and maintaining for three years, records of the heating value of the gas provided in each area.
- b. Each gas utility shall establish and maintain, as outlined in General Order 58-B, Heating Value Measurement Standard For Gaseous Fuels, heating value measurement stations, and shall develop and implement the procedures necessary to determine the heating value of the fuel gas being supplied in each area, to meet the requirements of Section 6.a. If heating value determination of the same gas is satisfactorily made by another utility, supplier or qualified laboratory, it may be used for the purpose of the above record upon written approval of the Commission. Such utility, supplier, or qualified laboratory shall use a heating value measurement device of a type that has been approved by the Commission.
- c. Each gas utility supplying a liquefied petroleum gas—air mix, shall establish and maintain, with the approval of the Commission, a standard heating value for its product. The maximum daily variation shall not exceed twenty-five (25) Btu per standard cubic foot above or below the standard heating value.
- d. Each gas utility supplying fuel gas, including liquefied petroleum gas and a liquefied petroleum gas—air mix, shall file with the

Commission as a part of its schedule of rates, rules and regulations, the average total heating value of such gas together with the maximum fluctuation above and below the average total heating value which may be expected.

- e. The monthly average total heating value at any given test station shall be the average of all total heating value tests made during each month.
- f. As an alternative to establishing a heating value measurement station, samples may be taken near the center of a distribution system area. Where this is done, at least one determination per week shall be made of the total heating value of gas delivered to customers in distribution system areas identified as in Section 6.a.1. which have annual sales in excess of one hundred million (100,000,000) cubic feet of gas. Where a number of distribution system areas are so interconnected as to be certain of receiving gas from the same source, there may be established a testing or sampling station at a location where the gas tested will be representative of that served in all such distribution system areas.

7. Purity of Gas

a. Hydrogen Sulfide

No gas supplied by any gas utility for domestic, commercial or industrial purposes in this state shall contain more than one-fourth (0.25) grain of hydrogen sulfide per one hundred (100) standard cubic feet (4 parts per million by volume of hydrogen sulfide).

b. Total Sulfur

No gas supplied by any gas utility for domestic, commercial or industrial purposes shall contain more than five (5) grains of total sulfur per one hundred (100) standard cubic feet (no greater than 85 parts per million by volume of total sulfur).

- c. Test procedures used to determine the amounts of hydrogen sulfide and total sulfur shall be in accordance with accepted gas industry standards and practices.
- d. When hydrogen sulfide, or total sulfur, exceeds the limits set forth in Section 7.a. and Section 7.b., the gas utility shall notify the Commission and commence remedial action immediately. The Commission shall be notified when the level of hydrogen sulfide, or total sulfur, has been reduced to allowable limits.
- e. In order for biomethane to be transported in a utility's gas pipeline system, the biomethane must meet the existing gas quality requirements and the incremental biomethane constituent specifications in the utility's tariff and consistent with Health and Safety Code § 25421.
- f. Pacific Gas and Electric Company, San Diego Gas & Electric Company, Southern California Gas Company, and Southwest Gas Corporation, either individually or collectively, shall file an application every five years, or earlier if new information becomes available, or as directed by the Commission in the future, commencing no later than January 22, 2019, for the Commission to review and update the standards for the protection of human health and pipeline integrity and safety, including considering proposals to amend the list of constituents of concern and concentration limits found in biomethane.
- g. If the Office of Environmental Health Hazard Assessment (OEHHA) or the California Air Resources Board (CARB) believes that an update proceeding should occur before the five year period, OEHHA

or the CARB may notify the Commission's Executive Director and the Energy Division Director that an update proceeding should be conducted.

8. Standard Gas Delivery Pressure

- a. Each gas utility supplying gas for domestic, commercial or industrial purposes shall, subject to the approval of the Commission, adopt and maintain a standard gas delivery pressure measured at the outlet of any customer's meter. In adopting such a standard gas delivery pressure, each utility may divide its distribution system into sections and establish a separate standard gas delivery pressure for each section, or the utility may establish a single standard gas delivery pressure for its distribution system as a whole.
- b. The standard gas delivery pressure supplied by any gas utility to domestic, commercial, or industrial customers, as measured at the outlet of any such customer meter, shall not be less than two inches nor more than twelve inches of water column pressure.
- c. The standard gas delivery pressure adopted shall be filed with the Commission as a part of each gas utility's tariff schedules. These tariff schedules shall be open to public inspection at each office or location where applications for gas service are received.
- d. No change shall be made by any gas utility in the standard gas delivery pressure adopted by it for any section or system without the approval of the Commission.
- e. In the case of customers who require higher pressure than the standard established for domestic, commercial, or industrial service, the gas utility may supply gas at the desired pressure, and the volume of such gas shall be adjusted to standard pressure for accounting and billing purposes.
- f. The pressure of gas supplied at low pressure to domestic and commercial customers shall not vary more than fifty percent (50%) above or below the standard pressure which the utility has adopted for a section or system and no such variation in pressure shall be more than that equivalent to four inches of water column above or below the standard. No variation in pressure from the standard pressure of two inches or more of water column shall occur in a time less than fifteen (15) minutes, excepting momentary fluctuations on individual services caused by the operations of customer's appliances or fluctuations caused by reasonable regulator buildups.

9. Pressure Testing Equipment and Tests

- a. Each gas utility shall own and maintain at least one recording pressure device on each principal distribution main leaving each major control facility such as a compressor station, holder station or transmission terminal. No utility shall maintain less than two such devices unless specifically relieved in writing by the Commission. Official pressure data taken from such devices shall be preserved as a continuous record for a period of at least one (1) year.

- b. Each gas utility shall own and maintain at least one low pressure, portable pressure recording device for each one hundred (100) miles or fraction thereof of low pressure main in any separate distribution system.
- c. On low pressure distribution systems each gas utility shall during the six months of the peak season of the year make at least one 24-hour record of pressure each week at the outlet of customer's meters for each one hundred (100) miles or less of distribution main in each district or separate distribution system. Such record shall bear the address of the customer where the pressure is taken and the dates, together with such other information as the Commission may from time to time direct and shall be filed and retained for a period of at least two calendar years in the principal office of each district or division. In lieu of fifty percent (50%) of the above required number of records from portable pressure recording devices at customer's premises there may be substituted an equal number of twenty-four (24) hour records from recording pressure devices permanently located at critical points on the distribution system.
- d. On high pressure distribution systems, gas utilities shall maintain permanently located pressure recording devices at critical points and shall preserve in the district or division offices the data from these devices for a period of at least one (1) year.
- e. Pressure conditions on a customer's premises served from a high pressure distribution system shall be determined by a test made with a water column manometer or other suitable test device, during service calls in answer to pressure complaints. A report on such tests shall be made on the complaint order, which report shall state the pressure observed when appliances were on and when all appliances (excepting pilot lights) were off. It shall state whether the test was made at the outlet of the meter or at the customer's appliance. A test shall be made for each pressure complaint received.

10. Meters and Regulators

- a. In the service of gas to domestic, commercial and industrial customers, each gas utility shall provide, and, unless otherwise specified, install at its own expense and shall continue to own, maintain and operate all equipment for the regulation and measurement of gas to the outlet of the meter set. Temperature correction is required where the average monthly use of gas is greater than one million (1,000,000) cubic feet per active month.
- b. Where an applicant for gas service requests installation of special facilities and the utility agrees to make such installation, the additional cost of the special facilities shall conform to the special facilities provisions set forth in the utilities' filed tariffs.

11. Service and Meter Installations

- a. Each utility shall install service lines and meters of adequate capacity to provide satisfactory service and to assure accurate meter registration under the load conditions imposed.
- b. Rules governing specific locations of service and meter installations, and relocations or replacements of service pipe, shall conform to the applicable provisions of the latest revision of General Order 112-F, and revisions thereto, and the utilities' applicable currently effective filed gas tariff rules.

12. Gas Meter Accuracy

- a. All tests to determine the accuracy of registration of any diaphragm gas meter shall be made with a suitable meter prover.
- b. Every diaphragm gas meter, when installed for the use of any customer, shall be in good order and shall have been adjusted to register within one percent (1%) over or two percent (2%) under the prover registration when passing gas at a rate which will cause a pressure drop across the meter not to exceed one-half inch of water column (1/2" W.C.). The meter shall be adjusted so that the open flow test agrees with the check flow test within one percent (1%), provided, however, that no meter shall be put in service which on any test registers in excess of one percent (1%) over the prover registration.
- c. All gas meters other than diaphragm meters shall be tested for accuracy in accordance with accepted industry standards and practices. Any such test results shall not register less than minus two percent (2%) error or more than plus one percent (1%) error. In order to obtain the accuracy range set forth in this section, orifice meters shall be manufactured and installed in accordance with all guidelines specified in the current edition of ANSI/API 2530 (AGA Report No. 3), Orifice Metering of Natural Gas.

13. Periodic and Other Required Tests of Gas Meters

- a. No gas meters hereafter installed shall be allowed to remain in service more than ten (10) years from the time when last tested without being retested in the manner herein provided, and if found inaccurate, each such meter shall, at the time of each test, be readjusted to be correct within the prescribed limits before being installed.
- b. If during an inspection or the servicing of appliances or equipment on a customer's premises, a residential or small commercial meter is observed or is suspected to be out of calibration, it should be removed promptly, transported to a meter testing facility without alteration of its condition, and tested. If the meter is a large commercial or industrial meter, and suitable transfer prover equipment is available, the meter may be tested in place.
- c. Under certain conditions utilities may be authorized to deviate from Section 13.a. and use a statistical meter control program based on meter performance as demonstrated by sample testing in lieu of periodic testing of each meter. Applications to deviate shall be based on accepted principles of statistical sampling.

14. Standard Methods of Testing Gas Meters

Each gas utility shall adopt and maintain standard methods of testing gas meters. These methods and the facilities used shall be reported to the Commission for approval.

15. Meter Testing Equipment

- a. Unless otherwise specifically authorized by the Commission, each gas utility shall own at least one meter prover for diaphragm type meters, of a type approved by the Commission and shall maintain such equipment in proper adjustment and so calibrated that the error of indication shall not exceed one-half

- percent ($1/2\%$). No meter prover not having temperature compensation, shall be so placed as to be subject to excessive temperature variation and each meter prover shall be equipped with suitable thermometers and other necessary accessories.
- b. Each utility using orifice meters or other large volume meters shall determine meter accuracy in accordance with accepted industry standards and practices.
 - c. The accuracy of all provers and methods of operation will be established from time to time by a representative of the Commission. Any alterations, accidents, or repairs which might affect the accuracy of any meter prover, or the method of operating same, shall be promptly reported in writing to the Commission.
 - d. Proving and calibration devices used for the requirements specified in these rules shall be traceable to the National Institute of Standards and Technology.
 - e. This section is applicable to those utilities authorized to use recognized meter test and repair shops, other than their own, for testing and/or repairing all or a portion of meters removed from service. Results of such tests, together with relevant data, shall be furnished the Commission with the utility's statement including:
 1. The name of the organization making such meter tests and/or repairs.
 2. The type and characteristics of meters used by the utility and showing the number of meters by types.
 3. Certification of meter testing equipment by a recognized governing agency.
 4. A copy of the sheet titled "Gas Meter Performance Record During the Year" as furnished in the utilities' annual report to the Commission.

16. Records of Meters and Meter Tests

- a. A complete record of the tests made under these rules shall be kept by each gas utility. The record so kept shall contain complete information concerning each test, including the date when, and the place where the test was made, the name of the inspector conducting the test, the result of the test, and such other information as may be required by these rules, or as the Commission may from time to time direct, and such additional information as the utility making the test may deem desirable.
- b. Whenever any meter is tested, the test information shall be retained including the information necessary for identifying the meter, the reason for the test, the reading of the meter upon removal from service, together with all data taken at the time of the test in sufficiently complete form to permit the convenient checking of the methods employed and the results obtained. These records shall be retained for a period of not less than two (2) years.
- c. A record shall be kept, numerically arranged by meter number, indicating for each meter owned or used by a gas utility, its type, size and date purchased, together with the dates and locations

of each installation, the date and result of each test, and the date and character of all repairs made. Where, because of the large number of meters involved, or for other valid operating reasons, the utility desires to adopt other methods for meter records, it shall present such proposal in detail to this Commission for approval. When the utility adopts a different method for meter records, no duplicate system need be maintained. These records shall be retained for a period of one year after the meter is sold, dismantled or destroyed.

17. Meter Testing at Request of A Customer

- a. Each gas utility shall at any time when requested by a customer upon not less than five (5) working days' notice, test the accuracy of any meter used to serve that customer. Conditions under which a gas utility will make meter tests at the request of its customers, charges for, and bill adjustments resulting from such requests shall be set forth by each utility in its filed tariff schedules. However, no charge will be made to the customer where a meter test is requested by this Commission. When a meter has been tested at the request of a customer, a retest for a meter at the same location within six months will not be made unless specifically requested by the Commission.
- b. A customer shall have the right to require the utility to conduct the test on the meter in his or her presence, if the customer so desires. The test may be observed by a representative, other than from the utility or the Commission, appointed by the customer.
- c. A report giving the name of the customer requesting the test, the date of the request, the location of the premises where the meter was installed, the meter statement at time of removal, the date tested, and the result of the test at the check flow rate, the type, make, size and identification number of the meter, the date of removal and deductions drawn therefrom shall be supplied to such customer within a reasonable time after completion of the test.

18. Calculation of Gas Volumes

The procedures used by each utility to determine gas volumes used for billing purposes shall be in accordance with accepted industry standards and practices. Each utility shall include the procedures and gas measurement standards used in its applicable currently effective filed gas tariff rules.

19. Meter Readings and Bill Forms

- a. Each meter shall indicate clearly the cubic feet or other unit of gas registered by such meter. In cases where the dial readings of a meter must be multiplied by a constant to obtain the cubic feet or other unit consumed, the proper constant to be applied shall be clearly marked on the consumer's bill. Where gas is metered under high pressure or where the quantity is determined by calculations from recording devices, the company shall, upon application from the customer, supply the customer with such

information as will cover the conditions under which the quantity is determined.

- b. Bills rendered to customers shall show the reading of the meters at the beginning and end of a period for which the bill is rendered, the number of cubic feet or other units of gas supplied and the date of the meter readings. Each bill shall bear upon its face the date when the bill was mailed to or left upon the premises of the customer. On all bills which are computed on any other basis than a definite charge per unit of service, the other factors used in computing the bill shall be clearly stated thereon or submitted to the customer upon request so that the amount of the bill may be readily recomputed.
- c. Copies of all forms of bills, bill stubs and notices appertaining to the payment of bills shall be filed with the Commission as a part of the schedule of rates, rules and regulations then in force. No change shall be made in any such bill, bill stub or notice, without the approval of the Commission.

20. Information for Customers

- a. Each gas utility, upon request, shall give its customers such information and assistance as is reasonable in order that customers may secure service at the most economical rate.
- b. Each gas utility shall inform its customers of any change made, or proposed to be made, in the character of the service supplied as would affect the safety of operation of the appliances or equipment which may be in use by said customer.
- c. Each gas utility shall adopt some means of informing its customers as to the methods of reading meters, either by printing on its bills a description of the method of reading meters, or by a notice to the effect that the method will be explained upon request at any office where requests for service are received.

21. Customers' Deposits

Each utility receiving deposits from customers for the establishment of credit shall keep a record showing the name of the customer making the deposit, the premises occupied by the customer, the date deposit was made, the amount of the deposit and the interest accrued, paid or credited. The record shall be kept for one year after the deposit has been refunded.

22. Maintenance and Operation of Facilities

- a. Each gas utility, unless specifically relieved in any case by the Commission from such obligation, shall operate and maintain in safe, efficient and proper condition all of the facilities and instrumentalities used in connection with the furnishing, regulation, measurement and delivery of gas to any customer up to and including the point of delivery, which point, for the purpose of these rules, shall be deemed to be the outlet fitting of the meter installed by the utility, or the point where the pipe owned and installed by the utility connects to the customer owned piping, whichever is further downstream.
- b. The gas utility may refuse to serve or may discontinue service to a customer:
 - 1. If any part of the facilities, appliances or other equipment for receiving or using service, or the use of that service, shall be determined by the utility to be unsafe, or

2. If any condition existing upon the customer's premises shall be determined by the utility to endanger the utility's service facilities.

Service shall not be connected or restored until the utility determines that the customer's facilities, appliances or other gas equipment have been made safe, or; the utility has written notice from an appropriate governmental agency that the premises meet applicable laws, ordinances or regulations.

- c. Each gas utility, unless specifically relieved in any case by the Commission from such obligation, upon request of any customer and without extra charge, shall make an inspection of appliances in use by that customer, in accordance with the rules and regulations of such utility filed with the Commission. Inspection of appliances does not include making repairs, without charge, other than those commonly referred to as adjustments to insure safe and efficient use of the gas service. Where it is recognized that unsafe or hazardous conditions exist, service shall be discontinued and the customer notified. Service shall not be restored until hazardous conditions have been corrected as provided by Section 22.b.

23. Complaints

- a. Each gas utility shall make a full and prompt investigation of all complaints made to it by its customers, either directly or through the Commission.
- b. Each gas utility shall keep a record of all complaints received which shall show in each case the name and address of the complainant, the date of receiving a complaint, its general nature, the date and method of disposal, and the name of service person responding to the complaint. The record shall be kept for a period of at least two (2) calendar years after the complaint has been resolved.

24. Reports to the Commission

Each gas utility shall at such time and in such form as the Commission shall prescribe, report to the Commission the result of all tests required to be made or the information contained in any record required to be kept by the utility.

25. General Provisions

- a. The adoption of these rules shall in no way preclude the Commission from altering or amending the same in whole or in part, or from requiring any other or additional service, equipment, facilities, standard or practice, either upon complaint or upon its own motion, or upon the application of any utility or customer.
- b. In any case where any gas utility is supplying gas to customers under conditions more favorable or advantageous to such customers than are provided in these rules, either as to quality or character of service, no change shall be made in such service conditions without further approval of the Commission.

26. Modification of Rules

- a. Any gas utility may of its own accord establish uniform, nondiscriminatory rules more favorable to its customers than the rules herein established. The rules herein established shall take precedence over all orders, general or special heretofore made by the Commission, insofar as said orders may be inconsistent with these rules.
- b. The rules herein established shall take precedence over all rules filed or to be filed by gas utilities insofar as inconsistent therewith. Rules now on file and inconsistent with the rules herein established shall be properly revised and refiled within thirty (30) days from the effective date of this order.
- c. If hardship would occur from the application of any rule herein prescribed because of special facts, application may be made to the Commission for a modification of such rule provided that no utility shall submit any rule or regulation for the approval of the Commission which is contrary to any section of this order without submitting therewith a full and complete justification of such rule.

Approved and dated at San Francisco, November 10, 2016.

PUBLIC UTILITIES COMMISSION
STATE OF CALIFORNIA