

**APPENDIX C**  
**RULES AND REGULATIONS**  
**CONNECTICUT NATURAL GAS CORPORATION**  
**PROCEDURES FOR EMERGENCY GAS USE**  
**BY INTERRUPTIBLE CUSTOMERS**

**I. Definitions**

- A. An Interruptible Customer is one who has chosen to receive gas service pursuant to the terms and conditions of all Rate IS Tariffs herein. All interruptible Customers must adhere to the terms and conditions of the Rate IS Tariffs.
- B. An Emergency is defined as an unforeseen and/or previously un-encountered boiler/process system problem which makes the use of alternative fuel impossible whether such Emergency exists at the onset of the interrupted period or during the interrupted period.

**II. Duration of Emergency Gas Use**

- A. An initial emergency gas use period shall be up to eight hours.
- B. Emergency during non-business hours extends the initial emergency gas use period to 12 noon on the next business day.
- C. Extensions of Emergency Gas Use
  - i. Prior to the termination of the initial emergency gas use period the Customer may request an extension of such period if the emergency condition has not been rectified. The Customer must provide the Company with reasons for the request and the duration of the extension requested and must follow up with a written communication in the manner described in Section 3 (a), of this Appendix C.
  - ii. The Company in its sole discretion will determine as soon as possible whether to grant or deny the extension and notify the Customer by telephone of its decision prior to the expiration of the initial term, with a written communication of such decision to follow.

**III. Conditions of Emergency Gas Use**

- A. When Customer receives initial telephone notice from the Company\* that service is to be interrupted or encounters an Emergency during the interrupted period, Customer must notify the designated Company representative with a follow-up notification in writing either hand-delivered or by facsimile that:
  - i. An Emergency exists

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- ii. A detailed explanation of the Emergency; and
  - iii. A request to use gas on an Emergency basis.
- B. The Company's Gas Supply Department in its sole discretion will determine whether or not to grant the request to use gas on an emergency basis. The Company will notify the Customer by telephone as soon as possible whether the Customer's request has been granted or denied and will follow up with a written verification.

**IV. Unauthorized Use of Gas**

- A. If a Customer fails to go-off line when requested and such Customer has not been granted an emergency gas use period by the Company, the Customer shall pay for the use of such gas at the unauthorized use rate and the Company reserves the right to lock the meter.
- B. If a Customer is granted an initial emergency gas use period by the Company, and remains on-line beyond that period and the Company has not granted an extension, the Customer will pay for any gas used beyond the initial emergency gas use period at the unauthorized use rate and the Company reserves the right to lock the meter.

\*All telephone communications from the Company to the interruptible Customer will be electronically recorded. Such electronic recordings shall be deemed sufficient evidence that notice has been given by the Company.