

**GENERAL RULES AND REGULATIONS**

(continued)

**Rule 19. Appliance Inspection and Adjustment Services: Residential.**

Upon reasonable Customer request, the Company will inspect and adjust Customer-owned appliances and facilities for safe and efficient operation.

The Company's basic gas service includes certain inspection and adjustment services, offered at no direct charge to the Customer. Such services include, but are not necessarily limited to: inspection of gas-fired appliances (e.g., furnace, water heater, range, dryer, etc.) and facilities generally; gas input and primary air adjustments to pilot and main burner flames; repair of leaks in appliance parts and connections; minor cleaning operations to burners; cleaning of pilots, pilot orifices, pilot tubings, and B-valves; greasing valve cores; adjustment of appliance control mechanisms as needed; and the re-lighting of pilots.

The Company may, in the course of providing meter installation or equipment inspection or adjustment services, perform other repairs, parts replacements, or services, for a charge, in portions of its service territory where in the Company's judgment such services are not readily available.

Where conditions or repairs are beyond the scope of these services, the Company will refer the Customer to a service repair agency.

(continue to Sheet RR-19A)

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**GENERAL RULES AND REGULATIONS**

(continued)

**Rule 19A. Equipment Inspection and Adjustment Services: Non-Residential.**

Upon reasonable Customer request, the Company will inspect and adjust Customer-owned equipment and facilities for safe and efficient operation.

The Company's basic gas service includes certain inspection and adjustment services, offered at no direct charge to the Customer. Such services include, but are not necessarily limited to: inspection of gas-fired equipment and facilities generally; gas input and primary air adjustments to pilot and main burner flames; repair of minor leaks in equipment parts and connections; minor cleaning operations to burners; cleaning of pilots, pilot orifices, pilot tubing, and B-valves; greasing valve cores; adjustment of equipment control mechanisms as needed; and the re-lighting of pilots.

The Company may, in the course of providing meter installation or equipment inspection or adjustment services, perform other repairs, parts replacements, or services, for a charge, in portions of its service territory where in the Company's judgment such services are not readily available.

Where conditions or repairs are beyond the scope of these services, the Company will refer the Customer to a service repair agency.

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