

GENERAL RULES AND REGULATIONS
(continued)

Rule 9. 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, as required, but are not necessarily limited to: inspecting the customer's gas appliances (furnace, water heater, range, dryer, etc.) and facilities generally; performing gas input and primary air adjustments to pilot and main burner flames; repairing leaks in appliance parts and connections; performing minor cleaning operations to burners; cleaning pilots, pilot orifices, pilot tubings, and B-valves; greasing valve cores; adjusting appliance control mechanisms as needed; and re-lighting 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 10.1)

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