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## NATURAL GAS TERMS AND CONDITIONS

### SECTION 6 – CUSTOMER’S SERVICE OBLIGATIONS

#### A. CUSTOMER’S APPLIANCES AND PIPING

##### (1) Customer’s Piping

All piping shall be installed and maintained by Customer at Customer’s expense in conformity with Orders and Terms and Conditions prescribed by the Commission and state and local governmental standards and/or requirements. Where Company’s Rate Schedules provide for different classes of service, Customer’s piping, at Customer’s expense, shall be so arranged that each class of service can be metered separately. If Customer’s piping cannot be so arranged, Company shall reserve the right to assign Rate Schedules and priority to Customer’s total requirement.

##### (2) Multi-Metering Installations

Where building or premises are occupied by more than one Customer, Company will set as many meters as there are separate applications for service. Customer piping shall be so arranged as to permit the installation of Company’s meters adjacent to each other and shall not be interconnected. Customer piping shall be clearly and permanently marked to indicate the particular Customer supplied by it.

#### B. STANDARDS AND APPROVALS OF CUSTOMER’S FACILITIES

- (1) Compliance with Safety Requirements All piping, appliances and appurtenances installed by Customer shall be of types certified by the American Gas Association and/or listed by the Underwriters Laboratories. These installations shall also meet the standards of the National Fire Protection Association and shall comply with federal, state and municipal codes insofar as they apply and all reasonable requirements of Company, and shall be maintained by Customer in a good, safe and serviceable condition.

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(2) Inspection and Testing of Customer's Facilities

Prior to the original connection of service to any specific location, Customer's piping, appliances and appurtenances shall be inspected and approved by a city inspector or other such authorized person for the proper receipt and use of utility service. If a certificate of approval is required by local authorities, it shall be obtained by Customer at Customer's expense. In the absence of an authorized person representing a governmental agency, the facilities will be inspected by a representative of Company. Such Company inspection shall not impose on Company any responsibility or liability for the safe condition of the facilities. After the commencement of service, Company will not be obligated, beyond the requirements of the Commission's Office of Pipeline Safety, to inspect Customer's facilities, although at its discretion, Company shall have the right to inspect and test Customer's facilities for suspected unsafe conditions at any time.

C. DEFECTIVE CUSTOMER EQUIPMENT

In any case where Company discovers that a dangerous condition exists with regard to Customer's appliances, equipment, or piping, or on a Customer-owned distribution network from which Customer is served, it may, without advance notice, shut off the service and immediately notify Customer. Service shall not be resumed until such dangerous condition has been eliminated. If Customer is aware that gas is escaping from any equipment or pipe in or about Customer's premises, or in case of interruption of service, Customer shall notify Company at once.

D. COMPANY EQUIPMENT ON CUSTOMER'S PREMISES

(1) Facilities on Customer's Premises

If required, Customer shall furnish, without cost to Company, right-of-way for mains or other facilities necessary to serve Customer. Where Customer is not owner of the premises to be served, written consent of the owner shall be furnished to Company.

(2) Protection of Equipment on Customer's Premises

All facilities owned and installed by Company at its own expense are the property of Company. If the meter or other equipment belonging to Company are damaged or destroyed due to negligence or misuse by Customer or by any member of Customer's family, or by an agent, employee or other representative of Customer, then the cost of necessary repairs and/or replacements shall be paid by Customer.

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#### E. COMPANY'S ACCESS TO CUSTOMER'S PREMISES

Company's representatives shall have free access to Customer's premises for the purpose of reading the meter or inspecting the metering equipment and all other equipment relating to Company's service or for making necessary repairs or tests to its equipment, or for removing its meter and equipment.

#### F. TAMPERING WITH AND CARE OF COMPANY'S PROPERTY

No one other than a Company representative or other person authorized by Company shall be permitted to repair or remove Company's meter or facilities, or any of the property of Company on or about Customer's premises. Any unauthorized person tampering with Company's meter or facilities is in violation of this restriction and such tampering shall be considered cause for immediate discontinuance of service by Company. In such event, the Company may require the Customer to pay all bills, including a bill for such amount of gas service as the Company may estimate, from available information, to have been used but not registered by the Company's meter or otherwise fraudulently used, and to increase the amount of his cash security deposit or surety bond, or other credit arrangement. The Customer will be required to pay all damages to Company owned equipment and labor, if any, before gas service is restored. In addition, before service is restored the Customer will be required to bear all costs incurred by the Company for such protective equipment as, in the judgment of the Company, may be necessary and give satisfactory assurance that such tampering and fraudulent use of gas service will be discontinued. Any seals placed by Company on meters or regulators shall not be broken or disturbed by anyone other than authorized representatives of Company.

In the event the Customer interferes with the Company's ability to obtain a meter reading, the Company may read the meter and charge the Customer based on the actual cost to read the meter.

#### G. NOTICE TO COMPANY TO DISCONTINUE SERVICE

Any contract made for service shall continue in full force and effect during its term. Service shall be discontinued by Customer in accordance with the terms of the contract. If no terms are specified, Customer may discontinue service upon giving a two-day notice to Company. In case no such notice is given to Company, the terminating Customer shall be responsible for all service supplied until such notice is given to Company. In the case of rental property, the

owner may contract in writing for service to be continued automatically in owner's name, with full responsibility for payment of all service thereafter delivered, when service is terminated at the request of any tenant.

H. REQUEST FOR INVESTIGATION OF UNSATISFACTORY SERVICE

If Customer believes that service is not adequate and sufficient, Company should be advised in writing of the nature of the complaint in order that a proper investigation may be made.

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Issued By: Pat Parker, Chief Executive Officer

Effective Date: January 1, 2025

Approved or Adopted by Midwest Energy, Inc. Board of Directors: November 18, 2024