

5. Charges for Special Services:

- (a) Complaints regarding service interruptions or quality of service will be investigated by the Company without charge to the Customer. If the cause of the interruption or faulty service is determined to originate on the Customer's premises or in the Customer's piping or equipment, the Company may, but it is not obligated to make minor or temporary repairs to customer's piping or equipment at no charge where no materials are required and the amount of labor necessary is only incidental. If the repairs required to be made to Customer's piping or equipment are extensive, requiring considerable labor and materials, the Company may refer the Customer to local tradesmen. If no other agency is available, the Company may undertake the necessary repairs upon authorization by the customer and at its own convenience. Charges for such repair work will be made to the Customer based upon the current cost of labor and materials plus 25% additional charge to cover the cost of overheads and billing.

8. Adjustment of Rates in Accordance with Changes in the Cost of Purchased Gas:

- (a) Factor of Adjustment:

The rates for gas service under all Service Classifications shall be subject each month to an addition or deduction of \$.010000 per 100 cubic feet for each \$.01 per 100 cubic feet increase or decrease in the average cost of gas. At the conclusion of each rate proceeding a new factor of adjustment will become effective and continue in effect until a new factor is established in the next rate proceeding. Effective 9/01/2012 per Case# 11-G-0280 "Issued and Effective April 20, 2012", the factor of adjustment will be 1.0081 per ccf. A dead band ranging from 1.0000 to 1.0194 will also be established for the LAUF incentive mechanism as discussed on page 35 of the Joint Proposal. All firm customers will be charged or credited, as the case may be, for differences between the fixed FOA and the actual FOA within the dead band. The Company will not recover the portion of the actual losses beyond the upper limit of the dead band. In the event the Company's actual FOA goes below 1.0000, all resulting benefits beyond the dead band will be awarded to all firm customers. The dead band will become effective for the annual GAC reconciliation 12 months ended August 31, 2013. The FOA and the dead band limits are fixed throughout the Rate Plan or until changed by the Commission. The LAUF incentive surcharge or refund will be collected through the DRA. A sample calculation of the FOA and the surcharge/refund amount for firm full service and transportation customers is shown in detail in Appendix P.