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7. 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.

(b) Gas Supply Charge (GSC)

The GSC will be the sum of the Total Average Cost of Gas, the Supplier Refund Adjustment, the Annual Reconciliation Adjustment and other PSC approved adjustments. The Total Average Cost of Gas is the sum of the Demand Cost Component and the Commodity Cost Component multiplied by the Factor of Adjustment. The Demand Cost Component shall be determined by dividing the Company's Pipeline Capacity Cost by the forecasted normalized annual gas purchases. The Commodity Cost Component shall be determined by dividing the Company's gas supply costs for the month in which the GSC will be in effect by the forecasted normalized quantities of gas purchased for the month that the GSC will be in effect.

Cancelled by 2 Rev. Leaf No. 5 Effective 06/20/2012