

Liberty Utilities (Midstates Natural Gas) Corp.
d/b/a Liberty Utilities

FOR – All Areas

Name of Issuing Corporation

Community, Town or City

TARIFF VOLUME

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Red-Tag Repair Program

RED TAG REPAIR PROGRAM

Description: The Red Tag Repair Program is an experimental program for customers to receive funding towards minor repairs or replacements of their gas appliances and piping in order to obtain or retain gas service. This program was developed in accordance with the Unanimous Stipulation and Agreement in GR-2018-0013. The Program has two components: (i) Heating Only for Lower Income, and (ii) Avoid Red Tags.

Heating Only for Lower Income: This program provides payment assistance to eligible residential customers of the Company, with a household income equal to or less than 185% of the Federal Poverty Level, who require repairs or replacement of natural-gas appliances and/or piping that have been red-tagged. If the customer is renting the premises, written approval of the landlord will be required. Customers receiving natural gas service to operable permanent space heating equipment ("PSHE"), i.e. furnaces and boilers do not qualify; this program is designed to assist only those lower income customers who would otherwise be eligible to commence or maintain service, but whose facilities are "red-tagged," that is, whose service will be or is disconnected at the meter or to the PSHE, and are without space heating, due to unsafe PSHE, unsafe piping or unsafe non-space heating appliance where there is no shut off valve to the non-space heating appliance.

Avoid Red Tags: This program permits Liberty Utilities field service representatives (FSR) who are already on-site to spend a nominal amount of time to perform minor repairs of the customer's gas appliances and piping when doing so would result in the customer gaining or keeping use of service rather than having the piping or appliance "red-tagged" as unsafe. If an FSR determines that any gas appliance should be "red-tagged" as unsafe or out of compliance with applicable codes, but the FSR believes that the problem can be repaired in no more than 15 minutes using parts that cost \$20 or less, the FSR may, with the customer's consent, attempt to affect such repairs in conjunction with utility service at no cost to the customer. At any time that the FSR determines that the repair will fall outside of these parameters, the FSR shall cease the repair effort and proceed in accordance with the Company's safety practices and the Utility Promotional Practices.

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Red-Tag Repair Program

Terms and Conditions: The Company will credit customers or reimburse qualified social service agencies within its service territory that can provide or arrange to provide and pay for such emergency service work consistent with the terms set forth herein and at an administrative cost not to exceed 10% of the funds provided. No customer shall receive assistance greater than \$1,000 under this Program, with no more than \$700 going towards a PSHE and no more than \$450 going toward each other gas appliance or piping. Energy efficiency being preferred, where a furnace qualifies for replacement under the health and safety provisions of the federal Low-Income Weatherization Assistance Program, the furnace will be replaced with a 90% or higher efficiency unit, when feasible. In cases where a PSHE is being replaced at cost to the customer, prior to installation the customer shall be offered an opportunity to use red tag funding toward the purchase and installation of a 85% or higher energy efficient furnace. If the customer declines, then the customer shall be informed that they may use any licensed or qualified repair service provider or appliance seller that is willing to accept payment according to the terms of the program. Liberty Utilities will work with its Energy Efficiency Advisory Group to determine what data shall be gathered and reported to evaluate this program.

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