



## CRCOG - Yankee Gas Customers

Hess Corporation guidelines for enrolling and de-enrolling accounts.

### 1. ENROLLMENT:

- a. Provide Yankee Gas valid account number to Michael Nelsen:  
E-mail: [mnelsen@hess.com](mailto:mnelsen@hess.com)  
Phone: (800) 437-7265 ext. 6623  
Fax: (866) 239-5671 **Reference: "CRCOG"**
- b. If an account is over 5,000 ccf of use per year for rates 20, 30 or IS (IT) a lead time of 45 days is needed for new accounts in order to allow for installation of telemetering equipment. See step "5. Installation of Telemetry Device" below.
- c. If 5,000 ccf of use per year or less for rates 03, 10 or 36, account can be enrolled commencing the next scheduled meter read after the 19<sup>th</sup> of the current month provided all appropriate contracts and enrollment forms have been received and processed by Hess.
- d. Yankee Gas' "Gas Operator Switch Form" (attached) must be completed and signed along with appropriate Hess contracts. An electronic version of the "Gas Operator Switch Form" can also be found at: [www.yankeegas.com/forms/Gas\\_Supplier\\_Switch.pdf](http://www.yankeegas.com/forms/Gas_Supplier_Switch.pdf)

### 2. TRANSFER FROM ANOTHER MARKETER:

- a. A lead time of 45 days is required.
- b. If released from previous Marketer in writing the lead time may be reduced to 15 days.
- c. Yankee Gas' "Gas Operator Switch Form" must be completed and signed along with appropriate Hess contracts.

### 3. DE-ENROLLMENT:

- a. If customer is returning to the Local Distribution Company (LDC) a 45 day notice is required.
- b. Hess may provide a release if customer is contracting with another supplier commencing the last month of Hess contract.
- c. If a service location is being discontinued, sold or demolished please contact a Hess representative who can assist in the de-enrollment process.

### 4. NEW CONSTRUCTION:

- a. An estimated monthly usage profile for a minimum of 12 months must be provided to initiate pricing.



- b. If estimated use is under 5,000 ccf annually, once meter is set by utility proceed with step "1. c. Enrollment" above.
- c. For accounts with use of 5,000 ccf or more annually, proceed with step "5. Installation of Telemetry Device" below.

**5. INSTALLATION of TELEMETERING DEVICE:**

- a. See Yankee Gas' "Metscan Installation Procedure" attached. Contact Yankee Gas Services Company's Measurement department:  
Raymond Begey – Customer Measurement  
[begeyra@nu.com](mailto:begeyra@nu.com)  
Phone: 203-634-2427  
An electronic version of the "Metscan Installation Procedure" can also be found on pages 10 & 11 within the Yankee Gas "Operator Handbook" at: [www.yankeegas.com/GasSupplier/pdfs/providerhb.pdf](http://www.yankeegas.com/GasSupplier/pdfs/providerhb.pdf)
- b. Once Metscan device is installed and phone line is operable, proceed to step "1. d. Enrollment" above.

**6. NON-OPERATIONAL PHONE LINE:**

- a. If after initial installation, the phone line becomes inoperable, the customer must coordinate the repair and keep the line operable to remain a transportation customer with Yankee and Hess.
- b. If a Yankee Gas or Hess representative provides the customer with a notice of an inoperable phone line status, the customer must respond as quickly as possible to repair. Once repaired, the customer must please respond back to the contact who initially notified him of the issue.

**Gas Operator Switch Form**

This Gas Operator Switch Form ("Form") is for customers taking service under Rates 03, 10, 20, 30, 36 or IS and is effective when signed by both the Customer and the Operator and then accepted by us. This Form only covers a change in the supplier who provides your gas supply service ("Operator") or a change in your billing option.

Company: Yankee Gas Services Company Customer: \_\_\_\_\_  
 (Also referred to as 107 Selden Street (Also referred to  
 we, us, and our) Berlin, Connecticut 06037 as you and your) \_\_\_\_\_  
 (800) 989 - 0900 Telephone: \_\_\_\_\_  
 Notice to: Transportation Services Notice to: \_\_\_\_\_  
 (800) 989 - 0900 x 6223 \_\_\_\_\_

Account #	Meter #	Service Address	Service Town	Rate	*DDM	Telephone Installation and Problems Name Number

\*A Daily Demand Meter (DDM) is optional for Customers on Rates 03, 10 and 36 and required for Customers on Rates 20, 30 and IS. Place a check mark or "X" in the appropriate box above if you are requesting a DDM.

Check this box if an attachment is being provided.

1. a) Name of new Operator is \_\_\_\_\_ b) Requested Start Date for new Operator is \_\_\_\_\_

2. **Applicable to IS Customers only** (Place a check mark or "X" in front of the option you prefer)  
 Elect to be served under approved Operator's pool (Operator is responsible for Rate TRS charges.)  
 Elect to be in own pool (Customer is responsible for Rate TRS charges.)  
 Initial here if you wish Operator of Gas Supply to make daily imbalance trades on your behalf \_\_\_\_\_

3 Place a check mark or "X" in front of the billing option (see details on back) you prefer (not applicable to Rate IS Customers):  
 Option 1-Two Bill  Option 2-Operator Bill  Option 3-Company Bill

Under all billing options, the Company will exercise its rights to termination of service for nonpayment in accordance with the Connecticut General Statutes and the Regulations of Connecticut State Agencies.

By signing this Form, you (i) agree to purchase gas service for the above facilities, subject to the terms and conditions of this Form, our Rules and Regulations, the applicable tariff (and the rate therein), and any continuing rights and obligations you or we may have under our Gas Service Agreement (all of which are incorporated herein by reference and made a part hereof), (ii) authorize the Operator to act as your agent ("Operator"), and (iii) acknowledge receipt of a completed and signed copy of this Form. Copies of our rates, tariffs and Rules and Regulations are available through our website at [www.yankeeegas.com](http://www.yankeeegas.com) or at the Company's headquarters. The parties to this Form acknowledge and agree that a facsimile transmission of this Form containing the signatures of the parties shall constitute a signed original.

**By signing here, you are also acknowledging your review, understanding and acceptance of the selected terms and conditions found on page 2 and the applicable tariff(s) and Rules and Regulations found on our website.**

\_\_\_\_\_  
Signature of Customer's Authorized Representative Title \_\_\_\_\_  
 \_\_\_\_\_  
Print or Type Name Date \_\_\_\_\_

**To be filled out by the Operator**

By signing below and pursuant to its separate Operator Agreement with us, the Operator hereby designates, on behalf of the above listed Customer, the delivery point and optional services for the following accounts:

Account #	MDQ (Ccf)	Delivery Point (Gate Station Name)

*If you are requesting service for more than one account, do you want the accounts to start together? Yes  No*

\_\_\_\_\_  
Name of Operator Signature of Operator's Authorized Representative Date \_\_\_\_\_  
 \_\_\_\_\_  
Print or Type Name Operator's Telephone Number \_\_\_\_\_



## Gas Operator Switch Form

### Additional Selected Terms and Conditions

(See tariffs, Rules and Regulations and riders for all applicable terms and conditions.)

**Operator of Gas Supply** - The Customer may either arrange for its own gas supply or use any licensed and approved party to act as its Operator. In either case, the Operator must be established under Rate TRS and have executed an Operator Agreement. The Operator identified in this Gas Operator Switch Form is authorized to perform all day-to-day transportation activities as the Customer's agent. These activities include arranging for a natural gas supply to the delivery point(s), managing all gas nominations, completing all balancing procedures, imbalance trading and receiving gas usage meter data from the Company. In the event a Customer changes Operators, the Customer must give the Company at least 45 days written notice of such change and the Customer must execute a Gas Operator Switch Form. All such changes will only be effective on the first of the month. If the Customer is on Rate IS and is receiving gas supply service by a Operator, the Gas Operator Switch Form must be submitted by 10:00 a.m. Eastern Time, one business day prior to the first of the month ("FOM") nomination deadline.

**Telemetering Installation** - Customer using Rate 20, 30 or IS agrees that it is necessary to install telemetering equipment. The location of such facilities shall be at the sole discretion of the Company. The Company shall install and maintain a phone line from the meter to the Customer's phone line.

In addition to the monthly Daily Demand Meter Charge, the Customer shall be responsible for the following:

1. Allow the Company to share one working phone line with the Customer in order for the telemetering equipment to work.
2. Company Costs, after the first visit to Customer's site to install and maintain telemetering equipment, due to circumstances beyond the Company's control.
3. Company Cost for telemetering installation when the installation does not comply with the Company's specifications.

**Billing Options** - By selecting one of the following billing options, the Customer agrees to the following (*not applicable to Rate IS Customers*):

#### Option 1- Two Bill

The Company will bill the Customer for the Delivery Service and the Operator will bill the Customer for commodity charges and any other charges defined by contract between the Customer and the Operator. In this case, the Customer is financially responsible to each billing entity.

#### Option 2- Operator Bill

The Operator will bill the Customer for the Delivery Service provided by the Company and any charges defined by contract between the Customer and the Operator. In the event that this option is chosen by the Customer, service to the Customer may be terminated if the Operator fails to pay the Company even if the Customer has remitted payment to the Operator. Service will not be restored until the Company has received full payment.

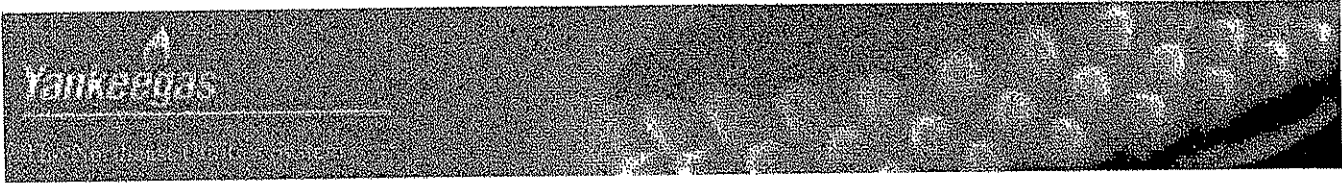
#### Option 3- Company Bill

The Company will bill the Customer for its Delivery Service and also any charges defined by contract between the Customer and the Operator, and as provided to the Company by the Operator.

In the event the Customer changes billing options, the Customer must give the Company at least 45 days written notice (*not applicable to Rate IS Customers*) of such change. All such changes will be effective on the first of each month.

**Term of Service for Supply Option** (*not applicable to Rate IS Customers*) - A Customer must stay on its elected supply option for a minimum of 12 months from commencement of service. A new Customer is allowed the opportunity to switch its supply option for a period of up to the start of the third billing cycle from its initial gas flow if it determines it would better meet its needs. However, the Company reserves the right to disallow switching service during the winter season, November through March, if in its sole opinion; the switch would have a negative impact on Company operations.

**Construction** - The terms of the applicable tariff(s) shall prevail in any conflict between the terms of said tariff(s) and those contained in this Form; the terms of the applicable tariff(s) shall also prevail in any conflict between the terms of said tariff(s) and those contained in the Rules and Regulations.



## **Metscan Installation Procedure**

Yankee Gas will install and maintain the communication equipment, from the Customer's meter to their phone line, and the telemetering equipment. The Customer is responsible for installing and maintaining an operable phone line. Telemetering (Daily Demand Meter) is required for Customers on Rates 20, 30 and IS and is optional for Customers on Rates 03, 10 and 36.

### **Coordination of Metscan Installation**

Yankee Gas will coordinate the normal Metscan installation. The location of the telemetering equipment shall be at the Company's sole discretion. An independent contractor will contact the Customer to install the phone line. Even though Yankee Gas coordinates the installation, the Customer owns the phone line and is responsible for maintaining it. Shortly after the phone installation, a Yankee Gas representative will go out to the site to complete the Metscan installation.

### **Normal Metscan Installation**

A normal Metscan installation is defined as access to a phone line that:

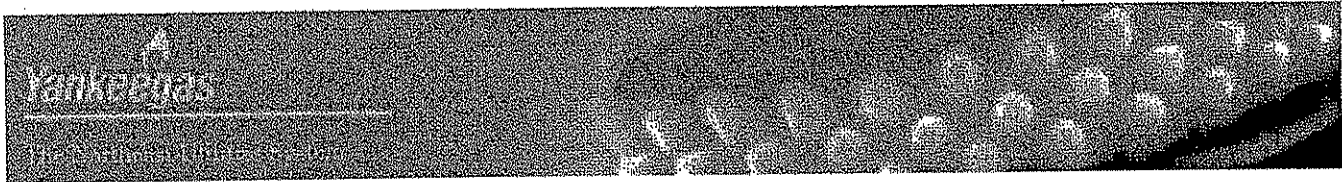
- Works on a pulse (tone) dial
- Is within 150 feet of the gas meter
- Runs at a height no greater than 15 feet
- Does not involve penetrating the roof
- Goes through Customer's space only
- Is neither a tenant line nor pay phone line
- Is installed during normal business hours

The Customer is responsible for addressing and resolving any problem(s) and incurring any expenses beyond a normal installation. Also, additional costs will accrue to the Customer if they are responsible for there being more than one (1) visit to the Customer's site to install the telemetering equipment.

### **Optional Access to Meter Information**

Either you, as the Operator, or a third party, may gain remote access to the daily Customer reads.

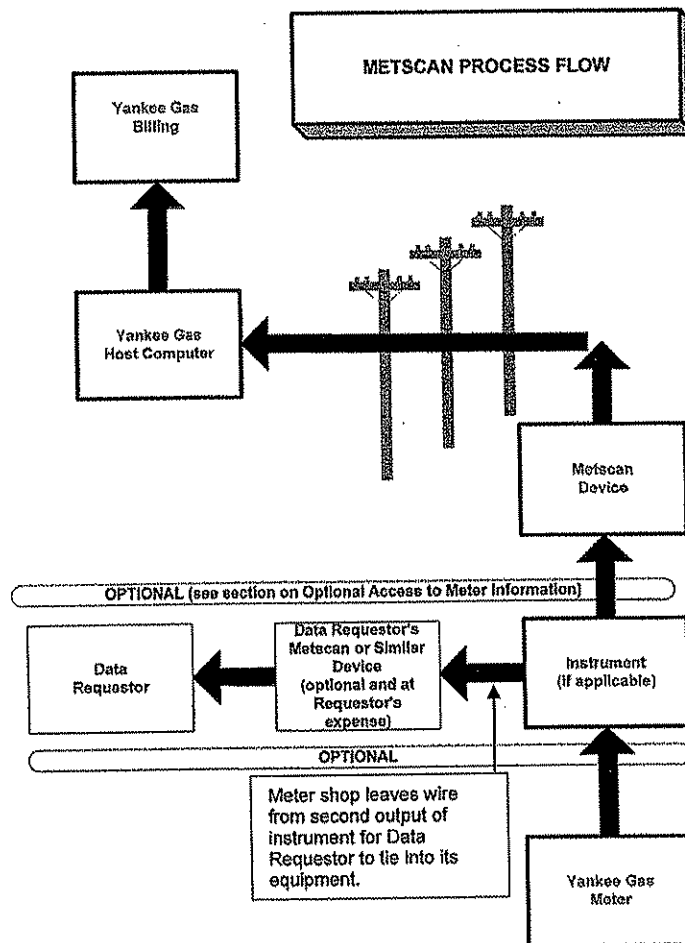
The Data Requestor will need to complete a Load Data Pulse Agreement, which identifies the rights and obligations of the three parties involved (the Data Requestor, Yankee Gas and the Customer) and the associated fees incurred by the Data Requestor.



## Layout of the Metscan Process Flow

The Metscan device calls to a toll-free telephone number at Yankee Gas once a day; the call lasts approximately 25-30 seconds. Please be aware that if, during this time, a Customer picks up the line, the Metscan device will disconnect. If the call is unsuccessful the first time, the Metscan device will call again at other timed intervals throughout that day until a connection is made.

To gain a better understanding of how the usage information travels from the meter to Yankee, please review the flow diagram.



## Transportation Contacts

See [Supplier Contacts](#) list at our Web site.