
13.00 CUSTOMER SERVICE

13.01 General

The goal of CenterPoint Energy's customer service is to provide service necessary for the safety and welfare of our customers as it relates to the use of gas and gas appliances.

13.02 "No Surcharge" Service

CenterPoint Energy will provide "no Surcharge" service for all customers as follows:

- 1) Emergency service for the investigation of suspected leaks or other unsafe conditions in customers' or CenterPoint Energy's property
- 2) Maintenance of CenterPoint Energy-owned equipment of customers' premises including meters, regulators, or service lines.
- 3) Turn-on of gas meters for new customers.

13.03 "Charge" Service

CenterPoint Energy provides service for adjustment, repair, installation, or maintenance of appliances on a direct customer charge basis where the installation and equipment is approved by applicable codes and regulations, and where the equipment is reasonably accessible to service personnel and provisions have been made so that the health and safety of the serviceperson will not be in jeopardy.