CenterPoint Energy Arkla Issued: July 29, 2004 Issued by: Walter Bryant Vice President and General Manager First Revised Sheet No. 48 Cancels Original Sheet No. 31 EFFECTIVE: July 29, 2004

8. **GENERAL**

The customer shall use the gas delivered hereunder for the customers purposes only, and shall not, under any circumstances, resell or share with others any gas delivered hereunder. Service shall be through one or more meters, at the option of the Company. No changes, extensions, or replacement of service pipe without written consent of the Company shall be made, and no extension whatsoever of customer owned piping shall be made for the purpose of supplying gas to adjacent property, or to other persons or concerns residing or the operating on the premises of the customer.

Properly accredited employees of the Company shall have the right to enter the premises of customers at reasonable hours to read meters and inspect or test pipe, appliances, meters, and other equipment relating to gas service and to change or remove the equipment owned by the Company. Failure to permit such entry shall be cause for discontinuance of service as herein specified. This right of entry shall not be construed as placing any responsibility on the Company to inspect and test the lines of the customer.

No regulator, regulator station, meter house, meter or other property or equipment owned by the Company, wherever situated, whether upon customer's premises or elsewhere shall be tampered with or interfered with either for the purpose of adjustment or otherwise, except by authorized and accredited representatives of the Company.

To protect its customers against imposition and misrepresentation, the Company has provided its authorized agents with identification cards or numbered badges and no person representing himself as an employee of the Company shall be permitted access to the customer's premises who cannot, upon request, produce this means of identification.

No agent, representative or employee of the Company has authority to make any promises, agreement or representation not incorporated herein, and any such promise, agreement or representation not set forth herein shall not bind the Company, agent, representative or employee making same. The place of delivery of all gas purchased shall be at the point of connection to the customer's service line from which point all gas delivered shall become the property of the customer, who shall thereafter be responsible for its passage through the meter and for all damage caused by said gas.

The Company shall have no responsibility for any act or omission, and shall have no liability from any cause, downstream of delivery. In case the supply of gas should fail, whether from natural causes, bursting of pipes or accident in any way, the Company shall not be liable for damages, whether direct, special, continuing, exemplary, presumptive, incidental, indirect or consequential, including without limitation, loss of profits, loss of revenue, or loss of production capacity by reason of such failure. The Company shall not be liable in damages for any act or event that is beyond the Company's control and which could not be reasonably anticipated and prevented through the use of reasonable measures, including, but not limited to acts of God, strikes, lockouts or other industrial disturbances, acts of the public enemy, arrests, wars, blockades, insurrections, riots and epidemics, landslides, lightning, earthquakes, fires, storms, floods and washouts, priority limitation or restraining orders of any governmental authority and civil disturbances, explosions, breakage, accidents, tests, maintenance or repair to machinery, equipment, lines of pipe or other facilities; inability to obtain, or unavoidable delay in obtaining, material, equipment, rights-of-way or permits; and any other causes whether of the kind herein enumerated or otherwise.

Meters and pipes are likely to freeze in cold weather, and it shall be the duty of each customer to protect the pipes and the meter or meters on the customer's premises from the action of the elements.

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