

**VILLAGE
OF
ROSSVILLE**

**NATURAL GAS
CUSTOMER INFORMATION
HANDBOOK**

RESOLUTION

MAYOR AND VILLAGE BOARD OF TRUSTEES

Rossville, Illinois

WHEREAS, the Mayor and Village Board of Trustees has been charged with the duty and responsibility of making all necessary rules and regulations for the Municipal Gas Utility, and

WHEREAS, the Mayor and Village Board of Trustees has reviewed existing policies, regulations, and ordinances, and

WHEREAS, it is deemed necessary, in order to properly and adequately apply uniform and safe gas practices in Rossville, Illinois to cause a Natural Gas Customer Information Handbook to be printed,

NOW THEREFORE be it resolved that the Mayor and Council of the Village of Rossville does hereby adopt the Natural Gas Customer Information Handbook hereto attached.

Adopted by the Mayor and Village Board of Trustees of Rossville, Illinois this _____ day of _____, 200__.

ATTEST:

APPROVED:

Clerk City

Mayor

CUSTOMER HANDBOOK

TABLE OF CONTENTS

	PAGE #	
RESOLUTION		
SECTION I - <u>INTRODUCTION</u>		
WELCOME	Section I - 1	
TELEPHONE NUMBERS, HOURS, ETC	Section I - 1	
SECTION II - <u>NATURAL GAS FACTS & TIPS</u>		
1. IF YOU SMELL GAS	Section II - 1	
2. CALL BEFORE YOU DIG	Section II - 1	
3. SAFETY TIPS	Section II - 1	
4. TUNE UP YOUR HEATING SYSTEM	Section II - 2	
5. CARBON MONOXIDE POISONING	Section II - 2	
6. HELP PREVENT HEATING SYSTEM PROBLEMS	Section II - 2	
7. CHECK YOUR HEATING SYSTEM	Section II - 3	
8. CONSERVE ENERGY	Section II - 3	
SECTION III - <u>NATURAL GAS SERVICES</u>		
1. TO APPLY FOR GAS SERVICE	Section III - 1	
2. TO TRANSFER YOUR SERVICE	Section III - 1	
3. TO DISCONTINUE SERVICE	Section III - 1	
4. ABOUT YOUR GAS METER	Section III - 1	
5. READING YOUR GAS METER	Section III - 1	
6. METER TAMPERING IS ILLEGAL	Section III - 1	
7. PAYING YOUR NATURAL GAS BILL.....	Section III - 2	
8. "BUDGET" YOUR MONTHLY GAS BILL	Section III - 2	
9. UNDERSTANDING YOUR NATURAL GAS BILL	Section III - 2	
10. PILOT LIGHTING	Section III - 3	
11. RIGHT OF ENTRY	Section III - 3	
SECTION IV - <u>IMPORTANT NOTICES & POLICIES</u>		
1. CUSTOMER NOTIFICATION REGARDING	Section IV - 1	
CUSTOMER OWNED BURIED NATURAL GAS PIPING		
2. NON-COVERAGE OF APPLIANCE SERVICE	Section IV - 1	
3. REFERENCE CODE	Section IV - 2	
4. GAS SHUT-OFF	Section IV - 2	
5. EXCESS FLOW VALVE POLICY	Section IV - 2	
SECTION V - <u>AMERICA'S PIPELINE NETWORK</u>		Section V - 1

SECTION I

INTRODUCTION

WELCOME TO **THE** **VILLAGE** **OF** **ROSSVILLE**

This Handbook is issued by the Village of Rossville to answer most questions you may have about your natural gas service. It is designed to inform you of the policies and procedures of the Village's natural gas utility. However, if you have a question and can't find the answer here, please feel free to give us a call.

The Village of Rossville business office hours are from 8:30 a.m. to 5:00 p.m., Closed for lunch 12:00 – 12:30 Monday through Friday.

TELEPHONE **NUMBERS**

Village of Rossville Address and Phone Number

120 E. Attica Street
Rossville, IL 60963
217-748-6914

Emergency after Hours, Weekends and Holidays

911

Call Before You Dig

(Free Marking of Utility Lines)

JULIE toll-free number 1-800-924-0123 or dial 811

SECTION II

NATURAL GAS FACTS & TIPS

If You Smell Gas

Natural gas is lighter than air and has no odor. To help you detect the presence of natural gas, a strong odorant that smells like rotten eggs is added. If you smell this odor:

1. Exit the building immediately
2. Do not use matches, lighters, electrical switches, appliances or your telephone.
3. Call from a nearby building by dialing 748-6914 OR 911. Do not re-enter the building until Village has declared it safe.

We urge you to call us the first time you smell the odor of natural gas. The Village personnel will be happy to assist you. This service is provided free, 7 days a week, 24 hours a day.

Call Before You Dig

Before you dig any hole in the street or your yard, call JULIE toll-free number 1-800-924-0123, 24 hours a day, 365 days a year. It is a free service to markout underground water, sewer, electric and gas utility lines. You must call two days prior to digging or excavating. Help prevent damage to property or injury by making the call **before** you dig.

Safety Tips

- For your safety never use your oven or range to heat your home.
- Gas fireplaces and space heaters are meant for added warmth, not a main source of heating. Remember to turn these appliances off before you go to bed or leave your home.
- Hot water can be dangerous and cause serious burns. If your hot water is above 125 degrees, **it's too hot!** To avoid a potential accident, lower your water heater thermostat setting to 125 degrees or less.
- Know your meter location and keep the area free of snow and ice. Use a broom to remove snow from your meter. Exercise care when shoveling, plowing or snow blowing in the area around your meter.
- Your natural gas appliances should have a clear, steady blue flame. Small amounts of yellow and orange are normal and may occur occasionally. Be sure to schedule a service call by a qualified professional if your appliance is not operating in this manner.
- If you wish to insulate your natural gas water heater, please be sure to choose an insulation blanket manufactured specifically for natural gas water heaters
- Change the filter on your furnace at least once a year. Dust and pet hair can collect and block the airflow

SECTION II

NATURAL GAS FACTS & TIPS

- Never attach electrical grounding wires to gas piping inside or outside your house. Consult with a licensed electrician.

Tune Up Your Heating System

Keep the area around your furnace and water heater clear. It's important to have your heating equipment checked for safety and efficiency. When your gas fired appliances don't work right, they may produce carbon monoxide: a colorless, odorless and potentially dangerous gas.

Carbon Monoxide Poisoning

Learn to recognize the signs of carbon monoxide poisoning: headaches, dizziness, nausea, confusion, weakness, vision or hearing impairment and drowsiness. If you notice these symptoms and suspect that carbon monoxide is the cause, you should:

1. Get some fresh air immediately.
2. Contact 911.
3. Seek medical help.

Avoid carbon monoxide poisoning. Check for these indications that your heating system requires service:

1. The presence of soot or carbon deposits on your heating equipment
2. Clogged chimneys and flues
3. Rusted or rotted flues

Help Prevent Heating System Problems

Help prevent problems with your heating system.

- Do not cover floor vents with rugs
- Have a qualified professional check your natural gas appliances once a year
- Keep all external vents and chimneys unblocked and free from debris
- Use external vents for all gas appliances where appropriate
- Keep the area around your furnace clear
- Make sure your chimney and flue are inspected and cleaned of residues if you recently converted your heating system from oil to natural gas

If you have no heat and all other appliances are not functioning, call the Village immediately. We will respond as soon as possible. If you choose not to call the Village and decide to call a private repair service to fix the problem, we will not be responsible for any charges you incur.

If you smell gas exit the building immediately. Call Village from a nearby telephone by dialing 748-6914 or 911.

SECTION II

NATURAL GAS FACTS & TIPS

Check Your Heating System

Don't wait for the first cold snap of autumn to find out your natural gas heating system is not working. Instead, have it serviced annually by a Heating Contractor during the warmer months to ensure safe and efficient operation when the cold weather arrives.

Conserve Energy

Conservation may reduce your energy bills and helps preserve the environment. Here are some tips to help make your home more energy efficient and comfortable:

- Install low flow shower heads to reduce water use.
- Insulate ceilings and sidewalls to keep heat inside your home
- Weather strip and caulk around doors and windows
- Install and maintain storm windows and doors
- Tune-up your furnace for the winter and change your filters regularly
- Keep your thermostat at the lowest comfortable setting
- Close your fireplace damper when the fire is out
- Turn your water heater down to a low or medium setting
- Fix leaky faucets that waste energy and water

SECTION III

NATURAL GAS FACTS & TIPS

To Apply for Gas Service

If you are not already a Village customer, please contact the Village to request service or by stopping by the Village business office at 120 E. Attica Street, Rossville, IL.

A service application is required. We may request a security deposit if satisfactory credit has not been established. Each month your bill will include a customer charge for each meter on your account, regardless of gas usage.

To Transfer Your Service

If you plan to relocate and need to transfer your natural gas service, we appreciate hearing about this ahead of time. We want to help make your move run smoothly.

To Discontinue Service

If you wish to have your gas service turned off, please let us know promptly. We need to read the meter in order to close your account and bill you properly. Please help us by providing easy access to your meter.

About Your Gas Meter

The Village reads your meter every month. In order to read your meter, we need to have access. Please keep your shrubs trimmed and restrain your dog when our meter reader visits.

Reading Your Gas Meter

Reading your meter is easy! The Village uses one kind of meter for residential customers. It is a direct dial meter that can be read like a digital clock.

Meter Tampering is Illegal

Tampering with natural gas meters and piping endangers the lives and property of yourself and others. This act may lead to discontinuance of service, criminal prosecution, or both.

Ultimately, this unlawful act affects everyone. If you know of someone tampering with gas lines or meters, please call the Village Office. All information will be kept confidential.

SECTION III

NATURAL GAS FACTS & TIPS

The Village may from time to time estimate your natural gas bill based upon the size of your appliances or past usage. Please give us a call if you have a question about your bill.

Paying Your Natural Gas Bill

You may pay your gas bill by mail or in person at the Village Office. When paying by mail, be sure to include the tear-off payment portion of your bill with your check or money order.

Monthly bills are due by the date indicated on the bill. If you foresee difficulty in paying your gas bill, please call the Village Office. We will gladly work with you to make payment arrangements. **It is important to call us to avoid service disconnection.**

“Budget” Your Monthly Gas Bills

Help even out your home energy bills by signing up for the Equal Payment Plan. It's the best way to budget for all your natural gas energy needs. You simply pay your yearly gas costs in 12 equal payments. You will know what your payment will be every month. If you wish to sign-up for the Equal Payment Plan please contact the Village Office.

Under- standing Your Natural Gas Bill

The Village Office sends you a bill each month for your gas usage. Your bill includes a customer charge plus a gas charge that is calculated from your natural gas usage and the cost of gas for your service period. Your actual usage for the billing period is calculated from your previous and present meter reading. The date your meter was read is also included on your bill. Each month the cost of natural gas is calculated based upon the following factors:

- BTU Content
- Cost of Wholesale gas
- Pipeline Transportation Costs
- Village Distribution Costs and Overheads

This cost is then multiplied by your natural gas usage. This charge is then added to your customer charge and a State Utility Tax to get your total monthly bill (Amount Due).

SECTION III
NATURAL GAS FACTS & TIPS

PILOT
LIGHTING

During normal working hours or after normal working hours no service charge will be made to light a furnace or any pilot light on any appliance if the Village is responsible for loss of gas service. No charge will be made at any time to check a possible gas leak. As a rule, if it involves human safety such as a gas leak or a furnace pilot out in cold weather, no charge will be made.

RIGHT OF
ENTRY

The Village shall have the authority to enter any building, structure or premises at any reasonable hour for the purpose of making inspections. In the case of an emergency, The Village shall have the right of entry at any time, provided such entry is necessary in the interest of public safety.

SECTION IV
IMPORTANT NOTICE & POLICIES

CUSTOMER
NOTIFICATION
REGARDING
CUSTOMER-
OWNED
BURIED
NATURAL GAS
PIPING

This notice is being provided in accordance with Title 49 CFR 192.16 of the United States Department of Transportation (DOT).

In accordance with the "DOT Rule" listed above, The Village of Rossville is hereby giving notice to all customers who have buried natural gas piping that is not maintained by The Village of Rossville Gas Department of the following information:

1. If the customer's buried piping is not maintained, it may be subject to the potential hazards of corrosion and leakage.
2. Buried gas piping should be:
 - a. periodically inspected for leaks;
 - b. periodically inspected for corrosion if the piping is metallic, and
 - c. repaired if any unsafe condition is discovered.
3. Before you dig call JULIE toll-free number 1-800-924-0123 or 811. JULIE operates 24 hours a day, 365 days a year. By Illinois state law you are required to call JULIE two working days prior to digging or excavating. At no cost to you, JULIE will notify the owners and/or operators of underground utilities who are JULIE members of this planned digging activity. The member utilities are then required to mark their facilities or notify you that they are clear. Excavation should be done by hand.
4. Plumbing and heating contractors can assist in locating, inspecting, and repairing the customer's buried piping.

For your guidance in determining whether this notice applies to you, please be informed that in most cases The Village of Rossville maintains buried gas piping from the main (generally located near the street curb) up to the gas meter on the customer's premises. In addition, if the piping leaving the meter up to the principal gas utilization equipment is above ground when entering the customer's premises, this rule does not apply. If you are uncertain as to whether this notice applies to you, please contact The Village of Rossville at 217-748-6914 or after hours 911.

NON-
COVERAGE OF
APPLIANCE
SERVICE

The Village will not perform or be responsible for any service work done beyond the outlet of the meter excepting where the reason for the work is safety of persons or property. Any work beyond the outlet of the meter should be done by a qualified person.

Work and responsibility is to stop at the outlet of the meter in conformity with interpretations of the Office of Pipeline Safety as to the applicability of the Minimum Federal Pipeline Safety Standards for gas facilities.

SECTION IV

IMPORTANT NOTICE & POLICIES

REFERENCE CODE

The Village of Rossville has adopted the National Fuel Gas Code (NFPA 54). This safety Code covers the installation of fuel gas piping systems, fuel gas utilization equipment, and related accessories.

The Code includes all piping systems from the point of delivery for natural gas, the outlet of the gas meter to the connections with each gas utilization device.

GAS SHUT-OFF

From time to time, it may be necessary or desirable that natural gas service be temporarily interrupted for maintenance, construction, repair, emergencies, or other purposes. During such periods, the gas utility assumes no responsibility for resulting loss of heat, products, materials, plants, animals, or other such things, which might be affected by the fact that gas service is interrupted for a period of time.

EXCESS FLOW VALVE POLICY

The Village of Rossville in accordance with the Minimum Federal Pipeline Safety Standards 49CFR 192.383 is hereby required to install an excess flow valve meeting the performance standards of 192.381 in every new gas service line. There is no cost of such installation to the customer, and is mandatory.

Excess flow valves are designed to shut-off the flow of natural gas automatically in the event that a service line is broken, torn apart, punched, or otherwise separated.

Natural disaster, ground movement, or third-party damage may cause the interruption of gas service.

The customer will bear no costs associated with the maintenance or replacement of such device.

SECTION V

AMERICA'S PIPELINE NETWORK

There are over 300,000 miles of natural gas pipelines in the United States. Pipelines are the safest method of transportation. Natural gas provides about 24 percent of all the energy used in the United States.

Pipelines are made of steel, covered with protective coating and buried underground. They are tested and maintained through the use of diagnostic tools and cathodic protection. The Village of Rossville Gas Department personnel will work with local police and fire departments in the event of an emergency.

Our hope is to continue to be a good neighbor and provide you with information to help you avoid potentially dangerous activity near the gas lines in your area.