

Natural Gas Consumers’ Bill of Rights

| As Stated In House Bill 1568 | Layman’s Term You have a right to . . . |
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| All consumers must have access to reliable, safe, and affordable gas service, including high quality customer service. | . . . safe, reliable, dependable gas service and high quality customer service from a provider whose staff are knowledgeable professionals. |
| All consumers have the right to receive accurate, easily understood information about gas marketers’ services, plans, terms and conditions, and rights and remedies. Must be unbiased, accurate and understandable in a written form which allows for comparison of prices and terms of service. | . . . receive information that allows you to understand your current plan, if applicable, and to compare all marketer services in plain language. |
| All consumers must receive the benefits of new services, technological advances, improved efficiency and competitive prices. | . . . receive the best value for every dollar you spend. |
| Standards for protecting consumers in matters such as deposit and credit requirements, service denials and terminations, and deferred payment provisions must be applied fairly to all consumers. | . . . equal treatment in matters related to credit, deposits, denial of service, payment arrangements, and disconnection for nonpayment. |
| All consumers must be protected from unfair, deceptive, fraudulent and anticompetitive practices, including, but not limited to, practices such as cramming, slamming, and providing deceptive information regarding billing terms and conditions of service. | . . . receive accurate information useful in making informed decisions about your service and to have your service switch to another marketer only when you authorize it. |

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| <p>All consumers shall receive accurate and timely bills from their marketers.</p> | <p>. . . receive accurate and timely bills.</p> |
| <p>All consumers are entitled to protection of their privacy and must be protected from improper use of their customer records of payment histories without their expressed consent.</p> | <p>. . . have your privacy protected.</p> |
| <p>All consumers must be protected from price increases resulting from inequitable price shifting.</p> | <p>. . . prices that reflect only costs caused by you, directly or indirectly.</p> |
| <p>All consumers have the right to a fair and efficient process for resolving differences with marketers, including a system of internal review and an independent system of external review.</p> | <p>. . . have your dispute settled fairly by your marketer, or an unbiased third party.</p> |