



RESIDENTIAL CUSTOMER AGREEMENT

Owner/renter/vacant checkboxes, Date of Agreement, Customer/Owner Name, Phone/Fax/Cell, Physical Address, City/ST/Zip, Location within city limits, Subdivision, County, Emergency Contact/Phone, Billing Address, City/ST/Zip.

Table with 4 columns: Rate Class, Distribution Rate, Units, Monthly Charge. Row 1: Residential, \$0.850*, Therms, \$20.00*. Footer: * Subject to Annual Adjustment

AGREEMENT TERMS

CIAC (see attached worksheet) and No CIAC required checkboxes

- A. Summit Natural Gas of Maine, Inc. ("SNG-ME") is a local natural gas distribution company... B. Customer agrees to the natural gas rates... C. Service will be provided pursuant to SNG-ME's Terms and Conditions... D. The Starting Point Distribution Rates are listed in the table above... E. This Agreement is effective upon execution... F. The applicant's portion of the cost will be billed... G. SNG Maine may collect a deposit... H. The customer agrees to begin using natural gas... I. The Customer hereby acknowledges and agrees to the provisions of this Agreement.

Applicant's Signature and Co-Applicant Signature lines

I Received a Natural Gas Safety Brochure checkbox

For Company Use Only:

Deposit/Check #, Credit Card Approval, Acct #, Company Representative (Print), Company Representative's Signature, Date



SERVICE LINE CONDITIONS

1. Applicant authorizes SNG-ME and its contractor's access to the property for installation of the service line.
2. Cancellation of this agreement must be received in writing prior to the installation of the service line. If the service line is installed prior to written cancellation, the applicant will be responsible for all installation charges.
3. Applicant shall provide SNG-ME with the location of all sewer lines, underground septic tanks, leach fields, propane lines, and other private utilities. SNG-ME and its contractors will contact Dig Safe (811) to identify any electric lines, water lines, or any other underground facilities of any other utilities located on the applicant's property.
4. SNG-ME or its contractors will restore the ground back to the approximate condition it was prior to digging, considering landscaping, terrain, etc.
5. Pursuant to the Company's Terms and Conditions on file with the MPUC, no new service pipes or main extensions will be installed during winter conditions (i.e., when frost is in the ground) unless the Applicant pays the full additional expense associated with doing so, and further provided that any required excavation is not prohibited by the local government having jurisdiction.

SERVICE LINE CONSTRUCTION POLICY

This policy applies to construction in municipalities where SNG-ME is authorized to serve. SNG-ME expects to receive requests for service from potential customers in areas where second utility status must be approved per 35-A M.R.S.A. §2105. In such cases this agreement is contingent on that approval being granted by the MPUC. The following will apply for service requests.

"Complete Application" consists of the following:

- A. The applicant completes and submits to SNG-ME an executed Residential Customer Agreement;
- B. The applicant provides payment or a binding financial commitment (if required), in accordance with the Main Extension policy in the MPUC-approved Terms and Conditions;
- C. The applicant has obtained a quote from an HVAC contractor available to convert the customer's furnace;
- D. SNG-ME obtains any construction or environmental permits or regulatory approvals necessary to serve the applicant;
- E. Confirmation that any proposed mainline installation required to provide service will not require the acquisition of any private easements.

Upon receipt of a Complete Application, pursuant to the definition above, by SNG-ME prior to June 1, SNG-ME will provide service to the customer by December 15 of that year. Further, by June 15 of that year, SNG-ME will mail a letter to each customer for whom there is a Complete Application by June 1 with an estimated date for the installation of the service line necessary to provide service to the customer. These estimated installation dates will be established based upon the following three factors:

1. Date on which a Complete Application is accomplished (earlier completed service requests will be ahead in priority relative to requests received later);
2. Geographic proximity to the SNG-ME's planned mainline construction (service requests located closer to the mainline will be ahead in priority relative to requests located farther from the mainline);
3. Geographic proximity to other applicants who are seeking service within the calendar year.

For Complete Applications not received by June 1, the application will be treated as a Complete Application for the following calendar year. This policy does not apply to requests for service from large industrial customers or to requests for service from potential customers outside of the municipalities listed above. Requests received from potential customers outside of the municipalities listed above will be resolved on a case by case basis.

Customer Initials: _____ Date: _____