Austin Resource Management Commission

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Texas Gas Service®

A Division of ONE Gas

Agenda

- Financial Assistance Program for Income-Qualified Customers
- Disconnect Policy during Winter Months
- Leak Detection Report
  - Leak Survey and Leak Repair

Financial Assistance Program

- Franchise requires a financial assistance program for income-qualified customers by 2029
- Program staff will begin work to design program
- A new tariff will be adopted by the City

Disconnect Policy during Winter Months

Texas Gas Service follows the RRC Rule §7.460, *Suspension of Gas Utility Service Disconnection During an Extreme Weather Emergency*.

The policy is also reflected in our “Rules of Service," Section 7.7, which was approved during the prior rate case:

“The Company shall not disconnect a delinquent residential Customer during an extreme weather emergency. An extreme weather emergency means a day when the previous day’s highest temperature did not exceed 32 degrees Fahrenheit and the temperature is predicted to remain at or below that level for the next 24 hours according to the nearest National Weather Station for the county where the Customer takes service.”

Disconnect Policy During Winter

- Each fall, we mail a hard copy of the cold weather rule to all residential customers.
- We have a proactive compliance process that integrates weather information. The tool provides daily weather forecasts and automatically distributes email alerts to field personnel when forecasted temperatures are extreme.

Preliminary Information on Leak Detection Report

- New franchise agreement requires a report sent to the City each December
- Rules and regulations on leak survey, detection, and repair come from federal and state agencies
- The RRC enforces these rules and regulations

Leak Survey and Leak Repair

- Texas Gas Service technicians respond to natural gas odor reports or suspected leaks
- On average, we respond to calls within 30 minutes
- Natural gas service may be turned off for safety purposes while repairs are made, and an inspection must be passed once repairs are completed.
- Depending on where the leak is located, either the customer or TGS is responsible for making the necessary repairs. Once repairs are complete, TGS technicians can restore natural gas service.

Leak Survey and Leak Repair

- Safety is the number one priority
  - **Quality Assurance**: Audits field activities and excavation- site practices
  - **Risk Assessment and Damage Reduction (RADAR)**: Identifies higher-risk excavation tickets for intervention
  - **Watch & Protect**: Provides on-site observation near high-pressure or high-profile facilities
  - **Texas 811 and Line Locating**: Helps prevent third-part excavation damage

Thank You

Appendix

Mission, Strategy and Core Values

Mission – Why we exist

We deliver natural gas for a better tomorrow

Strategy – How we get there

- Safe Operations
- Capital Investments
- Delivering Foundational Energy
- Serving Customers
- Engaged & High-performing Workforce

Core Values – Our compass

Safety: We are committed to operating safely and in an environmentally responsible manner.

Ethics: We are accountable to the highest ethical standards and are committed to compliance.

Inclusion & Diversity: We embrace an inclusive and diverse culture that encourages collaboration.

Service: We provide exceptional service to our customers and support each other.

Value: We create value for all stakeholders; our customers, employees, investor and communities.