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GAS UTILITIES INFORMATION BULLETIN

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**No. 1239**

Christi Craddick, Chairman

Wayne Christian, Commissioner

Jim Wright, Commissioner

NOVEMBER 15, 2024  
OVERSIGHT AND SAFETY DIVISION  
Kari French, Director

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**SECTION 1: NEW APPEALS AND APPLICATIONS FILED**

**CASE NO:** 00019028  
**CAPTION:** Application Filed by Texas Gas Service Company, a Division of One Gas, Inc.,  
for Approval of the Company's Initial West North Service Area Energy  
Conservation Program Portfolio  
**DATE FILED --** 11/06/2024  
**FILED BY --** Judy Jenkins Hitchye  
**EXAMINER --** Marzi Bolhassani  
**TECHNICAL --**

**SECTION 3: STATUS OF PENDING CASES**

None currently.

**SECTION 4: NOTICES OF DISMISSAL**

None currently.

**SECTION 5: ORDERS OF THE COMMISSION**

None currently.

**6: MISCELLANEOUS**

**A. Gas Services Department Publication and Statistics**

1. Gas Utilities Information Bulletins available at <https://rrc.texas.gov/gas-services/publications-statistics/>.
2. Rate Review Handbook available at <https://rrc.texas.gov/gas-services/publications-statistics/>
3. Gas Utilities Annual Statistics available at <https://rrc.texas.gov/gas-services/publications-statistics/>.
4. Gas Storage Statistics available at <https://rrc.texas.gov/gas-services/publications-statistics/>
5. Six MCF Residential Gas Bill Analysis for Texas Cities available at <https://rrc.texas.gov/gas-services/publications-statistics/>

**B. Interest Rate on Customer Deposits**

1. The Public Utility Commission of Texas has published that the interest rate to be applied customer deposits in calendar year 2024 is 4.86%. All gas utilities should use 1.36% for the calendar year 2023 and 0.06% for calendar year 2022. This information can be found at: <https://ftp.puc.texas.gov/public/puct-info/industry/electric/reports/HRates/HistRates.pdf>

**C. Contact Information**

1. **Gas Services Department**  
Mark Evarts, Director  
Telephone: 512-463-7167
2. **Audit Section's Headquarter and District Offices:**  
Headquarter Location:  
William B. Travis Building  
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**Austin District:**

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Crystal Goff, Auditor  
Telephone: 817-882-8966

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Houston, Texas 77008

Yvonne Jackson, Manager  
Carla Robinson, Auditor III  
Bryan Sparkman, Auditor II  
Quang Ngo, Auditor III  
Qui Tieu, Auditor  
Tray Sheffield, Auditor  
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3. **Market Oversight Section**

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Erik Gardner, Financial Analyst  
Marzi Bolhassani, Financial Analyst  
Mimi Winetroub, Financial Analyst  
Zanu Laudat, Financial Analyst  
Louise Vieillescazes, Financial Analyst  
Andrea Maxwell, Research Specialist III, Team Lead  
Janet Sims-Martin, Customer Service Representative IV  
Malachi Chavelas-Miranda, Customer Service Representative IV  
Marisol Gomez, Customer Service Representative IV  
Victoria Salazar, Customer Service Representative IV  
Telephone 512-463-7167

**D. Audit Forms**

1. Gas Utility Tax and Annual Forms available at: <https://rrc.texas.gov/gas-services/gas-services-forms/>
2. Gas Utility Annual Reports available on Neubus at: [https://rrcsearch3.neubus.com/esd3-rrc/index.php?\\_module=\\_esd&\\_action=\\_keysearch&profile=13](https://rrcsearch3.neubus.com/esd3-rrc/index.php?_module=_esd&_action=_keysearch&profile=13)
3. Information relating to any of the above, are available for review at the William B. Travis Building, Gas Services Department, 9<sup>th</sup> Floor, 1701 North Congress. All requests for copies must be made in writing and should be addressed to the Audit Section. Copies will be provided for a fee, depending on the volume of copy work desired, allow a minimum of ten business days for completion of requests.
4. Inquiries regarding copies should be directed to the Audit Section at (512) 463-7022 or fax your request to 512-475-3180.

**E. Market Oversight Section Forms**

1. Annual Earnings and Monitoring Report available at: <https://rrc.texas.gov/gas-services/gas-services-forms/>
2. Interim Rate Adjustment Applications (GRIP) and Customer Notice available at: <https://rrc.texas.gov/gas-services/gas-services-forms/>

**F. Gas Utility Docket Information**

1. Orders and Proposals for Decision are published on the Commission's website at: <https://www.rrc.texas.gov/hearings/dockets/gas-utility-dockets/> and RRC CASES at <https://www.rrc.texas.gov/hearings/rrc-cases/>.
2. Gas Utility Dockets are also available on Neubus at: [https://rrcsearch3.neubus.com/esd3-rrc/index.php?\\_module=\\_esd&\\_action=\\_keysearch&profile=14](https://rrcsearch3.neubus.com/esd3-rrc/index.php?_module=_esd&_action=_keysearch&profile=14)

**G. Natural Gas Tariff Filings**

1. Questions pertaining to the filing of tariffs and/or quality of service rules should be directed to Andrea Maxwell, Janet Sims-Martin, Marisol Gomez or Malachi Chavelas-Miranda, Victoria Salazar at (512) 463-7167.
2. Natural Gas Tariffs and Rate Schedules available at: <https://www.rrc.texas.gov/gas-services/natural-gas-tariffs-rate-schedules/>

**H. Common Carrier Pipeline Tariff Filings**

1. Questions pertaining to the filing of common carrier pipeline tariffs should be directed Janet Sims-Martin at (512) 463-6779
2. Common Carrier Pipeline Tariffs available at: <https://www.rrc.texas.gov/gas-services/common-carrier-pipeline-tariffs/>.

**I. Propane Distribution Systems**

1. Propane distribution price cap information is available at: <https://www.rrc.texas.gov/gas-services/propane-distribution-systems/>

**J. Curtailment Plan (§7.455)**

1. Curtailment questions should be referred to (512) 463-7167 or by email at [naturalgascurtailment@rrc.texas.gov](mailto:naturalgascurtailment@rrc.texas.gov).
2. Curtailment reports made during normal business hours, Monday through Friday 8:00 a.m. to 5:00 p.m., should be made to (512) 463-7167.
3. Curtailment reports made after hours or during holidays, should be made to (512) 463-6788

**K. Compliance Filings**

1. Questions regarding gas utilities docket compliance filing requirements should be referred to David Bauman at (512) 463-7359 or by email at [GUD\\_compliance@rrc.texas.gov](mailto:GUD_compliance@rrc.texas.gov) .

**L. Complaints and Inquiries**

1. Residential and Commercial Propane and Natural Gas Complaints should be made at [GasComplaints@rrc.texas.gov](mailto:GasComplaints@rrc.texas.gov) or by phone at (512) 463-7164.
2. Informal Gas Purchasing, Selling, Transportation or Gathering Practice Complaints should be submitted online at <https://www.rrc.texas.gov/gas-services/complaint-filing/informal-gas-transportation-purchase-complaint-preliminary-information-online-form/> or at (512) 463-7167.
3. Informal Complaint Preliminary Information form available at: <https://www.rrc.texas.gov/gas-services/gas-services-forms/> .

**M. Non-Submetered Master Meter Disconnections**

1. Municipalities wishing to opt in receiving notice from utilities when non-submetered master metered multifamily property is subject to disconnection of service due to non-payment can do so at: <https://www.rrc.texas.gov/gas-services/non-submetered-master-meter-disconnections/>

**N. Texas Utilities Codes**

1. Available through the State of Texas website at: <https://statutes.capitol.texas.gov/>

**O. Texas Administrative Codes**

1. Available at the State of Texas website at: [https://texreg.sos.state.tx.us/public/readtac\\$ext.ViewTAC?tac\\_view=4&ti=16&pt=1&ch=7](https://texreg.sos.state.tx.us/public/readtac$ext.ViewTAC?tac_view=4&ti=16&pt=1&ch=7)

**P. Pending RRC Rules and Regulations**

1. Pending rules and regulations available at: <https://www.rrc.texas.gov/general-counsel/rules/proposed-rules/>

**Q. Proposed Form Amendments (PFD):**

1. PFDs available at: <https://www.rrc.texas.gov/forms/proposed-form-amendments/>

**R. Hearings and Legal Analysis**

1. Anyone wishing to obtain copies of appendices to Orders appearing in Section 5 of this bulletin should contact the Office of General Counsel at (512) 463-7149.

**S. Status of Pending Cases**

1. The status of all pending cases listed in Section 3 of this Bulletin is for informational purposes only and is complete up to the time of printing this Bulletin. For a more accurate status of pending cases, please call the Office of General Counsel at 512-463-7149.