

BUDGET BILLING PLAN

(a) Eligible Customers (defined below) of Frontier with current paid-up accounts may elect, at their option, to pay monthly bills for service on a Budget Billing Plan (BBP) beginning with the billing month following the determination of their eligibility. The monthly amount to be paid under the BBP is equal to the customer's actual consumption history for the most recent twelve months' usage per the current rate schedule. When twelve months of actual usage history is not available, estimated usage will be used to calculate the monthly amount paid under the BBP. The components of the BBP are subject to change by Frontier in Frontier's discretion and as conditions warrant.

(b) The monthly budget billing amount will be reviewed no less frequently than every six months and adjusted by Frontier for known changes when such changes would result in a 10% or more increase or decrease in a customer's anticipated annual billing for gas service. Examples of known changes include changes in a customer's consumption pattern, approved changes in rates, or the effects of abnormal weather conditions.

(c) The monthly budget payment shall be made for twelve successive months. If at the end of the twelve-month period, the customer's monthly budget payments have resulted in an overpayment or underpayment, the credit or debit position will be included in the budget calculation to spread the credit or debit balance forward to the next BBP twelve-month period.

(d) If the account of a customer who terminates participation in the BBP is in a credit position (i.e., the value of the service provided from the start of the twelve-month period to the current period is less than the total of all budget payments made during the same period), such credit amount at the customer's direction will be applied to future gas bills. If the account of a customer who terminates participation in the BBP is in a debit position (i.e., the value of the service provided from the start of the twelve-month period to the current billing period exceeds the total of all budget payments made during the same period) that exceeds \$100, the customer may elect to pay the arrearage with the next payment or in installments over a two-month period.

(e) If a customer electing the BBP fails to pay the budget billing obligation in any month, normal collection procedures, including late payment charges, shall be applicable for the outstanding budget billing amount. Frontier reserves the right to remove from the BBP a customer who during any twelve-month period fails to make two consecutive BBP payments. Upon termination of service of a customer on the BBP, the entire balance amount of the account for actual usage shall be immediately due and payable by the customer to Frontier if a debit balance exists or shall be refunded to the customer if a credit balance exists.

(f) Eligible Customers:

1. Eligible customers, as determined by Frontier, include:
 - a. Residential meter that is individually metered;
 - b. Residential master-meter, excluding sub-metering facilities, that use less than 5,000 therms per year;

- c. Commercial and full requirements customers that use less than 5,000 therms per year; and
 - d. Upon requests, other residential and commercial meters where sufficient information is available to allow Frontier to reasonably estimate annual gas usage will be considered.
- 2. Eligibility requirements include:
 - a. Customer has no arrears on their account when their BBP starts.
 - b. In the event that a customer has been involuntarily removed from a BBP for non-payment, customer has made payment of all past due amounts.
- 3. Participation is subject to approval by Frontier.
- 4. Frontier will notify the customer with a notation on the bill, bill insert, or separate mailing of any adjustment to the budget billing amount.

CERTIFICATE OF SERVICE

The undersigned hereby certifies that a copy of the foregoing is being served this date upon all of the parties to this docket electronically or by depositing a copy of the same in the United States Mail, First Class Postage Prepaid, at the addresses contained in the official service list in this proceeding.

This the 14th day of September, 2023.

/s/ Brooke M. Szymanski
Brooke M. Szymanski