





1700 WESTFIELD DRIVE  
FINDLAY, OH 45840

APPLICATION AND CONTRACT FOR NATURAL GAS SERVICE  
TO COMMERCIAL CUSTOMERS OF KNG ENERGY, INC

419-424-3427  
800-434-3427

Complaint Procedures:

If you have a question regarding your natural gas bill or a general utility question, please call KNG Energy at 419-424-3427 or 1-800-434-3427. KNG will investigate and reply as soon as possible.

If your complaint is not resolved after you have called KNG, or for general utility information, residential and business customers may call the Public Utilities Commission of Ohio (PUCO), toll-free at 1-800-686-7826 or for TDD/TYY toll-free at 1-800-686-1570, from 8:00 a.m. to 5:30 p.m. weekdays, or visit [www.puco.ohio.gov](http://www.puco.ohio.gov).

The Ohio Consumers' Counsel (OCC) represents residential utility customers in matters before the PUCO. The OCC can be contacted toll-free at 1-877-742-5622, from 8:00 a.m. to 5:00 p.m. weekdays, or visit [www.pick.occ.org](http://www.pick.occ.org).

Customer Rights & Responsibilities:

Safety to our customers and community is a high priority with KNG Energy. Please remember to "Call Before You Dig". Ohio's one call number is 1-800-362-2764 or 811.

Each customer is responsible to install their service line to KNG's specifications and to repair any leaks at their expense or be disconnected from service. Each customer is also responsible to purchase a meter setting from KNG Energy. KNG will be responsible for conducting leak surveys and the general operation and maintenance on the service line.

Each customer is responsible for paying the total amount due by the due date indicated on the billing statement. If payment is not received, KNG has the right to terminate natural gas service after sufficient written notice is given. If termination for non-pay does occur, KNG will reconnect service after payment in full is received or payment arrangements are reached. If termination does occur, a security deposit may be required.

Each customer has the right to request from KNG their usage history and also request that their meter be tested if the usage appears to be over stated.

For information on low-income assistance, please call our office at 419-424-3427.

Company Personnel:

KNG employees may need to be on your property. Activities they may be performing include, but are not limited to, meter reading, line locating, leak survey and pipeline patrolling. Please feel free to contact KNG if you have questions regarding a KNG employee.

Rates:

KNG's rates are available by request at our office located at 1700 Westfield Drive, Findlay.

Minimum Gas Service Standards:

Customers may view a copy of the minimum gas service standards on the PUCO's website or you can obtain a copy from the Commission upon request.

Actual Meter Readings:

Actual meter readings will be taken when service is established; when service is terminated and at least once every twelve months. KNG's general practice is to take meter readings on a monthly basis but estimates may be used.

Privacy Rights:

KNG Energy respects your privacy. Any information obtained by KNG Energy will be kept confidential and will only be used for company purposes. KNG does not re-sell or re-distribute any information to any third party.

FOR COMPANY USE ONLY

ACCOUNT # \_\_\_\_\_ EFFECTIVE DATE OF SERVICE \_\_\_\_\_ METER# \_\_\_\_\_

RM# \_\_\_\_\_ ROUTE # \_\_\_\_\_ READ SEQ \_\_\_\_\_ ACCTING GROUP # \_\_\_\_\_ RATE # \_\_\_\_\_



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