

CLASSIFICATION OF CUSTOMERS AND APPLICABILITY OF RATE SCHEDULES

RESIDENTIAL SERVICE (RS) CUSTOMERS

All retail customers using gas primarily for household purposes in a private dwelling, mobile home, apartment house, or the like are classified as Residential Service Customers, provided each single dwelling unit is separately metered or occupied by a family relative; and service to them shall be available under Rate Schedule RS.

SMALL GENERAL SERVICE (SGS) CUSTOMERS

All residential customers where each single dwelling unit, including rental units, is not separately metered, and all commercial customers which used less than 10,000 Mcf of gas during the preceding twelve-month period ending October 31 are classified as Small General Service Customers; and service to them shall be available under Rate Schedule SGS. Commercial customers are customers using gas in establishments of a commercial or service nature including schools and hospitals.

LARGE GENERAL SERVICE (LGS) CUSTOMERS

All commercial customers which used more than 10,000 Mcf, but less than 60,000 Mcf during the twelve-month period ending October 31, are classified as Large General Service Customers; and service to them shall be available under Rate Schedule LGS. Commercial customers are customers using gas in establishments of a commercial or service nature including schools and hospitals.

LARGE COMMERCIAL AND INDUSTRIAL (LCI) CUSTOMERS

All commercial customers who are not SGS or LGS customers and all industrial customers are classified as Large Commercial and Industrial Customers; and service to them shall be available under Rate Schedule LCI. Industrial customers are customers using gas primarily for manufacturing, generation of power, or other purposes not predominantly residential or commercial as herein defined.

WHOLESALE (WS) CUSTOMERS

All persons, firms, or corporations which sell gas in West Virginia as natural gas public utilities and are, or may hereafter be, listed on Sheet No. 5 of this Tariff shall be classified as Wholesale Customers and service to them shall be available under the Rate Schedule WS.

EMERGENCY SHELTER PROVIDER (ES) CUSTOMERS

Any nonprofit entity which provides emergency housing and services to the homeless or to victims of domestic violence or other abuse.

(C) **INITIAL CLASSIFICATION**

All existing customers shall be classified according to Sheet No. 11. All new applicants for service which do not have at least twelve consecutive months of service history with the Company shall be classified as the Company may determine, based upon the Company's knowledge of or experience with other like or similar customers.

(C) Indicates a change in text of regulations

Issued: September 1, 2022

Effective: September 1, 2022

Issued by Morgan O'Brien, President & CEO
Issued by Order of the Public Service Commission of West Virginia in
Case No.22-0294-G-PC dated August 19, 2022

CLASSIFICATION OF CUSTOMERS AND APPLICABILITY OF RATE SCHEDULES (Cont.)

RECLASSIFICATION

It shall be the obligation of the Company to notify as soon as reasonably practicable any customer whose consumption history in any given twelve-consecutive-month period ending October 31 does not justify its current classification. In such an event, such customer shall be reclassified to the appropriate classification by the Company, effective the beginning of the next Contract Year in the case of LCI customers, and effective as soon as operations permit in the case of RS, SGS, and LGS customers; provided, however, in no event shall any customer change classification unless service has been taken for at least the most recent twelve consecutive months under its current classification.

CUSTOMER GROUPS

Service under this tariff is provided on an individual service location basis and charges are billable in that manner. Customers with multiple and/or widespread service locations who join together through associations, common agency relationships, or any other manner shall nonetheless be viewed as individual customers. In the Company's discretion, such customers may be battery/group billed, as a convenience to the customers.

FORMER PEOPLES GAS WV LLC CUSTOMERS, CASE NO. 23-0264-G-PC

Effective October 1, 2023 (Closing Date) Hope acquired and merged Peoples Gas WV LLC (Peoples) into Hope. As of the Closing Date, the former Peoples customers will pay the base rates, PGA rate, and Legacy Surcharge as referenced and set forth in the Commission's August 14, 2023, order in Case No. 23-0264-G-PC at pages 5-6.

- (N) FORMER SOUTHERN PUBLIC SERVICE COMPANY CUSTOMERS, CASE NO. 23-0434-G-PC
Effective December 1, 2023 (Closing Date) Hope acquired and merged Southern Public Service Company (Southern) into Hope. As of the Closing Date, the former Southern customers will pay the base rates, PGA rate, and Legacy Surcharge as referenced and set forth in the Commission's November 21, 2023, order in Case No. 23-0434-G-PC at pages 4-5.

- (N) Indicates new rates or regulations

Issued: December 1, 2023

Effective: December 1, 2023

Issued by Morgan O'Brien, President & CEO
Issued by Order of the Public Service Commission of West Virginia in
Case No. 23-0434-G-PC dated November 21, 2023