



Getting Started with Alpine Natural Gas

New Customer Information Sheet

Metered natural gas service from Alpine Natural Gas (ANG), a regulated natural gas utility, has been in operation since January 2000. ANG is the sole provider of natural gas in the; La Contenta, Gold Creek, Hogan Dam Estates, Rancho Calaveras and Woodgate sub-divisions in Calaveras County. Our #1 goal here at Alpine Natural Gas, is to operate a safe, reliable natural gas distribution company, for the public, its' customers and employees.

Steps to Sign up:

- ◆ Determine if gas service is present at desired address. Review this and all other information provided.
- ◆ Complete an Application for Service Form. Please indicate desired start date for gas service.
- ◆ Return application along with the **Thirty-dollar (\$30) fee to initiate service.**
- ◆ Once accepted your service will be made available.

Construction/Installation: *If, a new line is required a service representative from ANG will meet with you to determine service availability and or plan service connection. You are required to obtain a permit from the Calaveras County Building Department to encroach in the County Right of Way.*

Alpine Natural Gas Monthly Charges:

- ◆ **Customer charge: \$9.00/ month.**
- ◆ **CA Natural Gas Surcharge:** is a state tax on gas consumed and adjusted annually (**2023: \$0.0649/Therm**).
- ◆ **Calaveras Franchise Fee** (2% of Meter and Gas Charges)
- ◆ **Current Month Price per Therm by Tier, printed on Billing Statement.** Pricing is regulated by the CPUC. Gas charges are comprised of two components; the cost to operate the utility and the cost to purchase the gas commodity that we provide. CPUC has to formally approve any change in the first component via a process known as a general rate case. The month to month variance in price that may occur is in the gas commodity component which is dependent on current wholesale market cost of natural gas. Gas consumption is metered, and billed per thermal unit or "Therm". To promote conservation a two-tiered residential gas pricing is in place where an allowance for Therms used/month is seasonally dependent. See table below 2022 average pricing by Tier Rate, **for illustration only:**

TIER I / TIER II Lifeline	2022 Summer (June 1-Oct 31) Allowance	2022 AVG Price per Therm	2022 Winter (Jan. 1-May 31, Nov. 1- Dec. 31) Allowance	2022 AVG Price per Therm
Baseline Rate:	<20.4 Therms @ \$TBA/Therm	\$1.63/Therm	<43.7 Therms @ \$TBA/Therm	\$1.63/Therm
Excess Rate:	>20.4 Therms @ \$TBA/Therm	\$1.79/Therm	>43.7 Therms @ \$TBA/Therm	\$1.79/Therm
"Lifeline" Medical Allowance	N/A	N/A	>50.5 Therms @ \$TBA/Therm	\$1.79/Therm

(Over)

ENERGY FOR YOUR NEIGHBORHOOD

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Alpine Natural Gas

General Information:

Billing: Gas meters are read around the 20th of each month and Monthly billing statements sent by about the 25th of each month. Most meters are read electronically from the street while driving by home, however, locked gates and dogs are problematic for meters without the electronic transceiver or readings that require a visual read. Please call us if there are existing or foreseen issues. **Bills are due on receipt** and past due if not paid by the 10th of the following month. Past due accounts are subject to service disconnection. There is a reconnection fee if service is disconnected for non-payment of charges.

Payment: *by Cash, Check and Credit Card only*, mail checks to P.O. Box 550 Valley Springs, CA 95252 or pay by cash, check or credit card in our office at **15 St. Andrews Rd. Suite 7**, in the Valley Springs “Thomas Center” facing Highway 26. There is a drop box slot near the door where payments by check can be placed after office hours. Or sign up for **ACH**, to have Alpines monthly bill withdrawn automatically from your bank account on the 5th of each month.

Underground Service Alert: **Call 811** two working days before you dig! *It's the Law.* An underground gas line is installed on your property you must call this number prior to any excavation on your premises.



Service Line Responsibility- Maintenance of customer –owned buried piping: Alpine Natural Gas **is not** responsible for maintaining anything downstream of the gas meter. If you have underground service lines **after the gas meter**, you should have them periodically checked for leaks or corrosion. Any problems you find should be promptly repaired.

CARE & ESA: Low Income Programs for income eligible customers. Ask for a separate application to determine your eligibility for a 20% discount on your gas bill & energy conservation incentives.

“Lifeline”: Standard medical allowance of 6.8/Therms for units occupied by paraplegic/quadruplegic and hemiplegic persons or those afflicted with multiple sclerosis or scleroderma. Allowance will be made available on receipt of lifeline application signed by physician.

Gas Leak, line break in or do you smell gas? Please call **209-772-3006**; 24 hours a day we have a representative on call for these types of emergencies. Even though we are not responsible for customer owed pipe inside your home or outside beyond your meter we will investigate all potential gas leaks.

Thank you for signing up with Alpine Natural Gas!