

1 All consumers must have access to reliable, safe, and affordable gas service, including high quality customer service.

2 All consumers must have the right to receive accurate, easily understood information about gas marketers, services, plans, terms and conditions, and rights and remedies. The information must be unbiased, accurate, and understandable in a written form, which allows for comparison of prices and terms of service.

3 All consumers must receive the benefits of new services, technological advances, improved efficiency, and competitive prices.

4 Standards for protecting consumers in matters such as deposit and credit requirements, service denials and terminations, and deferred payment provisions must be applied fairly to all consumers.

5 All consumers must be protected from unfair, deceptive, fraudulent, and anticompetitive practices, including, but not limited to, practices such as cramming, slamming, and providing deceptive information regarding billing terms and conditions of service.

6 All consumers shall receive accurate and timely bills from their marketers.

7 All consumers are entitled to protection of their privacy and must be protected from improper use of their customer records or payment histories without their express consent.

8 All consumers must be protected from price increases resulting from inequitable price shifting.

9 All consumers have the right to a fair and efficient process for resolving differences with marketers, including a system of internal review and an independent system of external review.