

**Title 23. Public Utilities and Regulated Industries**  
**Chapter XVI. Arkansas Public Service Commission**  
**Subchapter A. Generally**  
**Part 464. Special Rules — Gas**

**Codification Notes.** This part as promulgated prior to codification into the Code of Arkansas Rules provided as follows:

"Special Rules – Gas Administrative History

Docket	Date	Order No.	Subject Matter of Docket/Order
107	11-24-36	--	Adoption of Special Rules Gas
107	06-30-38	--	Odorization of natural gas
U-1104	03-08-56	--	General revision of these Rules
82-290-R	06-15-83	9	Separated Special Rules - Gas from Rules Governing Utility Service. Substantive changes proposed by Order No. 1 adopted without further revision
82-290-R	01-31-84	8	Substantive change to Rule 4 proposed by Order No. 4 adopted without further revision
92-248-R	06-16-94	7	General revision of these Rules"

**Subpart 1. Applicability and Scope — Definitions**

**23 CAR § 464-101. Applicability.**

This part shall apply to every gas utility whose activities bring it under the jurisdiction of the Arkansas Public Service Commission.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 1.01 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-102. Purpose and scope.**

(a)(1) This part sets forth standards for service by each utility.

(2) This part is intended to:

- (A) Ensure adequate service;
- (B) Prevent discrimination and unfair practices; and
- (C) Protect both consumers and utilities from unreasonable demands.

(b)(1) Any gas utility service regulation, policy, procedure, rule, or service application, except those approved in special contracts by the Arkansas Public Service Commission, that conflicts with this part is void and unlawful unless the:

- (A) Utility files a formal application for an exemption; and
- (B) Arkansas Public Service Commission approves it.

(2) This part is not intended to, and does not, affect or replace any Arkansas Public Service Commission-approved service regulation, policy, procedure, rule, or service application of any gas utility that addresses items other than those covered in this part.

(c) Unless the context otherwise requires, wherever the masculine gender is used in this part, it shall include the feminine gender.

(d) Unless the context otherwise requires, wherever the:

(1) Singular form of a word is used in this part, it shall include the plural form; and

(2) Plural form is used, it shall include the singular.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 1.02 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

### **23 CAR § 464-103. Definitions.**

As used in this part:

(1) "Applicant" means any person or entity requesting utility service, except as excluded by the exception in 23 CAR § 455-301(b) of the Arkansas Public Service Commission's General Service Rules, 23 CAR pt. 455;

(2) "Arkansas Gas Pipeline Code" means the Arkansas Gas Pipeline Code for Design, Construction, Operation, Inspection, and Maintenance of Natural Gas Systems, 23 CAR pt. 451, the standards and procedures promulgated by the Arkansas Public Service Commission pursuant to the authority of the Arkansas Natural Gas Pipeline Safety Act of 1971, Arkansas Code § 23-15-201 et seq., which set minimum safety requirements for the transportation of gas and for pipeline facilities;

(3) "British thermal unit (BTU)" means the quantity of heat that must be added to one pound (1 lb.) of water to raise its temperature one degree Fahrenheit (1° F) from fifty-eight and five-tenths to fifty-nine and five-tenths degrees Fahrenheit (58.5° F – 59.5° F) under standard pressure of thirty inches of mercury (30 inHg);

(4) "Calibration" means the making of adjustments necessary to bring operating characteristics into substantial agreement with standardized scales or markings;

(5) "Commission" means the Arkansas Public Service Commission;

(6) "Cubic foot of gas" means:

(A)(i) **Standard.** The standard cubic foot in the natural gas industry is designated as the quantity contained in one cubic foot (1 cu. ft.) of volume at a:

(a) Temperature of sixty degrees Fahrenheit (60° F); and

(b) Pressure of fourteen and seventy-three hundredths pounds per square inch absolute (14.73 psia).

(ii) Since volumetric measurements are made under various conditions, conversion of metered readings must normally be made to establish the volume of the displaced gas at standard conditions;

(B) **Established.** The quantity of gas that, under an absolute pressure as designated in each utility's Arkansas Public Service Commission-approved tariff and at a

temperature of sixty degrees Fahrenheit (60° F), occupies a volume of one cubic foot (1 cu. ft.); and

(C)(i) **Metered.** The quantity of gas that occupies one cubic foot (1 cu. ft.) under the pressure and temperature conditions that exist in the meter.

(ii) For accuracy, metered gas values require conversion from the metered volume to the established cubic foot;

(7) "Customer" means any person or entity that has applied for and agreed to pay for utility service;

(8) "Dekatherm" means a unit of heating value equivalent to ten therms (10 thm) or one million British thermal units (1,000,000 BTUs);

(9)(A) "Displacement meter: diaphragm or rotary" means a device that measures gas volume on the principle of alternately filling and emptying compartments of known size.

(B) A mechanical or electronic register totals the number of times this cycle is completed, thereby indicating the volume of gas passing through the meter;

(10) "Display" means to have an item conspicuously available for public inspection in the public reception area of each utility business office;

(11) "Emergency" means an unexpected serious occurrence or situation that calls for immediate action;

(12) "Gauge pressure" means the amount of pressure (psig) above atmospheric pressure;

(13) "Inferential meter: orifice or turbine" means a gas measurement device that senses gas velocity over time and then converts the information by mechanical or electrical means to a volumetric registration;

(14) "Interruption of service" means temporarily stopping service for:

(A) Maintenance;

(B) Testing;

(C) Repair; or

(D) Safety;

(15) "Main" means a distribution line that serves as a common source of supply for more than one (1) service line;

(16) "Meter prover" means a device for measuring the accuracy of gas meter registration;

(17) "Outage" means an unplanned temporary loss of utility service caused by a malfunction of or damage to utility facilities;

(18) "Public utility" or "utility" means a jurisdictional utility as defined by Arkansas Code § 23-1-101;

(19) "Tariff" means a rate schedule, service regulation, or other document required to be:

(A) Filed as a tariff by the Arkansas Public Service Commission's Rules of Practice and Procedure, 23 CAR pt. 462; and

(B) Approved by the Arkansas Public Service Commission or by operation of law;

(20) "Therm" means a unit of heating value equivalent to one hundred thousand British thermal units (100,000 BTUs);

(21)(A) "Trouble report" means any verbal or written report given to a utility concerning an operational problem with facilities or equipment.

(B) Billing complaints shall not be considered trouble reports for the purpose of this definition; and

(22) "Utility service" means service:

(A) Provided by a public utility; and

(B) Subject to regulation by the Arkansas Public Service Commission.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** "psig" means pounds per square inch gauge.

**23 CAR § 464-104. Exemption from rules.**

Amendments or exemptions to the Arkansas Public Service Commission's rules may be granted by the Arkansas Public Service Commission in conformity with the Arkansas Public Service Commission's Rules of Practice and Procedure, 23 CAR pt. 462, or as otherwise provided within this part, unless the exemption would conflict with any requirements of the Arkansas Gas Pipeline Code for Design, Construction, Operation, Inspection, and Maintenance of Natural Gas Systems, 23 CAR pt. 451.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 1.03 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-105. Duties under the law.**

This part shall in no way relieve any person or entity of any duty under the laws of the State of Arkansas or the United States of America.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 1.04 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-106. Availability of rules.**

(a) **Utilities.**

(1) **To employees.**

(A) Gas utility employees who are responsible for the application and explanation of any of this part shall have ready access to those sections that apply to their respective job responsibilities.

(B) "Ready access to the sections" means that they are easily accessible to a gas utility employee in his or her work area at the utility's offices.

(2) **To members of the public.**

**(A) Notice to public.**

(i) Each gas utility business office shall post an eight and one-half inches by eleven inches (8 1/2" x 11") notice stating that this part is available for public use.

(ii) The notice shall be in the following form and will be provided through the Arkansas Public Service Commission's Consumer Services Office.

**NOTICE TO CUSTOMERS**

The Arkansas Public Service Commission governs many areas of customer service for this utility. The Commission's Rules contain important information about rights and responsibilities for applicants and customers. Copies of the Commission's Rules and Commission-approved company tariffs and service regulations are on display in this office and are available for public inspection. A copy of any pertinent part of these Rules, tariffs, or service regulations is available to applicants and customers upon request.

**(B) Availability of rules.**

(i) This part and any approved additions, revisions, or exemptions to this part shall be on display in each gas utility business office and be available for inspection.

(ii) Each gas utility shall provide a copy of any pertinent section of this part to an applicant or customer upon request.

**(b) Arkansas Public Service Commission.**

(1) This part shall be on display and available for inspection in the office of the secretary of the Arkansas Public Service Commission.

(2) A copy of this part will be provided to any member of the public upon request.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 1.05 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

## **Subpart 2. Records and Reports**

### **23 CAR § 464-201. Location of records.**

(a) Each gas utility shall maintain records within the State of Arkansas, at the offices of the gas utility, or at locations outside the State of Arkansas authorized by the Arkansas Public Service Commission.

(b) Such records shall be available at all reasonable hours for examination by the Arkansas Public Service Commission, its representatives, or others authorized by the Arkansas Public Service Commission.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 2.01 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

### **23 CAR § 464-202. Retention of records.**

(a) Records required by this part and orders of the Arkansas Public Service Commission shall be maintained for at least the period of time designated in the most current Federal Energy Regulatory Commission rules and regulations governing the preservation of records for natural gas utilities or as specifically provided for in this part or orders of the Arkansas Public Service Commission, whichever period of time is longer.

(b) In any event, such records shall be maintained for at least two (2) years.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 2.02 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-203. Test and inspection records.**

(a) Each gas utility shall make a complete record of every test or inspection made to comply with this part.

(b) The record shall include the:

- (1) Time;
- (2) Date;
- (3) Place;
- (4) Tester;
- (5) Inspector; and
- (6) Results.

(c) Each gas utility shall maintain test and inspection records at least two (2) years, or as specified in this part or in the Arkansas Gas Pipeline Code for Design, Construction, Operation, Inspection, and Maintenance of Natural Gas Systems, 23 CAR pt. 451, whichever is longer.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 2.03 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-204. Construction records and plans.**

(a) Each gas utility shall maintain copies of all construction reports and plans for a period of at least two (2) years after the completion of a project.

(b) The records shall include, but not be limited to:

- (1) Design specifications;

- (2) Contracts;
- (3) Work orders;
- (4) Material placed; and
- (5) Associated costs.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 2.04 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-205. Trouble report records.**

- (a) Each gas utility shall maintain accurate records of trouble reports.
- (b) Each record shall be maintained for at least two (2) years.
- (c) At a minimum, each record shall include:
  - (1) Appropriate identification of the:
    - (A) Person or persons reporting the trouble; and
    - (B) Specific geographic area;
  - (2) Time and date of the initial report;
  - (3) Description of the trouble reported;
  - (4) Description of the trouble found by the gas utility;
  - (5) Action taken to clear the trouble; and
  - (6) Date and time the trouble was cleared.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 2.05 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-206. Service outage records.**

(a) Each gas utility shall maintain records of all detected or documented service outages.

(b) Each record shall include the date, time, location, cause, extent, and duration of the outage.

(c) Each gas utility shall maintain the records for at least two (2) years.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 2.06 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-207. Maps and associated records.**

**(a) System maps.**

(1) Each gas utility shall maintain current maps or plans depicting plant in all areas served by the gas utility.

(2) Those maps or plans shall be in sufficient detail to enable prompt location of each line and facility owned or operated by the gas utility.

(3) Each system map and its associated records shall be maintained in sufficient detail to enable the reconstruction of the system, if required.

**(b) Changes to maps.**

(1) Each gas utility shall map or add each change, relocation, or extension of plant to existing maps no later than twenty-four (24) calendar months after the change, relocation, or extension is completed.

(2) Until such changes are posted to the maps, either sufficiently detailed engineering drawings showing the changes or a reference to the location of the drawings shall be attached to the existing maps.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 2.07 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-208. Records of meters and meter tests.**

(a)(1) Each gas utility shall maintain a meter record for each meter.

(2) Each record shall include the information set out in subsections (b), (c), and (d) of this section.

(b) **General information.** Each meter record shall contain the name of the manufacturer, type, size, serial and/or company number, and the date purchased, if known.

(c) **Meter tests.** Each meter record shall contain the following information regarding meter tests:

- (1) All information necessary to identify the meter;
- (2) The date of the test;
- (3) The reason for making the test;
- (4) The meter reading upon removal from service;
- (5) All test data used in performing the test;
- (6) The results of the test, any repairs made as a result of the test, and the accuracy percentages of the meter after the test and repairs; and
- (7) The complete history of the last two (2) tests including:
  - (A) The date of the tests;
  - (B) Any types of repairs made; and
  - (C) The accuracy percentages of the meter after the testing and repairs.

(d) **Customer and meter location.**

(1) Each meter record shall identify the customer and the location of each numbered meter.

(2) A record of the date a meter is removed from customer service for testing, repair, or service discontinuation and a record of the last customer and location shall be maintained until the meter is placed back into service or retired.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 2.08 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-209. Records of gas purchases and sales.**

Each gas utility shall maintain sufficiently detailed records to show the units of natural gas purchased and sold.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 2.09 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-210. Transfer prover records.**

(a) Each gas utility shall maintain a record of the flow rate/accuracy certification of transfer provers.

(b) At a minimum, each record shall include the:

- (1) Number of tests performed; and
- (2) Pressure and temperature differences between the standard and master meter.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 2.10 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-211. Permit records.**

(a) Each gas utility shall maintain copies of all permits required and issued by the applicable regulatory or jurisdictional agencies.

(b) The copies of the permits shall be maintained at the appropriate office of the utility for inspection by the Arkansas Public Service Commission.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 2.11 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-212. Reports to the Arkansas Public Service Commission.**

The Arkansas Public Service Commission may require any information in any form from a utility that it has a right to obtain (Arkansas Code § 23-2-309).

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 2.12 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**Subpart 3. Operations**

**23 CAR § 464-301. Service connections.**

(a) **Acceptance of applications.** No gas utility shall:

- (1) Refuse to accept an application for service; or
- (2) Request an applicant to withdraw an application for service.

(b) **Service connection requirements.**

(1)(A) All extensions of service shall be made in accordance with the utility's approved extension of facilities tariffs.

(B) An applicant for service must meet all requirements of the Arkansas Public Service Commission's General Service Rules, 23 CAR pt. 455, in order to qualify to receive service.

(2) **Where distribution facilities are available.**

(A) **Service connection deadlines.** All reasonable efforts shall be made to serve qualified applicants within five (5) working days after:

- (i) A permanent service riser has been properly installed; and
- (ii) The applicant has notified the utility that he or she is ready to receive gas service.

(B) **Quality of service evaluations.** For purposes of evaluating the quality of service, ninety-five percent (95%) or more of all qualified applications must be served within the time frame specified above.

(C) **Expected service dates.**

- (i) Each gas utility shall notify the applicant of the expected service date.
- (ii) If a gas utility will not be able to connect service on the expected service date, it shall promptly notify the applicant of the new expected service connection date.

(3) **Where distribution facilities are not available.**

(A) **Initial information.** Within five (5) working days after receipt of a qualified application for service, a gas utility shall:

- (i) Inform or mail notice to the applicant that facilities are not readily available; and
- (ii) Inform the applicant that within ten (10) working days the utility will provide the applicant an expected service date.

(B) **Written proposal.**

(i) Within thirty (30) working days of the receipt of a qualified application, the utility shall provide a written proposal to the applicant for service that shall provide:

- (a) An explanation of any conditions and circumstances the applicant must meet before service will be provided;
- (b) A description of the facilities to be constructed; and
- (c) If there will be a cost to the applicant, an estimate of his or her cost.

(ii) **Exception.** When an engineering study is required, the utility shall provide a:

(a) Written proposal to the applicant for service within sixty (60) working days of the receipt of the application; or

(b) Notice that the company must file for an Arkansas Public Service Commission certificate.

(C) **Changing the expected service date.** If the gas utility will not be able to connect service on the expected service date, it shall promptly notify the applicant of the new expected service connection date.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 3.01 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

### **23 CAR § 464-302. Extension of facilities.**

(a) Each gas utility shall make reasonable extensions of its facilities as provided in the gas utility's Arkansas Public Service Commission-approved extension of facilities tariff.

(b) Each gas utility shall file its extension of facilities policy as a tariff according to the Arkansas Public Service Commission's Rules of Practice and Procedure, 23 CAR pt. 462.

(c) Also see 23 CAR § 455-303 of the Arkansas Public Service Commission's General Service Rules, 23 CAR pt. 455.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 3.02 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-303. Ability to receive customer trouble reports.**

Each gas utility shall provide equipment or personnel to receive customer trouble reports on a continuous twenty-four-hour basis.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 3.03 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-304. Emergency repair service.**

Each gas utility shall provide emergency repair service on a continuous twenty-four-hour basis.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 3.04 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-305. Customer meters.**

**(a) Installation, operation, and maintenance.**

(1)(A) Each gas utility shall provide, own, install, operate, and maintain at its expense equipment necessary for regulating and measuring service delivered to each customer.

(B) Installation, operation, and maintenance of meters shall be in accordance with the American Gas Association's Gas Measurement Manual to the extent such manual is not in direct conflict with:

- (i) This part;
- (ii) The Arkansas Gas Pipeline Code for Design, Construction, Operation, Inspection, and Maintenance of Natural Gas Systems, 23 CAR pt. 451; or
- (iii) The Arkansas Fuel Gas Code, 17 CAR pt. 67.

(2)(A) A utility may charge an Arkansas Public Service Commission-approved fee for additional meters:

- (i) Provided at the customer's request; or
- (ii) Used as special meters.

(B) The amount of the approved fee shall be set forth in the utility's tariffed schedule of fees and charges.

**(b) Meter location.**

(1) Meters shall be:

(A) Placed in locations not subject to severe vibration; and

(B) Readily accessible and visible to authorized gas utility representatives for meter reading, testing, and maintenance.

(2) Meters shall be installed in accordance with Subpart H of the Arkansas Gas Pipeline Code for Design, Construction, Operation, Inspection, and Maintenance of Natural Gas Systems.

**(c) Meter relocation.**

(1)(A) A gas utility may, at its option and expense, relocate meters.

(B) Meters relocated at the option of the gas utility shall be for just cause.

(C) A gas utility shall coordinate and cooperate with the customer in relocating the meter.

(2) The customer shall provide and have installed at his or her expense all piping and equipment necessary for relocating the meter when relocation is:

(A) Requested by a customer;

(B) Required because of customer-initiated alterations; or

(C) Necessary to prevent a recurrence of discovered tampering or damage caused by the customer.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 3.05 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-306. Curtailment policy.**

(a) Each gas utility shall file a curtailment policy as a tariff according to the Arkansas Public Service Commission's Rules of Practice and Procedure, 23 CAR pt. 462.

(b) The policy shall contain an order of priority for curtailing gas service to its customers.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 3.06 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**Subpart 4. Maintenance**

**23 CAR § 464-401. Restoration of service.**

**(a) General requirements.**

(1) If a customer experiences a service outage that does not result in an emergency, the gas utility shall make every reasonable effort to restore service not later than twenty-four (24) hours after the outage is reported.

(2) If corrective action is required of the customer before service can be restored, the twenty-four-hour time limit will begin as soon as the gas utility is notified by the customer that the corrective action has been completed.

(3) If service cannot be restored within twenty-four (24) hours, the gas utility shall make reasonable efforts to:

(A) Notify the affected customers; and

(B) Give a time when service should be restored.

**(b) Emergency requirements.** When the gas utility becomes aware of an outage that results in an emergency, the gas utility shall begin immediate restoration of service and shall continue restoration until service is restored, unless subdivision (a)(2) of this section applies.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 4.01 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-402. Gas utility system maintenance.**

(a) Each gas utility shall maintain its system in accordance with the Arkansas Gas Pipeline Code for Design, Construction, Operation, Inspection, and Maintenance of Natural Gas Systems, 23 CAR pt. 451.

(b) The Arkansas Gas Pipeline Code shall take precedence over any other requirements for construction, operation, and maintenance of gas facilities under the jurisdiction of the Arkansas Public Service Commission.

(c) Each gas utility shall be able to provide evidence of compliance with the Arkansas Gas Pipeline Code's maintenance requirements.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 4.02 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**Subpart 5. Construction Standards**

**23 CAR § 464-501. Construction standards.**

The Arkansas Gas Pipeline Code for Design, Construction, Operation, Inspection, and Maintenance of Natural Gas Systems, 23 CAR pt. 451, and all standards incorporated by reference within that code are designated as the applicable standards for construction of natural gas facilities.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 5.01 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

## **Subpart 6. Quality Standards**

### **23 CAR § 464-601. Gas purity.**

(a) All gas supplied to customers shall not contain more than one (1) grain of hydrogen sulphide per one hundred standard cubic feet (100 cu. ft.).

(b)(1) All gas supplied to customers shall not contain more than twenty (20) grains of total sulphur per one hundred standard cubic feet (100 ct. ft.).

(2) Mercaptan sulphur shall not constitute any portion of the allowable total sulphur content.

(c) All gas supplied to customers shall not contain impurities that may cause excessive fumes when burned in a properly designed and adjusted burner.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 6.01 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

### **23 CAR § 464-602. Minimum heating value.**

(a)(1) Each gas utility shall establish a minimum average heating value for gas delivered to its customers.

(2) The average heating value shall not be less than nine hundred seventy-five British thermal units (975 BTU) per cubic foot at:

(A) Fourteen and seventy-three hundredths pounds per square inch absolute (14.73 psia); and

(B) Sixty degrees Fahrenheit (60° F).

(b) The minimum average heating value for gas delivered to customers shall be filed as a tariff according to the Arkansas Public Service Commission's Rules of Practice and Procedure, 23 CAR pt. 462.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 6.02 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-603. Established cubic foot of gas.**

Each gas utility shall establish a base or absolute pressure and file the value as a part of its tariff according to the Arkansas Public Service Commission's Rules of Practice and Procedure, 23 CAR pt. 462.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 6.03 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-604. Normal delivery pressure.**

(a) Each gas utility shall establish a normal gauge pressure at which gas will be supplied through the meter to a customer's piping.

(b)(1) The normal gauge pressure must be no higher than the maximum allowed to safely operate equipment that uses gas.

(2) The normal gauge pressure plus the assumed atmospheric pressure should total the established absolute pressure base as closely as practicable.

(c) Pressure higher than the established normal gauge pressure may be supplied to an individual at the request of the customer.

(d) The normal gauge pressure at which gas will be supplied through the meter to a customer's piping shall be filed as a tariff according to the Arkansas Public Service Commission's Rules of Practice and Procedure, 23 CAR pt. 462.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 6.04 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-605. Normal pressure variations.**

(a)(1) Except as provided in 23 CAR § 464-604(c), gas pressure at the connection with the customer's piping shall not:

- (A) Drop below one-half (1/2) of normal gauge pressure; or
- (B) Exceed twice the normal gauge pressure.

(2) A temporary minor variation beyond the control of the utility shall not be considered a violation.

(b) A utility shall not be responsible for maintaining normal gauge pressure to customer equipment that uses gas if the customer piping does not conform to the Arkansas Plumbing Code, 17 CAR pt. 65.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 6.05 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-606. Abnormal pressure variations.**

**(a) Discontinuation of service and leak check.**

(1) When the gas pressure delivered to any customer drops below the safe operating pressure as stated in 23 CAR § 464-605(a), the supply of gas to the customer shall be discontinued.

(2)(A) Upon restoration of normal pressure, the utility shall:

(i) Perform a leak check on the customer's piping; and

(ii) Check each item of equipment for damage and proper operations.

(B) Personnel responsible for performing leak checks and checking equipment for damage shall be qualified in accordance with Arkansas Code § 17-38-201(f).

**(b) Restoration of service.**

(1) Service shall be restored by personnel qualified in accordance with the Arkansas Plumbing Code, 17 CAR pt. 65.

(2) In the case of an emergency, other personnel qualified by existing state standards could be utilized.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 6.06 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

## **Subpart 7. Testing**

### **23 CAR § 464-701. Meter proving equipment facilities.**

(a) Each gas utility shall establish and maintain, or use, a meter prover testing facility that is acceptable to the Arkansas Public Service Commission.

(b) This facility must include devices and practices to maintain the required accuracy of the meter proving equipment used.

(c) The Arkansas Public Service Commission shall have the right to inspect the facility, equipment, and methods used for maintaining accuracy.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 7.01 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-702. Meter testing facilities and equipment.**

**(a) Facilities.**

(1) Each gas utility shall maintain appropriate meter testing facilities and equipment necessary to make the tests required by this part or other orders of the Arkansas Public Service Commission.

(2) Facilities housing installed fixed meter testing equipment shall be designed and equipped with environmental controlling equipment that will not have excessive variations.

**(3) Exception.**

(A) Utilities using independent meter testing facilities are exempt from the provisions of this section.

(B) However, the utility is responsible for ensuring that the testing facility used is capable of meeting the requirements of this section.

**(b) Testing equipment.** Each gas utility possessing equipment or facilities necessary for accurate testing of its meters shall maintain the equipment in proper adjustment so that the utility shall be capable of determining the accuracy of any meter to within one-half of one percent (0.5%).

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 7.02 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-703. Proving standards.**

**(a) Pressure and temperature control.**

(1) The pressure differential between a prover and meter connection shall not exceed four-tenths of an inch of water column (0.4" W.C.) at any flow rate without correction for pressure difference at that flow rate.

(2) The pressure variation within the prover bell shall not exceed five-hundredths of an inch of water column (0.05" W.C.) throughout the travel of the bell.

(3) If the meter, prover, and proving environment are at temperatures differing by more than five-tenths of a degree Fahrenheit (0.5° F), temperature correction shall be applied.

(4)(A) If the temperature of the proving environment is changing by more than one degree Fahrenheit (1° F) per hour, testing shall not be performed.

(B) Temporary fluctuations in excess of one degree Fahrenheit (1° F) are permitted.

**(b) Calibration of meter proving equipment.**

(1) Calibration of meter proving systems shall be conducted under known and controlled conditions.

(2) The accuracy of volumetric containers, tapes, scales, and other measurement devices shall be traceable to the National Institute of Standards and Technology.

**(3) Displacement provers.**

(A) Displacement provers shall be calibrated:

(i) When first installed; and

(ii) Following alterations, damage, or repairs that may affect the accuracy.

(B) Daily leakage tests shall be made and a weekly accuracy test shall be made with a meter of known accuracy.

(C) If the test results differ by more than five-tenths of a percent (0.5%) from the test meter accuracy, cause of the error shall be determined and necessary corrections made before using the prover.

**(4) Transfer provers.**

(A)(i) Transfer prover master meters shall be recalibrated at least once every five (5) years under controlled temperature, pressure, and flowing conditions.

(ii) The accuracy of the prover shall be determined by a sufficient number of tests to correctly determine a flow rate/accuracy curve over the full range for which it will be used.

(B)(i) Calibration tests must be performed using a reference standard of known accuracy such as a bell-type or piston-type prover of known adequate capacity.

(ii) Pressure and temperature differences between the reference standard and the transfer prover meter shall be recorded at each flow rate and the volume appropriately corrected.

(C) The transfer prover sensing and timing equipment, temperature sensor and readout, pressure sensor and readout, and timing indicators shall be checked and calibrated in accordance with the manufacturer's recommendations.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 7.03 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-704. Accuracy requirements and testing schedules for diaphragm, orifice, rotary, and turbine meters.**

**(a) Diaphragm meters under five hundred cubic feet per hour (500 CFH).**

(1)(A) Meters shall be tested for accuracy and adjusted, if necessary, to acceptable limits at least once every ten (10) years.

(B) Accuracy limits shall be one hundred percent (100%) plus or minus five-tenths of a percent ( $\pm 0.5\%$ ).

(C) New meters accompanied by a certified test certificate are not required to be tested if the test results on the certificate are within accuracy limits.

(2)(A) Meters shall be tested at both low and high flow rates.

(B) Low flow rate shall be at twenty to forty percent (20% – 40%) of capacity.

(C) High flow rate shall be at eighty to one hundred twenty percent (80% – 120%) of capacity.

(D) Numerical accuracy difference between the two (2) rates shall not exceed one percent (1%).

(3) Meters shall be tested by a slow-motion type or pilot-burner type of test after any repairs.

**(b) Diaphragm meters over five hundred cubic feet per hour (500 CFH).**

**(1) New and shop-repaired meters.**

(A)(i) Shop-repaired meters and new meters not accompanied by a certified test certificate shall be tested for accuracy and, if necessary, adjusted to acceptable limits.

(ii) Accuracy limits shall be one hundred percent (100%) plus or minus one percent ( $\pm 1\%$ ).

(iii) New meters accompanied by a certified test certificate are not required to be tested if the test results on the certificate are within accuracy limits.

(B)(i) Meters shall be tested at both low and high flow rates.

(ii) Low flow rate shall be at twenty to forty percent (20% – 40%) of capacity.

(iii) High flow rate shall be at eighty to one hundred twenty (80% – 120%) percent of capacity.

(iv) The numerical accuracy difference between the values for the two (2) rates shall not exceed one percentage point (1%).

**(2) In-service meters.**

(A)(i) Meters shall be tested for accuracy and, if necessary, adjusted to acceptable limits at least once every five (5) years.

(ii) Accuracy limits shall be one hundred percent (100%) plus or minus two percent ( $\pm 2\%$ ).

(B)(i) Meters shall be tested at both low and high flow rates.

(ii) Low flow rate shall be at twenty to forty percent (20% – 40%) of capacity.

(iii) High flow rate shall be at eighty to one hundred twenty percent (80% – 120%) of capacity.

(iv) The numerical accuracy difference between the values for the two (2) rates shall not exceed two percentage points (2%).

(c) **Orifice meters.**

(1) **Periodic inspections.** Meters must be inspected by qualified personnel at periodic intervals to ensure all elements and associated facilities function accurately.

(2) **Visual inspection.** To verify the operation of the meter device, a visual inspection of the metering station shall be performed each time the chart is changed.

(3) **Inspection and calibration.**

(A) An inspection and calibration shall be performed semi-annually on the orifice meters, orifice plates, and installed auxiliary elements of the metering station.

(B) Meters shall be maintained to an accuracy of one hundred percent (100%) plus or minus two percent ( $\pm 2\%$ ).

(C) Any components not functioning properly shall be repaired or replaced.

(d) **Rotary meters.**

(1) Meters shall be tested for accuracy and, if necessary, adjusted to acceptable limits at least once every five (5) years.

(2) Accuracy limits shall be one hundred percent (100%) plus or minus one percent ( $\pm 1\%$ ) at approximately twenty to one hundred percent (20% – 100%) of the meter's rated capacity.

(3) New meters accompanied by a certified test certificate are not required to be tested if the test results on the certificate are within the accuracy limits.

(e) **Turbine meters.**

(1) Meters shall be tested for accuracy and, if necessary, adjusted to acceptable limits at least once every five (5) years.

(2) Meters shall be maintained to an accuracy of one hundred percent (100%) plus or minus one percent ( $\pm 1\%$ ).

(3) New meters accompanied by a certified test certificate are not required to be tested if the test results on the certificate are within the accuracy limits.

**(f) Meter correcting instruments.**

(1)(A) Pressure correcting instruments or devices may be used where the pressure exceeds the normal delivered pressure.

(B) However, calculated pressure factors may be used if delivered pressure is relatively constant.

(2)(A) Each base pressure and base volume correcting device shall be tested for accuracy each time the associated meter is tested.

(B) This requirement does not apply to constant pressure compensating indexes.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 7.04 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-705. As-found meter tests.**

Each gas utility shall test meters as required by this part before making any alteration or adjustment.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 7.05 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.

**23 CAR § 464-706. Gas quality monitoring and testing.**

**(a) Gas BTU content monitoring and testing.**

(1) Each gas utility shall monitor the BTU content of gas supplied to its customers.

(2)(A) Each gas utility shall make heating value tests using equipment designed for that purpose.

(B) This equipment must be operated and maintained in accordance with the manufacturer's instructions.

(C) Equipment tests and/or calibration records shall be available for review by Arkansas Public Service Commission staff.

(3) A utility is exempt from making its own heating value tests if the:

(A) Utility's gas supplier provides adequate BTU records to the utility; or

(B) Utility has sufficient tests performed by an accredited laboratory.

**(b) Location of tests.**

(1) Heating value tests shall be made at locations that will ensure a representative sampling of the gas delivered to the utility's distribution systems.

(2) If the utility is provided a continuous heating value monitoring report from the gas supplier, this report may be used to satisfy the requirements of this section.

**(c) Frequency of tests.**

(1) Heating value tests other than continuous sampling shall be made at least once every four (4) months.

(2) These cycles may be scheduled to coincide with seasonal pressure adjustments of systems and wells supplying the distribution system.

**Authority.** Arkansas Code § 23-2-305.

**Codification Notes.** This section was promulgated as Rule 7.06 of the Special Rules — Gas prior to codification in the Code of Arkansas Rules.