



Terms and Conditions

As of January, 2022

Definitions

Residential Customer: A customer that consumes natural gas primarily for personal, family or household purposes.

Commercial Customer: A customer engaged primarily in selling goods or services excluding manufacturing and electric power generation as well as service to institutions and local, state, and federal governmental departments and agencies.

Industrial Customer: A customer engaged primarily in a process that creates or changes raw or unfinished materials into another form or product.

Agricultural Drying Customer: A customer that consumes natural gas primarily for drying agricultural goods.

Agricultural Heating Customer: A customer that consumes natural gas primarily for heating an area that includes livestock.

Fees & Charges

Your Dooley's Natural Gas bill will include:

Base Cost of Gas: flat amount each month to cover a costs incurred if the customer does not use gas during the billing period.

Monthly Meter Charge: monthly meter rental charge.

Delivery Charge: based on the amount of gas delivered, to cover the costs of delivering gas not covered by the basic charge.

Purchase Gas Adjustment: reflects the difference between the base cost of gas established at the time of our most recent rate case and the price paid to purchase and transport the gas you used during this billing period.

Prior Year Purchase Gas Adjustment: reflects the difference between the base cost of gas and the actual cost of gas each month.

Franchise Fee: fee charged by a city to a utility company that provides natural gas. Utilities will collect the fee from individual customers and pay it directly to the city. DNG receives no revenue from this fee.

***Interim Increase:** Regulated by the Clara City Public Utilities Commission (CCPUC) this fee to help recover the cost of providing natural gas service to its customers.

Sales Tax: sales tax applies to all charges on your Dooley's Natural Gas bill except any late charges.

Local Sales Tax: sales tax that applies to all charges on your Dooley's Natural Gas bill except late charges for anyone living in Kandiyohi County.

*This charge is only applied when rates are up for review by the proper rate commission.

Other Fees & Charges

Taxes: The customer is responsible for all applicable Federal, State, and local taxes. It is the customer's responsibility to provide Dooley's Natural Gas with the required exemption form if you are a tax-exempt entity. Residential customers are 100% taxable May thru October. Commercial accounts are 100% taxable year around.

Finance Charge: A finance charge is computed by a periodic rate of 1.5% per month (or a minimum charge of \$.50 for balances under \$33.33) which is an annual percentage of 18.0%. The finance charge is computed on the adjusted balance. The adjusted balance is the pervious balance less payments and credits appearing on your statement.

Reconnection Fee: A reconnection fee of \$50.00 will be charged to your account if your service is disconnected for any reason. This fee must be paid in full along with current account balance before reconnection will occur.

Insufficient Funds Fee: Any payment to your account that is not accepted for the full amount, including insufficient funds associated with a bank draft payment, even if payment is accepted on resubmission, will be assessed a non-refundable fee of no more than \$30.00

Residential Connection Fee: Under 75' of service line-\$500.00; 75'-100' of service line-\$750.0. This residential fee will be waived for residential customers with sign up during the first construction season

Billing

If you think your bill is incorrect or you would like further information you may contact us via e-mail at contact@dooleysnaturalgas.com or by phone at (320) 403-4253. Please be prepared to give us your Customer ID and the physical address you are calling about.

*It is the responsibility of the customer to inform Dooley's Natural Gas of any address/name changes to the account. **If a customer moves out of a property and does not inform us of a forwarding address nor provide us with information about to whom the property is being sold to the customer is responsible for all charges to that account.***

Renters Deposit

All customers renting a property that uses Dooley's Natural Gas to supply them with gas usage will be required to make a security deposit of \$250.00. If no deposit is made the meter on that property will be locked and no gas will be supplied to that address. A \$50.00 reconnection fee will also be applied to that account when the meter is locked and must be paid in full along with the deposit and balance of account before any reconnections will occur. When service is terminated and if your account balance is zero the deposit will be mailed to the forwarding address you provide to us. If the account is not at a zero balance the deposit will be used to cover those costs.

Budget Plan

Dooley's Natural Gas offers a budget plan for customers that are interested in not having a heavy financial burden during the winter months. The budget plan is not available to renters at this time. The budget plan is based on the previous year's total usage. The budget plan will start in May of each year. On April 30th of each year your account must either have a credit or be at a zero balance. Budget plan payments will only be made electronically through the customer's bank account on the 25th of each month. If two payments are declined by your financial institution you will automatically be removed from the budget plan. If you are interested in this payment option please contact our office to have a form sent out to you.

*If an entire year's worth of usage is not available due to new service line we will estimate usage.

Electronic Statements

We offer the option for customers to go paperless with their monthly statements. By receiving your statements via email you can make a small difference with massive implications. Going green has never been simpler. If you are interested in going green with Dooley's Natural Gas please contact the office for a form to fill out and return.

Automatic EFT Drafting

Our automatic EFT drafting option offers our customers a worry free form of payment. By signing up we will draft your account automatically for you on the 25th of every month. All you need to do is call the office and request a form to fill out with your banking information and return to us. It's that easy! By enrolling in autopay your monthly payment will be automatically deducted from your bank account. If your draft gets returned to us twice in a 12 month period you will automatically be taken off this payment plan. Dooley's Natural Gas is not responsible for any fees associated from a returned ACH by the bank.

Online Bill Pay

Dooley's Natural Gas has the ability to pay your bill online. You can sign up yourself on our website at www.dooleysnaturalgas.com. After your account has been set up you can view all your account history, past payments and even set up your very own payment process. View your full account details 24/7. If you need help getting your account set up feel free to contact the office for help getting all necessary information as we would be more than willing to help.

Pay by Phone

Customers may also pay their bill by calling the office directly at 320-235-2466 and giving card information over the phone.

Automatic Credit Card Processing

Our automatic credit card processing option offers our customers a worry free form of payment. By signing up we will draft your account automatically for you on the date you specify each month. All you need to do is call the office and request a form to fill out with your credit card information and return to us. By enrolling in autopay your monthly payment will be automatically deducted from your account. It will be the customer's responsibility to get any new card information to us. In the event your card is declined for payment your account will be charged a fee and you will be removed from the auto payment program until you notify us with correct card information.

Assistance

If you need help paying your gas utility bill please visit our website at www.dooleysnaturalgas.com for assistance programs in our area or call our office at 320-235-2466.

Service

Your meter is the property of Dooley's Natural Gas. Any tampering with the meter or reconnecting of natural gas service is dangerous and violates federal safety regulations and state laws. Any tampering is subject to criminal prosecution. You will be responsible for all legal fees.

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Dooley's Natural Gas reserves the right to revise these Terms and Conditions at any time. The most current version of the Terms and Conditions may be found online at www.dooleysnaturalgas.com.

Extraordinary Events

In the event of an act of God, extraordinary weather occurrence, a pipeline outage, an act or consequence of war, civil disturbance, or other state or national emergency that makes it impossible for Dooley's Natural Gas to perform, these terms and conditions shall be excused for the duration of the event. If such conditions occur we may discontinue service without notice.

Contact Information

If you have any questions, need to obtain information or are unsatisfied with any aspect of your Dooley's Natural Gas account, please contact us at the following:

Dooley's Natural Gas
3101 3rd Ave SW
Willmar, MN 56201



Dooley's Natural Gas
320-235-2466



Dooley's Natural Gas
contact@dooleysnaturalgas.com