



**Texas
Gas Service®**

A Division of ONE Gas

Rio Grande Valley Cost of Service Adjustment

Stacey McTaggart, Director of Rates & Regulatory
April 28, 2021



Texas Gas Service Operations During the Pandemic

Natural gas is an essential service

- Committed to providing reliable natural gas service
- Prioritize the safety and health of our customers and employees
- Providing outreach and education to excavators to be vigilant and practice safe digging



Customer Assistance During the Pandemic

[TexasGasService.com/Cares](https://www.texasgasservice.com/Cares)

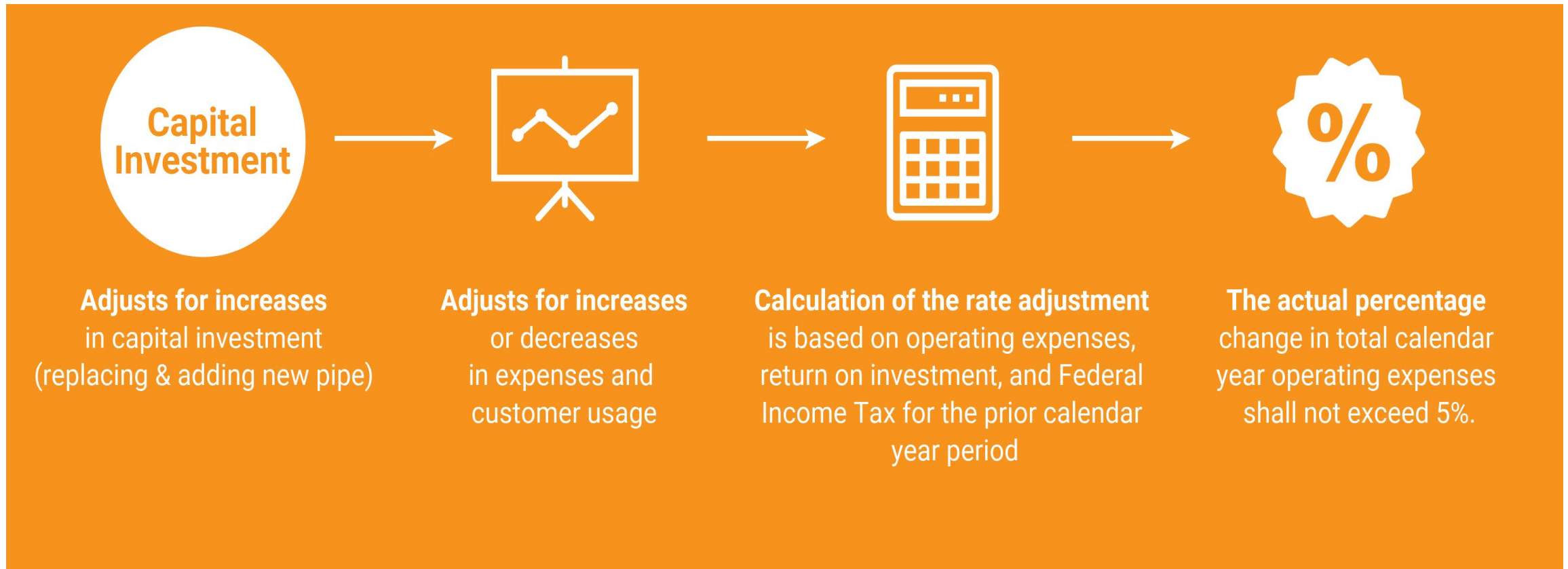
- Disconnects due to nonpayment remain suspended at this time
- Variety of payment options and alternative payment plans
 - [TexasGasService.com/Cares](https://www.texasgasservice.com/Cares) (website dedicated to helping our customers)
 - *Share The Warmth* program
 - LIHEAP/CEAP federal funding program
- ONE Gas Foundation donation The United Way of South Texas
- ONE Gas Foundation donation Food Bank RGV



What is a Cost of Service Adjustment?

2021 RGV Cost of Service Adjustment (COSA)

COSA tariff was approved by the 34 RGV cities served by Texas Gas Service in April 2018



Why an Annual COSA?

2021 RGV Cost of Service Adjustment

- Invested over \$20 million in new or replacement infrastructure in 2020
- Leak surveyed and repaired mains and services
- In compliance with federal and state regulatory safety mandates
- Reduces time and expense associated with a general rate case



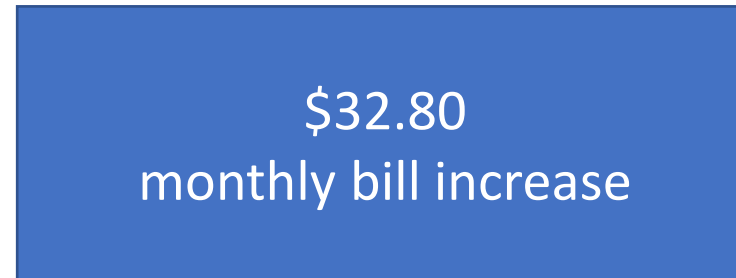
Rate Adjustments

2021 RGV Cost of Service Adjustment (COSA)

Residential Customers

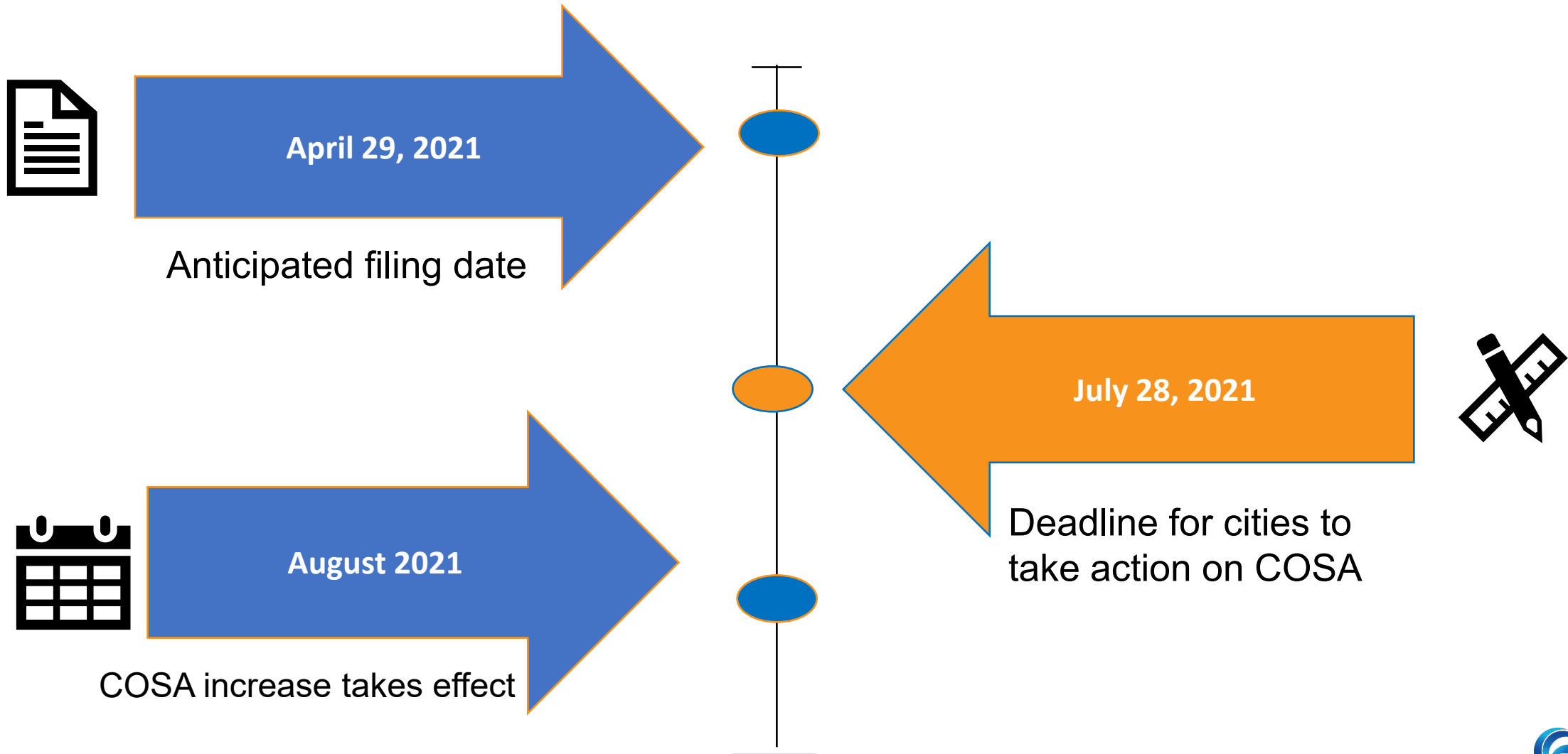


Commercial Customers



Timeline

2021 RGV Cost of Service Adjustment (COSA)



RGV COSA During the Pandemic

2021 RGV Cost of Service Adjustment

- Very sensitive to the conditions our communities continue to face during this pandemic
- Top priority is maintaining a safe and reliable natural gas system, including annual investments to improve the natural gas system
- Flexible payment arrangements and options for assistance
- TexasGasService.com/CARES

Always be in the know.



Thank You

