



TERMS AND CONDITIONS FOR SUPPLY OF CUPGAS (DOMESTIC PNG)

The agreed terms and conditions between Central UP Gas Limited having abbreviation as CUGL (hereinafter referred to as "Supplier") and the applicant (hereinafter referred to as "Consumer") for the supply of CUPGAS (Domestic Piped Natural Gas) are stated below:-

GENERAL :

- 1(a) An interest free refundable security deposit of Rs. 5000/- per domestic connection shall be deposited through Cheque DD/PO payable at Kanpur in favour of Central UP Gas Limited.
- 1(b) The customer is required to deposit Rs. 1000/- towards bill payment security deposit (Refundable) towards bill for consumption at the time of registration.
Please note that payments in Cash will not be accepted.
The payment shall be accepted through Cheque, Demand Draft, Banker's Cheque or Pay Order only in favour of **Central UP Gas Limited** payable at Kanpur.
2. Following the receipt of the completed registration form together with the required registration charges, the supplier shall plan the works required to provide a Piped Natural Gas Connection to the Consumer.
3. The above mention registration charges are interest free refundable deposit. However, the supplier shall refund such charges along with the prevailing savings bank interest rate, to the Consumer from the date of receipt of registration form, and realization of payment, in case the Supplier is of the opinion that supply of Piped Natural Gas will not be feasible for any technical reasons.
4. Consumer shall make use of the Piped Natural Gas for his own household and shall not re-supply to any other person or property under any circumstances.
5. PNG connection will be provided to the owner of the house. This connection can be transferred to new legal owner only after submission of required documentary evidence, asked by CUGL at the time of transfer.
6. All pipes, equipment provided by the Supplier for the purpose of supply of Piped Natural Gas up to and including the appliance value shall remain the property of the Supplier and the Consumer shall remain the custodian of such properties for safe keeping.
7. Consumer will not permit interference with PNG equipment and supply line by any person. Only the supplier's authorized representatives will have access to rectify any problem and maintain the equipment. Any unauthorized tampering/relocation of PNG installation is not permitted and shall be solely at the risk of the consumer. In such cases, the supplier reserves the right to impose a minimum penalty of Rs. 10,000/- and or discontinue PNG supply.
8. The Supplier shall take all reasonable steps to provide the Consumer with Piped Natural Gas of consistent and satisfactory standard. However, the Supplier shall not be responsible due to unforeseen circumstances attributable to Supplier.
9. The Supplier reserves the right to accept or reject this application for registration without assigning any reason whatsoever.
10. As per the Gazette Notification of government of India, all PNG consumers have to surrender his/her connection(s), if any, within 60(sixty) days from obtaining PNG connection.

PLEASE NOTE:

- (i) The standard PNG installation includes conversion of one LPG appliance to Natural Gas and laying of 15 meter of GI/Copper pipeline along with one gas meter, one isolation valve, and one appliance valve with necessary fitting till the Consumer's kitchen. Extra GI or copper pipe shall be charged extras as applicable as directed by supplier.
- (ii) The meter, regulator and the necessary equipments shall be installed inside the kitchen only. The GI and copper pipe line in side and the out side the premisses shall not be concealed. The required digging of trench and restoration shall be done by CUGL only. The customer or society need to issue a formal permission letter to carry out the work.

PRICE BILLING & PAYMENT:

11. (i) The price of Piped Natural Gas is indexed to the administered retail selling price of LPG Domestic (14.2 kg/cylinders) in the City of Kanpur, as applicable from time to time, taking into account the respective heating values on Natural Gas and LPG.
(ii) The Price of Piped Natural Gas shall change with revision on the retail selling price of LPG-Domestic cylinder in the City of Kanpur
12. (i) The bi-monthly bill shall be raised on the basis of actual consumption of Piped Natural Gas as recorded through the meter. If the consumer's premises are found locked/inaccessible at the time when Supplier has arranged for meter reading, the bi-monthly bill will be raised as per the average of past six months consumption and the differential amount will be adjusted in the next bill on actual meter reading.
(ii) A minimum bill of Rs. 50/- shall be charged on monthly basis along with GST as applicable.
13. Consumer shall make payment in full, of the bill raised by the Supplier within 21 days from the date of billing. Any default in the payment of bill will attract a penal interest as per prevailing charges at that time.
14. Gas supply will be discontinued without any notice if more than two bill remain outstanding. Supply shall be resumed by CUGL only after clearance of all the outstanding dues with applicable interest. In addition, a sum of Rs. 100/- will be charged as re-connection fee.
15. The supplier reserves the right to amend/modify any or all of the terms and conditions without prior notice to the consumer.
16. Supplier reserves the right to assign all its rights and obligations to any other associated company or corporation without giving prior notice to the Consumers.
17. It shall be the responsibility of the Customer to provide the route and permission for laying pipeline inside the boundary wall of the residence or society.
18. Each Kitchen shall be treated as a separate PNG connection. Any extension from one floor to another floor is not permissible. Extension of natural gas pipeline on the same floor for other applications like water heating, air conditioner, space/room heating etc. will be done on the sole discretion of supplier as per the charges levied from time to time.
19. If the banking instruments issued by the Consumer gets dishonored for any reason, administrative charges of Rs. 250/- shall be levied and recovered from the Consumer for the dishonour of the banking instrument in addition to interest.
20. All disputes subject to Kanpur Jurisdiction only.

Customer's Signature



Central UP Gas Limited

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ADVANTAGES OF CUPGAS (Domestic Piped Natural Gas)

- Though a premium fuel, it has presently been priced economically, vis-a-vis LPG Scores high on safety as it is lighter than air, has high auto ignition range and does not require storage.
- Unmatched convenience - No booking of refills, No waiting for delivery of cylinders, No pilferage possible-billing according to meter. Round the clock customer support, Online control system exist for consumer safety, Environment friendly fuel-no pollution, no residue on burning.
- For complaint or emergency situation please call us on 0512-2225500, 9129773444