

# DUTIES OF CNG CONSUMERS

## 1. General duties of consumers

Every consumer shall:

- a) Provide accurate information while applying for new connection or services
- b) Use petroleum, petroleum products and natural gas in a safe manner in accordance with safety guidelines
- c) Pay bills and charges within the due date as specified by the entity
- d) Not indulge in theft, diversion or unauthorized use of petroleum, petroleum products or natural gas
- e) Not tamper with meters, pipelines, dispensing equipment or any other installation of the entity
- f) Allow authorized personnel of the entity for meter reading, inspection, maintenance and safety checks
- g) When identified, intimate the entity in case of any leak, damage or abnormality in the supply
- h) Comply with applicable laws, rules and regulations
- i) Use petroleum, petroleum products and natural gas judiciously and promote conservation
- j) Report complaints within reasonable time (within 24 hours for quality and quantity issues at retail outlets)
- k) Cooperate with entity personnel during complaint resolution process

## 2. Specific duties of CNG consumers

Every CNG consumer shall:

- (a) Ensure installation of PESO approved CNG cylinder with testing validity and CNG kit from authorized dealer/retrofitter
- (b) Carry out hydro-testing of cylinder before due date through PESO authorized testing agency

- (c) Ensure frequent inspection of CNG kit and cylinder for leakages through authorized OEM/retrofitter
- (d) Not refill CNG in vehicle not having valid hydrotested CNG cylinder
- (e) Not store flammable or explosive goods inside and nearby parked vehicles
- (f) While inside a retail outlet or CNG station for refuelling:
  - (i) Not use mobile phone or RFID device
  - (ii) Not smoke or light naked flame
  - (iii) Alight passengers at the entry of the station
  - (iv) Ensure no one is sitting inside vehicle during refuelling
  - (v) Turn the vehicle ignition off while refuelling
  - (vi) Apply handbrakes while refuelling
  - (vii) Ensure ZERO reading on dispenser while refuelling