



GAS UTILITIES INFORMATION BULLETIN

No. 1272

Jim Wright, Chairman

Christi Craddick, Commissioner

Wayne Christian, Commissioner

MARCH 31, 2026
OVERSIGHT AND SAFETY DIVISION
Marzi Bolhassani, Director

TABLE OF CONTENTS

SECTION 1: NEW APPEALS AND APPLICATIONS FILED 3

SECTION 2: APPEALS AND APPLICATIONS SET FOR HEARING OR PREHEARING
CONFERENCE 3

SECTION 3: STATUS OF PENDING CASES 3

SECTION 4: NOTICES OF DISMISSAL 3

SECTION 5: ORDERS OF THE COMMISSION 3

SECTION 6: MISCELLANEOUS 3

SECTION 1: NEW APPEALS AND APPLICATIONS FILED

None Currently.

SECTION 2: APPEALS AND APPLICATIONS SET FOR HEARING OR PREHEARING CONFERENCE

None Currently.

[Office of General Counsel Weekly Hearing Schedules For 2026](#)

None Currently.

SECTION 3: STATUS OF PENDING CASES

None currently.

SECTION 4: NOTICES OF DISMISSAL

None currently.

SECTION 5: ORDERS OF THE COMMISSION

1. **OS-25-00028202** Consolidated: Statement of Intent of Texas Gas Service Company, a Division of ONE Gas, Inc., to Change Gas Utility Rates Within the Unincorporated Areas of the Central-Gulf, West North, and Rio Grande Valley Service Areas; Motions for Rehearing.
[Order Denying Motion for Rehearing](#) (03/25/2026)

6: MISCELLANEOUS

A. Gas Services Department Publication and Statistics

1. Gas Utilities Information Bulletins available at <https://rrc.texas.gov/gas-services/publications-statistics/>.
2. Rate Review Handbook available at <https://rrc.texas.gov/gas-services/publications-statistics/>
3. Gas Utilities Annual Statistics available at <https://rrc.texas.gov/gas-services/publications-statistics/>.
4. Gas Storage Statistics available at <https://rrc.texas.gov/gas-services/publications-statistics/>
5. Six MCF Residential Gas Bill Analysis for Texas Cities available at <https://rrc.texas.gov/gas-services/publications-statistics/>

B. Interest Rate on Customer Deposits

1. The Public Utility Commission of Texas has published that the interest rate to be applied customer deposits in calendar year 2025 is 5.05%. All gas utilities should use 4.86% for the calendar year 2024 and 1.36% for calendar year 2023. This information can be found at:
<https://ftp.puc.texas.gov/public/puct-info/industry/electric/reports/HRates/HistRates.pdf>

C. Contact Information

1. **Gas Services Department**
Marzi Bolhassani, Director
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3. **Market Oversight Section**

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Andrea Maxwell, Lead Research Specialist IV
Jahaira Garcia, Customer Service Representative III
Janet Sims-Martin, Customer Service Representative V
Marisol Gomez, Customer Service Representative IV
Victoria Salazar, Customer Service Representative IV
Telephone 512-463-7167

D. Audit Forms

1. Gas Utility Tax and Annual Forms available at: <https://rrc.texas.gov/gas-services/gas-services-forms/>
2. Gas Utility Annual Reports available on Neubus at: https://rrcsearch3.neubus.com/esd3-rrc/index.php?_module=_esd&_action=_keysearch&profile=13
3. Information relating to any of the above, are available for review at the William B. Travis Building, Gas Services Department, 9th Floor, 1701 North Congress. All requests for copies must be made in writing and should be addressed to the Audit Section. Copies will be provided for a fee, depending on the volume of copy work desired, allow a minimum of ten business days for completion of requests.
4. Inquiries regarding copies should be directed to the Audit Section at (512) 463-7022 or fax your request to 512-475-3180.

E. Market Oversight Section Forms

1. Annual Earnings and Monitoring Report available at: <https://rrc.texas.gov/gas-services/gas-services-forms/>
2. Interim Rate Adjustment Applications (GRIP) and Customer Notice available at: <https://rrc.texas.gov/gas-services/gas-services-forms/>

F. Gas Utility Docket Information

1. Orders and Proposals for Decision are published on the Commission's website at: <https://www.rrc.texas.gov/hearings/dockets/gas-utility-dockets/> and RRC CASES at <https://www.rrc.texas.gov/hearings/rrc-cases/>.
2. Gas Utility Dockets are also available on Neubus at: https://rrcsearch3.neubus.com/esd3-rrc/index.php?_module=_esd&_action=_keysearch&profile=14

G. Natural Gas Tariff Filings

1. Questions pertaining to the filing of tariffs and/or quality of service rules should be directed to Andrea Maxwell, Jahaira Garcia, Janet Sims-Martin, Marisol Gomez or Victoria Salazar at (512) 463-7167.
2. Natural Gas Tariffs and Rate Schedules available at: <https://www.rrc.texas.gov/gas-services/natural-gas-tariffs-rate-schedules/>

H. Common Carrier Pipeline Tariff Filings

1. Questions pertaining to the filing of common carrier pipeline tariffs should be directed Janet Sims-Martin at (512) 463-6779
2. Common Carrier Pipeline Tariffs available at: <https://www.rrc.texas.gov/gas-services/common-carrier-pipeline-tariffs/>.

I. Propane Distribution Systems

1. Propane distribution price cap information is available at: <https://www.rrc.texas.gov/gas-services/propane-distribution-systems/>

J. Curtailment Plan (§7.455)

1. Curtailment questions should be referred to (512) 463-7167 or by email at naturalgascurtailment@rrc.texas.gov .
2. Curtailment reports made during normal business hours, Monday through Friday 8:00 a.m. to 5:00 p.m., should be made to (512) 463-7167.
3. Curtailment reports made after hours or during holidays, should be made to (512) 463-6788

K. Compliance Filings

1. Questions regarding gas utilities docket compliance filing requirements should be referred to David Bauman at (512) 463-7359 or by email at GUD_compliance@rrc.texas.gov .

L. Complaints and Inquiries

1. Residential and Commercial Propane and Natural Gas Complaints should be made at GasComplaints@rrc.texas.gov or by phone at (512) 463-7164.
2. Informal Gas Purchasing, Selling, Transportation or Gathering Practice Complaints should be submitted online at <https://www.rrc.texas.gov/gas-services/complaint-filing/informal-gas-transportation-purchase-complaint-preliminary-information-online-form/> or at (512) 463-7167.
3. Informal Complaint Preliminary Information form available at: <https://www.rrc.texas.gov/gas-services/gas-services-forms/> .

M. Non-Submetered Master Meter Disconnections

1. Municipalities wishing to opt in receiving notice from utilities when non-submetered master metered multifamily property is subject to disconnection of service due to non-payment can do so at: <https://www.rrc.texas.gov/gas-services/non-submetered-master-meter-disconnections/>

N. Texas Utilities Codes

1. Available through the State of Texas website at: [Home - Rules & Meetings](#)

O. Texas Administrative Codes

1. Available at the State of Texas website at: [Texas Constitution and Statutes - Home](#)

P. Pending RRC Rules and Regulations

1. Pending rules and regulations available at: <https://www.rrc.texas.gov/general-counsel/rules/proposed-rules/>

Q. Proposed Form Amendments (PFD):

1. PFDs available at: <https://www.rrc.texas.gov/forms/proposed-form-amendments/>

R. Hearings and Legal Analysis

1. Anyone wishing to obtain copies of appendices to Orders appearing in Section 5 of this bulletin should contact the Office of General Counsel at (512) 463-7149.

S. Status of Pending Cases

1. The status of all pending cases listed in Section 3 of this Bulletin is for informational purposes only and is complete up to the time of printing this Bulletin. For a more accurate status of pending cases, please call the Office of General Counsel at 512-463-7149.