**Section 501.530 Heating Value**

Each utility shall exercise in good faith all reasonable best efforts to maintain a consistent heating value for the natural gas it provides to its customers. A utility shall take what actions it deems necessary to avoid daily heating value fluctuations in excess of 5% for the gas it provides to individual customers. A utility may allow the daily heating value of gas delivered to its customer to fluctuate in excess of 5% when a failure to take the gas would result in a supply shortage, or when, for the purpose of meeting the requirements of a peak load or an emergency, a utility makes use of a reserve or emergency supply, such as liquefied petroleum gas.