

Disputes **Not** Included in the Informal Complaint Procedure

The Gas Services Division's Informal Complaint Procedure does not include complaints regarding mineral rights and royalty issues. The Informal Complaint Process is designed to address complaints about the transportation of natural gas through gathering systems and intrastate pipelines. These can include Purchasing, Selling, Shipping, Transportation, or Gathering Practices depending upon the agreement between shipper and transporter.

Since the Texas Legislature has given the Railroad Commission limited authority to regulate the oil and gas industry in Texas, our staff cannot provide advice on all oil and gas matters. Areas over which the Railroad Commission has no authority include lease and royalty matters (including leasing, payment of royalties and the right to receive royalties), the financing of or investment in oil and gas activities, landowner and easement issues, bankruptcy, and noise issues. Web links to outside sources for information about many of these issues can be found on the lower right section of the RRC website homepage: www.rrc.state.tx.us .