

Exhibit 1a

(b) advising the applicant to call the utility for assistance if the utility provides telephone assistance in Spanish.

E. If the applicant is unable to resolve the matter satisfactorily with the utility, they may contact the Public Service Commission.

(D) Misrepresentation of identity;

(E) Violation of any other rules of the utility approved by the commission which adversely affects the safety of the customer or other persons or the integrity of the utility's system; or

(F) As provided by state or federal law, including the utility's authorized tariffs.

(G) Failure of a previous owner or occupant of the premises to pay a delinquent utility charge where the previous owner or occupant remains an occupant.

(H) Failure to comply with the terms of a settlement agreement

(I) Unauthorized interference, diversion or use of the utility's service by the applicant, or by a previous owner or occupant who remains an occupant.

(2) A utility may not refuse to commence service to an applicant for any of the following reasons:

(A) Failure to pay for merchandise, appliances or services not subject to commission jurisdiction as an integral part of the utility service provided by a utility;

(B) Failure to pay the bill of another customer, unless the applicant who is seeking service received substantial benefit and use of the service to that customer, ~~the~~ **or unless the applicant is the guarantor for a delinquent bill.** In this instance, the utility refusing to commence service, shall have the burden of proof to show that the applicant received substantial benefit and use of the service **or that the applicant is a legal guarantor, provided that such burden shall not apply if the applicant refuses to cooperate in providing or obtaining information it does or should have regarding the applicant's residence history.** To meet that burden the utility must have reliable evidence that: *during the past years*

1. The applicant and the customer resided together at the premises where the bill was incurred and during the period the bill was incurred; and

2. The bill was incurred within the last five (5) years; and

3. The utility has attempted to collect the unpaid bill from the customer of record; and

4. At the time of the request for service, the bill remains unpaid and not in dispute.

(3) The utility shall commence service in accordance with this rule as ~~close soon~~ **reasonably possible** ~~upon~~ the day specified by the customer for service to commence, but no later than, three (3) business days following the day specified by the customer for service to commence, ~~when the service already exists. When a new service is required, the utility shall commence service in accordance with this rule as soon as reasonably possible on the day specified for the customer for service to commence, but no later than three (3) business days following the day all inspections have been made.~~

(4) Notwithstanding any other provision of this rule a utility may refuse to commence service temporarily for reasons of maintenance, health, safety or a state of emergency **until the reason for refusal under this provision has been resolved.**

(5) Any provision of this rule may be waived or varied by the commission for good cause.

FILED³

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Missouri Public
Service Commission

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Case No(s). AX-2003-057-1
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