

UNION ELECTRIC COMPANY ELECTRIC SERVICE

MO.P.S.C. SCHEDULE NO. 6 1st Revised SHEET NO. 144
CANCELLING MO.P.S.C. SCHEDULE NO. 6 Original SHEET NO. 144

APPLYING TO MISSOURI SERVICE AREA

Ameren Exhibit No. 11
Date 10.4.17 Reporter AF
File No. EC-2017-0198

GENERAL RULES AND REGULATIONS

VII. DISCONNECTION AND RECONNECTION OF SERVICE (Cont'd.)



*C. RESIDENTIAL CUSTOMER CONTACT AND NOTICE OF DISCONNECTION (Cont'd.)

When service is disconnected, the Company employee or agent will leave a notice at the premises in a manner conspicuous to the customer that service has been disconnected and the Company address and telephone number where the customer may arrange to have service restored.

D. NOTICE OF INTENT TO DISCONNECT NON-RESIDENTIAL SERVICE

Notice of intent to disconnect service for a non-residential customer under this rule shall state the reason for which service will be disconnected and shall specify a date after which such disconnection may be effected, and such notice shall be mailed to or served upon customer not less than 48 hours prior to such date.

**E. DISCONNECTION HOURS

Company will disconnect electric service between the hours of 8:00 a.m. and 4:00 p.m. on the date specified on the notice of disconnection or within thirty (30) calendar days thereafter.

F. DELAY OF DISCONNECTION FOR MEDICAL REASONS

The Company will postpone the disconnection of service to a residential customer for a time not in excess of 21 days if the Company is advised the disconnection will aggravate an existent medical emergency of the customer, a member of his family or other permanent resident of the premises. The Company may require a customer to provide satisfactory evidence that a medical emergency exists before postponing the disconnection of service.

G. AVOIDANCE OF DISCONNECTION OF SERVICE

Disconnection of electric service will not be performed if, on or before the date specified in the notice of intent to disconnect, the customer shall:

1. (a) Make good the default by paying such bills for service at a Company office, or make arrangements satisfactory to Company, therefor, (b) make or restore such deposit at a Company office, (c) give Company representatives such access, or (d) cure such violation of rules and regulations, as the case may be; and
2. Pay at a Company office the expenses incurred by Company in detecting and confirming obstruction of electric service. Such expenses will include, but not be limited to all unmetered service as estimated by Company, special equipment necessary to detect the violation (such as check meter), equipment necessary to prevent future violations, labor and materials necessary to test, change, move or install new meters or other equipment and the cost of any rebilling, as applicable.

*Indicates Reissue **Indicates Change

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ISSUED BY Michael Moehn President & CEO St. Louis, Missouri
NAME OF OFFICER TITLE ADDRESS