

UNION ELECTRIC COMPANY  
GAS SERVICE **RECEIVED**

Applying to MISSOURI SERVICE AREA DEC 1 1997

VII. Measurement of Service (Cont'd.)

MISSOURI  
Public Service Commission

or misuse by customer or by any member of customer's family, or by an officer, agent, or employee of customer, then the costs of the necessary repairs or replacements shall be paid by customer.

\*F. Meter Testing

Company's meters shall be tested for accuracy in accordance with the method for sample testing of in-service gas meters authorized by the Commission in Case No. GO-98-25 in which the Commission granted the company a variance from the requirements of 4 CSR 240-10.030(19) related to the removal, testing and inspection of gas meters. If a customer requests a meter test within 12 months of any previous testing of such meter, the indicated charge on Sheet No. 19 will be assessed for meters found to have an average meter error of 2 percent or less.

G. Billing Adjustments

1. Residential - For all residential billing errors, the Company will determine from all related and available information the probable period during which the error condition existed and shall make billing adjustments for the estimated period involved as follows:
  - a. In the event of an overcharge, an adjustment shall be made for the entire period that the overcharge can be shown to have existed not to exceed sixty (60) consecutive monthly billing periods calculated from the date of discovery, inquiry or actual notification of the Company whichever comes first;
  - b. In the event of an undercharge, an adjustment shall be made for the entire period that the undercharge can be shown to have existed not to exceed twelve (12) monthly billing periods calculated from the date of discovery inquiry or actual notification of the Company, whichever was first;
  - c. Where, upon test, an error in measurement is found to be within the limits prescribed by Commission rules, no billing adjustment will be made;
  - d. When evidence of tampering or obstruction is found, or there are misrepresentations of the use of service by the customer, the Company will calculate the billing adjustment period in accordance with the

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\*Indicates Change

Issued Pursuant to Order of Mo. P.S.C. in Case No. GO-98-25.

DATE OF ISSUE December 1, 1997

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ISSUED BY C. W. Mueller President & CEO St. Louis, Missouri  
Name of Officer Title Address

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applicable statute of limitations for the prosecution of such claim after determining the probable period during which such condition existed from all related and available information; and

- \*2. Non-Residential - For all non-residential billing errors, the Company will determine from all related and available information the probable period during which the error condition existed and shall make billing adjustments for the estimated period involved as follows:
- a. No billing adjustment will be made where the dollar amount of the adjustment is less than \$15.00. No interest shall be paid or collected on any billing adjustment provided for herein.
  - b. Where upon test an average meter error is found to be greater than 2 percent, a billing adjustment will be made to compensate customer where the meter reads fast, and to compensate Company where the meter reads slow. However, any such billing adjustment will be applicable only for the probable period during which the meter error existed and shall be limited to the twenty-four (24) billing periods preceding the one in which the error was determined plus the elapsed period in the current billing period during which the test was made. No adjustment will be made for meters found to have an average meter error of 2 percent or less.
  - c. Where a non-registering meter is found, Company will determine from all related and available facts the probable period during which such inaccuracy existed and render adjusted bills for the period involved, provided, however, that such period shall not exceed the preceding six (6) billing periods plus the elapsed time in the current billing period during which such inaccuracy was determined.

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- \* d. Bills rendered which are based on incorrect registrations due to improper meter connections, the application of an improper meter constant, improper application of any rate schedule not selected by customer, or similar reasons, shall be subject to adjustment for the current and twenty-four (24) prior billing periods, as can be substantiated by Company records.
- \* e. Whenever a gas meter is registering gas because of a leak in the meter, or in the union connection on the outlet side of the meter, or the connection between Company and customer piping, whichever is applicable, an estimate based upon the period of inaccuracy referred to above will be made of the registration which has been produced by the leakage and a corresponding credit will be allowed to customer. No credits shall be made because of the leakage or waste of gas from customer's piping and appliances beyond the applicable union or piping connection points described above.
- \* f. "Average meter error" shall be determined in accordance with provisions set forth in rules of the Missouri Public Service Commission.
- \* g. No corrections to metering data for meter error shall extend beyond the in-service date of the meter discovered to be in error, nor shall any correction be required to extend beyond the date upon which the current customer first occupied the premises at which the error is discovered.

H. Minimum Billing Adjustment  
No billing adjustment will be made where the amount of the adjustment is less than \$1.00.

I. Meter Relocations at Customer Request  
Company will, upon request, relocate customer's meter following the payment by customer of the meter relocation charges indicated on Sheet No. 19, Miscellaneous Charges and any additional cost associated with disconnecting and removing the existing service pipe, as applicable.

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