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| P.S.C. MO No. 1  | Second Revised   | Sheet No. <u>  6  </u> |
| Cancels  | First Revised  | Sheet No. <u>  6  </u> |
| <u>Missouri Gas Utility, Inc.</u><br>Name of Issuing Company | For: <u>All Towns and Communities</u><br><u>Within MGU Certificated Service Areas</u><br>Community, Town or City |                        |
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| + Indicates Change   |  |                        |

Issue Date: August 4, 2009  
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Effective Date: September 3, 2009  
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Issued By: Timothy R. Johnston  
Vice President  
Name and Title of Issuing Officer

7810 Shaffer Parkway, Ste. 120  
Littleton, Colorado 80127  
Company Mailing Address

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|--|---------|---------------------------------|---|
| P.S.C. MO No. 1<br><br><u>Missouri Gas Utility, Inc.</u><br>Name of Issuing Company  | Cancels | Second Revised<br>First Revised | Sheet No. <u>65</u><br>Sheet No. <u>65</u><br><br>All Towns and Communities<br>For: <u>Within MGU Certificated Service Areas</u><br>Community, Town or City |
| <b>RULES AND REGULATIONS (CONT'D.)</b>   |         |                                 |   |
| <p>(d) Estimated bills shall not be rendered as a customer's initial or final bill for service unless conditions beyond the control of the Company prevent an actual reading.</p> <p>(e) If the Company underestimates a customer's usage, the customer shall be given the opportunity, if requested, to make payments in installments.</p> <p>(f) Estimated bills should not be rendered for more than three consecutive billing periods except under conditions described in Section 6 (b) (1) and (b) (2) above, but if for some reason actual readings cannot be obtained, the Company shall advise the customer of the following: The bills being rendered are estimated;-such estimation may or may not reflect actual usage; and, the customer may read and report his usage to the Company.</p> <p><b>(7) <u>Metering for Billing/ Billing Adjustments</u>*</b></p> <p>(a) Metering for Billing. If Company owns and installs more than one metered supply, except for the convenience of Company, on the customer premises, the rate for service furnished through each metered supply shall be determined as if such service were rendered to a separate customer.</p> <p>(b) Billing Adjustments.* The Company will resolve billing errors from all related and available information during the probable period during which conditions existed and shall make the appropriate billing adjustments for the period estimated to be involved as follows:</p> <p style="margin-left: 40px;">(1) Residential Customers:</p> <p style="margin-left: 80px;">(a) Overcharges: The Company shall refund to or credit the Customer for an overcharge, for the entire period that an 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 utility, whichever comes first.</p> <p style="margin-left: 80px;">(b) Undercharges: In cases that do not involve meter tampering, fraud, or denial of access to Company equipment, the Company shall make an adjustment and bill the customer for the entire period that an undercharge can be shown to have existed not to exceed twelve (12) monthly billing periods. The Company shall bill the Customer for the undercharges, calculated from the date of discovery, inquiry or actual notification of the utility, whichever comes first.</p> <p>* Indicates New Rate or Text<br/>         + Indicates Change</p> |         |                                 |   |

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P.S.C. MO No. 1

Original

Sheet No. 65A

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Name of Issuing Company

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Within MGU Certificated Service Areas  
Community, Town or City

**RULES AND REGULATIONS (CONT'D.)**

(2) Other than Residential Customers:

(a) Overcharges: The Company shall refund to or credit the Customer for an overcharge, for the entire period that an 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 utility, whichever comes first.

(b) Undercharges: In cases that do not involve meter tampering, fraud, or denial of access to Company equipment, the Company shall make an adjustment and bill the customer for the entire period that an undercharge can be shown to have existed not to exceed sixty (60) monthly billing periods. The Company shall bill the Customer for the undercharges, calculated from the date of discovery, inquiry or actual notification of the utility, whichever comes first.

(3) Tampering or Fraud: In cases that involve meter tampering or fraud the Company shall bill the customer for the amount of the undercharge during the period not to exceed sixty (60) monthly billing periods. The Company will also bill the Customer for the costs included in identifying and resolving the meter tampering and related under billing.

(4) Estimates Where Meter Does Not Register: If a meter does not register for any period, Company may estimate and charge for the gas used on the basis of the customer's previous use, weather conditions, season of the year, and other information available bearing upon the customer's use.

(5) Customer Payment: A Customer will be allowed to pay the amount due on a billing adjustment in equal payments without interest over a period equal to the time period over which the account has been adjusted. No charges will be assessed where the full amount of the adjustment is less than one dollar (\$1).

(8) Resale

The gas supplied to a customer shall be for the use of the customer only and shall not be re-metered or sub-metered for resale to another or others.

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