

Missouri Gas Energy,
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- 1.08 DELINQUENT CHARGE: A charge remaining unpaid by a Residential or General Service customer at least 21 calendar days from the rendition of the bill by Company, or a charge remaining unpaid after the preferred payment date selected by the customer. For all other classes, a charge remaining unpaid beyond the period stated in the tariffs approved by the Commission.
- 1.09 DELINQUENT DATE: The date stated on a bill, which for Residential and General Service Customers shall be at least twenty-one days from the rendition of the bill or which shall be the preferred payment date selected by the customer, after which the utility may assess an approved late payment charge in accordance with a Company tariff on file with the Commission. For all other classes the delinquent date is determined by the number of days stated in the tariffs approved by the Commission.
- 1.10 DISCONTINUANCE OF SERVICE: A cessation of service by Company not requested by customer.
- 1.11 DUE DATE: Due date means the date stated on a bill when the charge is considered due and payable.
- 1.12 ECIP: The federal Energy Crisis Intervention Program administered by the Missouri Division of Family Service under section 660.100 RSMo.
- 1.13 ELECTRONIC BILL (E-BILL): A bill delivered to an electronic address selected by the customer that can be viewed on a computer screen. All electronic bills or notices will begin with an email to the customer at an address of their choosing.
- 1.14 ESTIMATED BILL: A bill for gas service which is not based on an actual reading by an authorized Company representative of the meter or other registering device for the period billed.
- 1.15 EXTENSION AGREEMENT: Extension agreement means a verbal agreement between the company and the customer extending payment for fifteen days or less.
- 1.16 GAS CHARGES: The rates for gas service and other charges authorized by the Commission as an integral part of gas service including applicable taxes.

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