

P.S.C. MO. No. 1
Canceling P.S.C. MO. No. 1

Second Revised
First Revised

SHEET No. R-9
SHEET No. R-9

Missouri Gas Energy,
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- 1.27 PERSON: Any individual, partnership, co-partnership, firm, company, public or private corporation, association, joint stock company, trust, estate, political subdivision, governmental agency, or other legal entity recognized by law.
- 1.28 PREFERRED PAYMENT DATE PLAN: Preferred payment date plan means a Commission Approved plan offered at the company's option in which the delinquent date for the charges stated on a bill shall occur on the same day during each billing period as selected by the customer.
- 1.29 PREMISES: That separate walled portion of a single building undivided by any common area, or that separate portion of a single contiguous tract of land (including all improvements thereon) undivided by any way for use by the public, as designated by customer in the application.
- 1.30 PURCHASED GAS COST ADJUSTMENT: The adjustment procedure approved by the Commission to recognize variations in the cost of purchased gas.
- 1.31 REGISTERED ELDERLY OR HANDICAPPED CUSTOMER: A residential customer who is 60 years old and above or is handicapped to the extent that he or she is unable to leave the premises without assistance and who files with Company a form approved by the Commission attesting to the fact that customer meets these qualifications. Said form shall further set forth an agency or person which Company shall contact as set forth in Section 3.09(A)(1) herein.
- 1.32 RENDITION OF A BILL OR DISCONNECT NOTICE: The mailing, hand delivery, or electronic posting or delivery of the bill by Company to a customer. The Company shall be required to render a bill through only one of the foregoing methods. All electronic postings or deliveries will begin with an email to the customer at an address of their choosing.
- 1.33 RESIDENTIAL SERVICE OR USE: The provision of or use of gas for household and domestic purposes.
- 1.34 SETTLEMENT AGREEMENT: An agreement between a residential customer and Company which resolves any matter in dispute between the parties or provides for the payment of monies not in dispute for a period longer than the customer's normal billing period.

DATE OF ISSUE April 28, 2008
month day year

DATE EFFECTIVE May 28, 2008
month day year

ISSUED BY Michael R. Noack

Director, Rates and Regulatory Affairs
Missouri Gas Energy
Kansas City, MO. 64111