

Missouri Gas Energy,
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- (C) The failure of customer to pay for a different class of service received at the same or different location. The placing of more than one meter at the same location for the purpose of billing the usage of specific devices under optional rate schedules or provisions is not construed as a different class of service for the purpose of this Section.
- (D) The failure to pay the bill of another customer unless the customer whose service is sought to be discontinued received substantial benefit and use of the service.
- (E) The failure of a previous owner or occupant of the premises to pay an unpaid or delinquent bill except where the previous occupant remains an occupant or user.
- (F) The failure to pay a bill correcting a previous underbilling, whenever the customer claims an inability to pay the corrected amount, unless the company has offered the customer a payment arrangement equal to the period of underbilling.

3.08 TIMING OF DISCONTINUANCE: Pursuant to the Commission's Order in Case No. GE-2005-0247, the Company has been granted a variance from the requirements of 4 CSR 240-13.050(3) and this section relating to the hours service may be discontinued. The variance authorizes the Company to extend the hours service to a residential customer may be discontinued to those hours beginning at sunrise, but no earlier than 7:00 a.m. and continuing until 4:00 p.m. on the date specified on the notice of discontinuance or within eleven (11) days thereafter. Service shall not be discontinued on a day when Company personnel are not available to reconnect customer's service, or on a day immediately preceding such day. Service shall not be discontinued for non-payment of a delinquent charge unless written notice is sent to the customer at least 10 days prior to the date of proposed discontinuance. Service of notice by first class mail is complete upon mailing. Service of electronic notice is complete upon delivery of the notice to the site where the electronic bill is posted. Where written notice is hand delivered to a customer in which case discontinuance may be effected not less than 96 hours after delivery of the notice. After the eleven (11) business day effective period of the notice, all notice procedures required by this rule shall again be followed before the company may discontinue service.

The variance also authorizes the Company to extend the hours service to a residential customer may be discontinued until sunset, but no later than 7:00 p.m., but only in circumstances when the Company has difficulty getting the access to the premises that is necessary to discontinue service (including but not limited to, locked meter locations, animals obstructing access to the meter location and other obstructions to the meter locations).

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ISSUED BY Michael R. Noack

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