

**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

In the Matter of the Verified Application and            )  
Petition of Missouri Gas Energy, an Operating        )  
Unit of Laclede Gas Company, to Change its            )    File No. G0-2015-0270  
Infrastructure System Replacement Surcharge        )  
In Its Missouri Gas Energy Service Territory        )

**MGE’S RESPONSE TO ORDER DIRECTING FILING OF CUSTOMER NOTICES**

**COMES NOW** Missouri Gas Energy ("MGE"), an operating unit of Laclede Gas Company, and pursuant to Section 3.265 of the Rules of the Missouri Public Service Commission ("Commission") respectfully states as follows:

1. On April 17, 2015, MGE filed an application to change its ISRS, which had been established effective October 18, 2014 by Commission order in Case No. GR-2015-0025.

2. On April 20, 2015, the Commission issued an order in this case directing MGE to file sample customer notices as required by Commission Rule 3.265. Commission Rule 3.265(9) requires natural gas utilities to seek Commission approval of ISRS customer notices and its bill description following the filing of an application to establish an ISRS. In effect, at the time a utility proposes to first establish an ISRS, this rule provides for the Commission to consider the initial notice, the annual notice and the bill description that the utility will use during the life of the ISRS, including all changes thereto.

3. Accordingly, in establishing an ISRS in Case No. GR-2015-0025, MGE obtained Commission approval of its ISRS notices and bill description. MGE is attaching hereto the customer notices and bill description approved by the Commission in Case No. GR-2015-0025 and requests that the Commission

consider this submission to constitute compliance with the April 20 Order and the requirements of Commission Rule 3.265(9).

**WHEREFORE**, MGE respectfully requests that the Commission accept this filing as complying with the Commission's April 20 Order and the requirements of Commission Rule 3.265(9).

Respectfully Submitted,

**/s/ Rick E. Zucker**  
Rick E. Zucker #49211  
Associate General Counsel  
Laclede Gas Company dba MGE  
700 Market Street, 6<sup>th</sup> Floor  
St. Louis, MO 63101  
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**CERTIFICATE OF SERVICE**

The undersigned certifies that a true and correct copy of the foregoing Response was served on the General Counsel of the Staff of the Missouri Public Service Commission and the Office of the Public Counsel on this 22nd day of April, 2015 by hand-delivery, fax, electronic mail or United States mail, postage prepaid.

**/s/ Rick Zucker**

## Infrastructure System Replacement Surcharge

The Infrastructure System Replacement Surcharge (ISRS), as approved by the Missouri Public Service Commission (MPSC), recovers the cost of local, state and federal government-mandated public improvement projects not included in MGE's rates.

These projects include safety line replacements made to comply with requirements of the MPSC and facility relocations required by municipalities, such as road-widenings.

By utilizing the ISRS, MGE recovers over time the costs associated with these government-mandated projects, which should reduce the frequency of expensive general rate cases in the future.

(Please See Other Side)

ISRS, as authorized by Missouri law (sections 393.1009, 393.1012 and 393.1015 RSMo.), is subject to review and approval by the Missouri Public Service Commission and may be adjusted periodically. The order approving the following monthly surcharge is effective \_\_\_\_\_

Residential Customers .....	\$
Small General Service Customers .....	\$
Large General Service Customers .....	\$
Large Volume Customers .....	\$

Please note: taxes applicable to the ISRS are shown on the bill as "ISRS taxes".

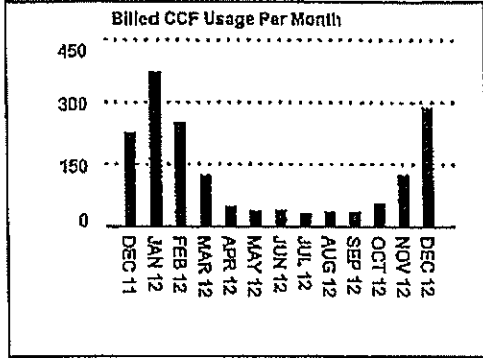
Phone: (816) 756-5252 or (800) 582-1234

Account Number:  
 Customer Name:  
 Service Address:

APPENDIX F  
 PAGE 1 OF 2

Deposit Held:  
 Statement Print Date: December 27, 2012  
 Service Period: 11/20/12 to 12/20/12

Period	Read Dates	Meter Reading Information			Days	CCF Day
		Reading	Press Factor	CCF Used		
Current	12/20/12	9240	1.0000	288	30	9.600
Previous	11/20/12	8952				



**Billing information:**

Previous Balance \$213.58  
 Payment Received (\$213.58) Thank you  
 Balance Forward: \$0.00

Meter Number: 03367140

Current MGE Service Charge: \$40.27

Fixed Monthly Charge \$39.26  
 ISRS \$1.01

Cost of Gas Charge: \$174.15

288.00 CCF @ \$0.60470 \$174.15

Fee & Tax Total: \$34.32

City Franchise Fee \$16.06  
 City Tax \$5.34  
 County Tax \$3.73  
 State Tax \$9.02  
 ISRS Tax \$0.17

**Total Current Charges: \$248.74**

Please pay by 01/21/13 \$248.74



32150

IF YOU SMELL NATURAL GAS, LEAVE THE PREMISES AND CALL US (1-800-582-0000) FROM A NEIGHBOR'S PHONE. WE WILL CHECK IT OUT DAY OR NIGHT

Detach and mail this portion with your payment. Please make checks payable to MGE and please do not mail cash. Payments require bill when paying.

Please pay by 01/21/13  
 \$248.74

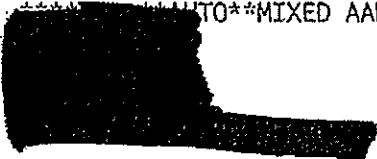
For payments received after  
 01/21/13 please pay  
 \$249.89

Account Number: [REDACTED] 14/09113/05/BU/1M

Amount Enclosed: \$ \_\_\_\_\_

Thank you for your prompt payment.

000027832 1 MB 0.404  
 \*\*\*\*\*MIXED AADC 640



MISSOURI GAS ENERGY  
 PO BOX 219255  
 KANSAS CITY, MO 64121-9255



70746694870000248740000248740000249896

# Understanding Your Bill

## Current MGE Service Charge is the total of:

### Fixed Monthly Charge:

Fixed amount per month to recover costs associated with delivering natural gas; includes items such as bill processing, service line maintenance, meter reading, facilities, equipment, personnel, etc.

Volumetric Delivery Charge (not applicable to all customer classes): a per-unit of gas (CCF) charge; amount on bill will fluctuate with usage.

### ISRS (Infrastructure Replacement Surcharge):

Charge to recover cost of government-mandated infrastructure system replacements not currently included in MGE's rates. The ISRS, as authorized by Missouri law (sections 393.1009, 393.1012 and 393.1015 RSMo.), is subject to review by the Missouri Public Service Commission and may change periodically. Applicable taxes are shown separately on the bill as "ISRS Taxes".

### Miscellaneous Charges:

Include but are not limited to collection charges, reconnect charges and return check charges, etc.

## Cost of Gas Charge:

Cost paid by MGE for natural gas used by customers, plus related storage and transportation costs; amount on bill will fluctuate based on usage; per CCF charge may change up to 4 times per year.

## Fee and Tax Total:

### City Franchise Fee:

Reflects tax levied by local municipalities which MGE collects and then passes on to those respective cities. Fee varies from city to city and is usually a percentage based on a customer's gas bill.

City, County, State & ISRS taxes are also displayed here.

## Other Charges and Credits:

May include contributions to Neighbors Helping Neighbors and certain other special billing adjustments.

## ABC Amount (For participating customers only):

The Average Bill Calculation (ABC) plan charge; bill also will show ABC Account Balance after payment, which reflects the difference between actual charges for gas used and ABC Plan charges to date.

## Non-ABC Amount:

If applicable, separate Miscellaneous Charges, ISRS charges and Other Charges and Credits, defined above, which may fluctuate over time.

## Definitions:

CCF = 100 Cubic Feet; natural gas is sold according to the volume of gas used; MGE measures gas in cubic feet.

Pressure Factor: If applicable, this factor is used to convert metered gas volume to actual gas volume delivered (gas volumes can vary depending on local atmospheric pressure or increased delivery pressure).

Returned Checks: Checks returned for insufficient or uncollected funds are subject to electronic presentation without further notice.

## Payment Alternatives

Website ----- Go to [www.missourigasenergy.com](http://www.missourigasenergy.com) to make payments by check or credit card

Telephone ----- Call 1-800-582-1234 (756-5252 in the KC Metro area) to make payments by check or credit card

Pay Station ----- Call 1-800-582-1234 (756-5252 in the KC Metro area) or visit our website to find walk-in locations in your area

## El cargo actual de servicios:

### Cargo fijo mensual:

Cantidad fija por mes que recupera los costos asociados al suministro de gas natural; incluye elementos tales como el proceso de facturación, mantenimiento de la línea de servicio, lectura del medidor, instalaciones, equipos, personal, etc.

Cargos por Suministro Volumétrico (no es aplicable a todos los tipos de clientes): Cargos por unidad de gas (CCF); la cantidad facturada fluctuará con el uso.

### Recargo por Reemplazo de Infraestructura (ISRS, su sigla en inglés):

Cargo para recuperar el costo de reemplazos de sistemas de infraestructura impuestos por el gobierno, no incluidos en las tarifas actuales de MGE. El ISRS tal como lo autoriza la ley de Missouri (secciones 393.1009, 393.1012 and 393.1015 RSMo) está sujeto a revisión por la Comisión de Servicios Públicos de Missouri y podría cambiar periódicamente. Los impuestos correspondientes son mostrados por separado en la factura como "Impuestos ISRS".

### Cargos Varios:

Incluyen, pero no se limitan a cargos de cobranza, cargos de reconexión, y cargos por cheques rechazados, etc.

## Cargos de Costo del Gas:

Costo pagado por MGE por el gas natural usado por los clientes, más los costos asociados de transporte y almacenamiento; las cantidades facturadas fluctuarán basadas en el uso; por cargos CCF podrían cambiar hasta 4 veces por año.

## Total de Tasas e Impuestos:

### Tasa de concesión de la Ciudad:

Refleja el gravamen de los impuestos de las municipalidades locales, el cual recauda MGE y luego lo pasa a las ciudades correspondientes. La tasa varía de ciudad a ciudad y generalmente es un porcentaje basado en la factura de gas del cliente.

Los impuestos de Ciudad, Condado, Estado e ISRS también se muestran aquí.

## Otros Cargos y Créditos:

Podrían incluir Vecinos ayudando a Vecinos y otros ajustes específicos de facturación especial.

## Cantidad ABC (Sólo para clientes participantes):

Cargo del plan Cálculo de Factura Promedio (ABC, su sigla en inglés); la factura también muestra el Saldo de Cuenta ABC después del pago, el cual refleja la diferencia entre los cargos reales por el gas usado y los cargos hasta el momento del Plan ABC.

## Cantidades No-ABC:

Si se aplica, varios cargos por separado, y demás cargos y créditos definidos arriba, podrían fluctuar con el tiempo.

## Definiciones:

CCF = 100 Pies Cúbicos; el gas natural es vendido de acuerdo al volumen de consumo de gas; MGE mide el gas en pies cúbicos.

Factor de Presión: si se aplica, este factor es usado para convertir volumen de gas medido a volumen de gas real suministrado (los volúmenes de gas pueden variar dependiendo de la presión atmosférica local o presión de suministro aumentada).

Cheques Rechazados: los cheques rechazados por fondos insuficientes o incobrables están sujetos a la presentación electrónica sin más notificaciones.

## Alternativas de Pago

Sitio Web ----- Ir a [www.missourigasenergy.com](http://www.missourigasenergy.com) para realizar pagos con cheque o tarjeta de crédito

Teléfono ----- Llamar al 1-800-582-1234 (756-5252 en el área metropolitana de KC) para realizar pagos con cheque o tarjeta de crédito

Estación de Pago ----- Llamar al 1-800-582-1234 (756-5252 en el área metropolitana de KC) o visitar nuestro sitio Web para encontrar una estación cercana a su área.