

FORM NO.13 P.S.C. MO. No. 1 1st (XXXXXXXXXX) Sheet No. 40  
 (revised )  
 Cancelling P.S.C. MO. No. 1 (original) Sheet No. 40  
 (XXXXXXXXXX)  
Fidelity Natural Gas, Inc. For Refer to Sheet 1  
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(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.

(e) If the Company underestimates a customer's usage, the customer shall be given the opportunity, if requested, to make payments in installments.

(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.

(7) 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.

(8) Resale

The gas supplied to a customer shall be for the use of the customer only and shall not be remetered or submetered for resale to another or others.

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(9) Meter Tests

Meters are the property of the Company and shall be tested at regular intervals.

The Company at any time, upon the written or verbal request of a customer, will test the meter of such customer, provided only one such test shall be made free of charge within a ~~twelve~~ <sup>three</sup>-month period, and the customer shall pay the cost of any additional tests within this period unless meter is shown to be inaccurate in excess of 2%. The customer may, if he notifies the Company, be present at such tests. In the event the registration is proved, by this test by the Company under standard methods, to be inaccurate in excess or deficiency for a period equal to one half of the time elapsed since the previous meter test, but not to exceed 3 months, no part of a minimum charge will be refunded.

In the event of the stoppage or the failure of any meter to register, the customer shall be billed for such period not to begin prior to a point in time six months prior to the date customer was notified of a malfunction, on an estimated consumption based upon his use of gas in a similar period of like use.

(10) Piping and Equipment

All pipe and equipment beyond the Company's meter and accessories necessary to utilize service furnished by the Company, shall be maintained at all times in safe operating conditions and at the customer's expense. The customer, or owner, shall bring his piping to a point for connection to Company's meter or meters at a location satisfactory to the Company which provides easy access to the meter or meters. Any change of location of service line or meter requested by the customer shall be done by the Company at the expense of the customer, or owner. Upon written request of the customer, or owner, the Company will at its convenience make repairs to, replacements of, or clear obstructions in lines of the customer, or owner, and may charge the customer, or owner, for such labor and material as is necessary to place his lines in good operating condition.

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(11) Customer's Liability

The customer will be held responsible for broken seals, tampering or interfering with the Company's meter or meters or other equipment of the Company installed on the customer's premises, and no one except employees of the Company shall be allowed to make any repairs or adjustments to any meter or regulator belonging to the Company.

Properly authorized employees of the Company shall have the right to enter the premises of the customer, or owner, at all reasonable hours and at any time in the case of an emergency, for the purpose of making such inspection of the customer's installation as may be necessary for the proper application of the Company's rates, rules and regulations; for installing, removing, testing or replacing its apparatus or property; for reading meters and for the removal of the Company's property in event of termination for any reason of service to the customer.

Notwithstanding the foregoing, the Company shall not discontinue service to a customer, pursuant to paragraph (a)(4) of Rule 13, solely by reason of a refusal of that customer to grant access to the Company when the sole purpose of such access is to discontinue service to another customer. In addition, the Company shall not discontinue or threaten to discontinue service to a non-delinquent customer due solely to the delinquency of another customer.

When, during normal working hours, the Company is unable to regularly secure access to the customer's premises for the purpose of obtaining meter readings, the Company may, when practical to do so, install on the meter a remote reading attachment. The attachment shall be installed upon agreement of the customer to pay 100% of the initial installation costs. The remote reading attachment and all parts and portions thereof, shall remain the property of the Company and shall be maintained by the Company. Any customer, whether or not access to his premises is a problem, may request the installation of such remote reading attachment and the Company shall install same subject to the charge and conditions set out above. When the Company is unable for twelve successive regular meter reading times to secure access to a customer's premises for the purpose of obtaining a meter reading, the Company may discontinue service to the customer, upon giving the notice required by paragraph (a) of Rule 13, unless and until the customer shall contract for and permit the installation of a remote reading attachment

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subject to the charge and conditions set out above or until the customer has made provisions for future access acceptable to the Company. MO. PUBLIC SERVICE COMMISSION

(12) Tampering Prohibited

No person shall willfully destroy, injure, molest, tamper with, cover or introduce foreign substances into any of Company's mains, services, meters, valves, regulators, or any other equipment of the Company either directly or indirectly through a customer's installation, or otherwise. Neither shall any person willfully create any unsafe condition in or about any of the Company's said facilities and equipment, or willfully create any false indicia of any unsafe condition in any thereof.

(13) Discontinuance of Service

The Company may discontinue its service to the customer for any one of the following reasons subject to the Missouri Public Service Commission's rules in 240-13.055 "Cold Weather Maintenance of Service":

(a) Upon written notice, delivered at least 96 hours prior to discontinuance, or sent by first-class mail at least ten (10) days prior to discontinuance for:

- (1) Nonpayment of an undisputed delinquent account.
- (2) Failure to post a security deposit or guarantee acceptable to the Company.
- (3) Failure to comply with the terms and conditions of a settlement agreement.
- (4) Refusal after reasonable notice to permit purposes of inspection, meter reading, maintenance or replacement of Company equipment. If the utility has a reasonable belief that health or safety is at risk, notice at the time inspection is attempted is reasonable.
- (5) Misrepresentation of identity for the purpose of obtaining service.

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(6) Violation of any other rules of the Company on file with and approved by the Commission which adversely affects the safety of the customer or other persons, or the integrity of the Company's delivery service.

(7) As provided by state or federal law.

(8) Unauthorized interference, diversion or use of the Company service situated or delivered on or about the customer's premises.

(b) On the date specified on the notice of discontinuance or within eleven (11) business days after that, and subject to the requirements of these rules, a Company may discontinue service to a residential customer between the hours of 8:00 a.m. and 4:00 p.m. Service shall not be discontinued on a day when utility personnel are not available to reconnect the customer's service, or on a day immediately preceding such a day. 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.

(c) The Company shall not discontinue residential service pursuant to Section (a) of Rule 13 unless written notice by first class mail is sent to the customer at least ten (10) days prior to the date of the proposed discontinuance. If written notice is delivered to the customer, it shall be done at least ninety-six (96) hours prior to discontinuance. Service of notice by mail is complete upon mailing. The Company shall maintain an accurate record of the date of the mailing. A notice of discontinuance of service shall not be issued as to a bill or portion of a bill currently the subject of a dispute pending the Company or the commission or shall such a notice be issued as to any bill or portion of a bill which is the subject of a settlement agreement except after breach of a settlement agreement, unless the Company inadvertently issues such notice in which case the Company shall take necessary steps to withdraw or cancel such notice.

(d) The notice of discontinuance shall contain the following information:

- (1) The name and address of the customer and the address, if different, where service is rendered.
- (2) A clear and concise statement of the reason for the proposed discontinuance of service and the cost of reconnection.

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(3) The date on or after which service will be disconnected unless the customer takes appropriate action.

(4) Terms under which customer may avoid discontinuance.

(5) The possibility of a settlement agreement if the claim is for a charge not in dispute and the customer is unable to pay the charge in full at one (1) time.

(6) The telephone number and address of the Company where the customer may make inquiry of file complaint.

(e) At least twenty-four (24) hours preceding discontinuance of service, the Company shall make reasonable effort to contact the customer to advise of the pending action and what steps must be taken to avoid discontinuance. Reasonable efforts shall include either a written notice following the notice pursuant to section (4), a doorhanger or at least two (2) telephone call attempts reasonably calculated to reach the customer.

(f) The Company may discontinue service without notice under the following conditions:

(1) Because of a dangerous condition on the customer's premises in piping or gas consuming devices or for violation of any rules of the Company on file with and approved by the Commission which adversely affects the safety of the customer or other persons, or the integrity of the Company's delivery systems.

(2) On the request of the customer, subject to any existing agreement between the customer and the Company as to unexpired term of service.

(14) Reconnection of Service

Upon the customer's request, the Company shall restore service promptly when the cause for discontinuance of service has been eliminated, applicable restoration charges paid and, if required, satisfactory credit arrangements have been made. At all times, a reasonable effort shall be made to restore service upon the day restoration is requested, and, in any event, restoration

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Shall be made no later than the next working day following the day requested by the customer.

(15) Company Inspection of Customer Premises

(a) When gas is being supplied to any customer, and the Company receives notice that such customer intends to vacate the premises occupied, the Company shall promptly, but in no event later than four days (excluding Sundays and holidays) following such vacation, or if said notice of vacation is received by the Company after date of vacation, the Company shall promptly, but in no event later than four days (excluding Sundays and holidays) following date of said notice, shut off the gas supply to the premises unless owner or other person in charge thereof requests the Company to continue the gas supply. If continuance of gas supply is requested, the Company shall inspect the premises to determine that they are in a gas safe condition. Such owner or other person in charge of such premises shall make access to the premises available to the Company at all hours between 8:00 a.m. and 5:00 p.m. or at any time in case of emergency, so that such cut-off or inspection may be made.

(b) Where service has been discontinued by shutting off the gas supply and service is requested by a new customer, before such service is reestablished, the Company shall make an inspection of the premises to determine that they are in a gas safe condition. Such new customer shall make access to the premises available to the Company at all hours between 8:00 a.m. and 5:00 p.m. so that such inspection may be made.

(16) Temporary Service

Temporary service will be supplied under the applicable rate provided the customer pays all installation and removal costs for the required customer extension.

(17) Auxiliary Service

The Company reserves the right to refuse auxiliary or breakdown service.

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(18) Extensions of Distribution Facilities

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(a) General. The Company will install gas distribution main extensions in permanently established public streets, roads, and highways along the shortest practical route, as determined by the Company. Extensions of mains into or across private property will be made by the Company at its option, provided, that the right-of-way agreement and other conditions are satisfactory to the Company.

The Company will install service pipe along the shortest and most practical route that will avoid future construction on applicant's property and permit a safe and satisfactory service pipe installation. Installation of service pipe across private property other than the property of the customer will be made only in those cases where the customer has secured and furnished the Company a right-of-way, for such service pipe, satisfactory to the Company.

The customer shall provide a meter location on his property that is satisfactory to the Company.

The customer shall protect the portions of the customer extension installed within his premises and shall, unless otherwise authorized by the Company, permit no one but the Company's employees or its authorized agents to handle same. In the event of loss or damage to such property of the Company arising out of carelessness, negligence, or misuse by the customer or his authorized agent the cost of making good such loss or repairing such damages shall be borne by the customer. Customer shall permit access to the Company's employees, or other authorized agents, for the purpose of inspecting, modifying, maintaining, or operating the Company's facilities at all times.

(b) Sizing of Customer Extension. The Company will install only certain standard sizes of mains, service pipes, meters, and regulators in conjunction with the extension of its distribution facilities. The Company reserves the right, as economic or other conditions warrant, to change or modify its standards in this regard. Estimates of the cost of customer extensions will be based on the minimum size facilities which will adequately distribute the gas load to be served.

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(c) Estimated Cost of Customer Extension. Upon receipt of application from a prospective customer, the Company will estimate the cost of installing the customer extension necessary to provide the requested service. This estimate will control the amount of deposit which may be required of the prospective customer.

The estimate will include all direct, indirect, and overhead costs. Overhead construction costs include administrative and general salaries and expenses, charges for injuries and damages, pensions, and other fringe benefits. Overheads transferred to construction are determined based on the percentage that construction payroll bears to total payroll and are distributed to construction work orders on a percentage allocation basis.

(19) Extensions of Mains

(a) General Terms

(1) The Company will install distribution main extensions (pipe) in established public streets, roads, and highways along the shortest practical route. Extensions into or across private property will be made at the Company's option, provided, that the right-of-way agreement(s) and other conditions are satisfactory.

(2) The Company will install service lines (pipe) on the applicant's property along the shortest and most practical route to permit a safe and satisfactory service line installation. Service lines installed across private property other than the property of the applicant will be made in those cases where the applicant has secured and furnished the Company a satisfactory right-of-way agreement.

(20) Service Line Extensions

(a) The Company will furnish meters, regulators, and accessories at no cost to measure the consumption of gas by the customer. The Company also will furnish at no cost a portion of the service extending from the main distribution tap to the service meter.

(b) For residential or commercial applicants, the Company will furnish at its own expense an average of <sup>200'</sup> 75 feet of service line per meter from right-of-way line to owner's access point. Applicants requiring the

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installation of pipe over ~~75~~ feet will be required to pay in advance non-refundable aid-to-construction charges equal to ~~\$4.50~~ per foot.  
 3.00

(c) Service lines placed for the industrial applicants (as defined by the tariff) will be installed and billed on an individual case basis depending on the economic feasibility of the extension.

(d) All parts and portions of service line and main distribution line extensions shall remain the property of the Company.

(21) Main Distribution Line Extensions

(a) When at the request of residential or commercial applicant(s), it is necessary to extend a main distribution line, the Company will furnish at its own expense an average ~~of 120 feet~~ of main distribution pipe per service meter.  
 of \$ 2,000.00 EXPENSE

(b) For extensions in excess of the 120 feet per meter, the Company will require an advance deposit from the applicant(s) an amount equal to ~~\$12.50 per feet~~. The Company will refund with interest a prorated share of the extension deposit to the participating customer(s) for each additional customer connected to the extension within a five (5) year period. After five years, the Company will retain any unrefunded deposits for partial compensation of maintenance and operation of the extension.

(c) Where an applicant along the extension refuses to participate in the extension and within three (3) years after completion of the extension, the applicant will be considered in redetermining the cost of the original extension. The applicant then will be required to make a deposit on the prorated share of the extension as specified in (b) above.

(d) Customers with aid-to-construction deposits held by the Company and discontinuing service within the five (5) year period will not be eligible for deposit refunds.

(e) Distribution line extensions placed for industrial customers (as defined by the tariff) will be installed and billed on an individual case basis depending in the economic feasibility of the extension.

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(22) Main Distribution Line Extensions To Undeveloped  
 Subdivision, Trailer Parks, And Industrial Parks.

(a) Before the Company will consider extending a main distribution line to undeveloped areas, i.e., subdivisions, trailer parks, industrial parks, the developer(s) must present to the Company a subdivided plat specifying the size and number of building lots and all planned streets, roads, alleys, and available easements. Furthermore, the Company will require the developer(s) to provide a copy of the property deed(s) and evidence that they meet all local and/or county zoning requirements. The Company reserves the right to develop a forecast and make a decision regarding construction of the main based on the feasibility of the project.

(b) The Company will install distribution main lines in planned streets, roads, alleys, and right-of-ways along the shortest practical route provided that the applicable right-of-way agreement(s) and other conditions are satisfactory.

(c) For extensions of main distribution lines into undeveloped subdivisions and trailer parks, the Company will require an advance deposit from the developer(s) an amount equal to the estimated cost of constructing such facilities.

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(1) For the purpose of determining the amount of advance payment, cost will include labor, materials, and indirect costs, i.e., supervision, engineering, freight and transportation, material handling, administrative costs and payroll costs that actually support construction.

(2) The estimated cost of construction will be divided by the number of planned building lots specified on the plat for the purpose of determining the amount of refund per customer or building served.

(d) The Company will refund with interest <sup>AT A RATE OF PRIME LESS 2%</sup> a prorated share of the advance deposit to the participating developer(s) for each customer connected to the extension within a five (5) year period. After five years, the Company will retain any unrefunded deposits for partial compensation of maintenance and operation of the extension, not to exceed 100% of the deposit.

(e) Service lines will be extended to customers within the subdivision, trailer park, or industrial park according to the guidelines specified under the General Terms and Service Line Extension sections of this policy.

(23) Main and Service Pipe Extensions Beyond the Free Allowance

Investment in the extension of mains and service pipes, in excess of that provided by the free allowance as determined under Section (d) or (e), whichever is applicable, will be made by the Company, provided the applicant requiring such extension deposits, as a contribution in aid-of-construction, the Company's estimated cost of such excess.

(24) Title to the Customer Extension

All parts and portions thereof, regardless of any contribution made by the customer, shall be and remain in the Company.

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(25) Free Conversion Rules and Regulations

(a) Definitions

(1) Building Conversion - The placement, connection, and testing of interior pipe, fittings, and/or orifice(s) from the point of connection to a customer unit where propane is used.

(2) Building Installation - The placement, connection, and testing of interior pipe and fittings from the point of connection to a customer unit where propane is not used.

(3) Commercial Customer - One who uses or will use natural gas in a business establishment for the primary purposes of space heating or cooling, water heating, the operation of appliances, and/or meets the tariff specifications.

(4) Construction Window - A period of time beginning three (3) months prior to construction completion of a distribution line(s).

(5) Customer Unit - An approved device or appliance designed to consume energy and produce heat according to the manufacturer's design and operating specifications. Approved units are listed in Sheet No. 57.

(6) Industrial Customer - One who uses or will use natural gas in a business establishment for the primary purpose of producing and/or manufacturing a product and meets tariff specifications including annual usage greater than 35,000 Ccfs.

(7) Point of Connection - Generally described as the connection of inside pipe to the service line at a building entrance near the service meter.

(8) Residential Customer - One who uses or will use natural gas for the primary purposes of space heating or cooling, water heating, and/or other appliances.

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(b) General Terms

(1) The Company performs building installations and conversions where feasible and only according to local, state and federal codes and regulations. Also, the Company reserves the right to inspect and test all installations and conversions performed by other providers.

(2) Installations and conversions are performed for residential, commercial, and industrial customers. Unit conversions are limited to the availability to standard orifice conversion kits and to specific qualifications of the Company certified personnel. Under no circumstances will the Company convert customer units that adversely affects manufacturer's warranties, specifications, or safety of the unit.

(3) When customer units require conversion by certified manufacturer's personnel, the Company will assist such activity whenever possible to provide for safe and timely conversions.

(4) Where feasible, the point of connection (building entrance) will be located near the service meter.

(5) After installation or conversion and connection to the service meter, customers are billed for gas usage according to the rates and regulations specified in the tariff.

(6) All customers who receive no-cost conversions will be required to pay the monthly customer demand charge as determined by class of service which is defined in the tariff.

(c) Charges

(1) Installations and unit conversions (including pipe, fittings, standard orifice kits, and labor) requested by the customer outside the construction window, are billed according to charges specified on Sheet Nos. 55-56.

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(2) Installations and unit conversions (including pipe, fittings, standard orifice kits, and labor) requested by the customer during the construction window are billed at "no charge" under certain conditions.

(a) Three (3) months prior to construction, the Company will notify potential customers (building owners) of the availability of natural gas service. To become eligible for a no charge conversion, potential customers must sign a service order requesting conversion or installation of approved units, as specified on Sheet 57.

(b) No-charge installations and conversions for residential and commercial customers are limited to 35 feet of one inch or less pipe and standard orifice conversion kits for approved units.

(c) No-charge installations and conversions for single family buildings are limited to one occupied building for each building lot.

(d) The building owner of multi-family dwellings will be responsible for notifying occupants of the conversion or installation.

(e) The owner of trailer parks will be responsible for notifying occupants of the conversion or installation.

(f) Industrial customers using natural gas for production purposes and requiring over one inch diameter inside piping will be billed at charges based on actual costs of the installation or conversion. Furthermore, these customers are eligible for an installation credit on the initial conversion according to an amount specified on Sheet Nos. 55-56.

(g) Where conditions are feasible and qualified personnel are available, the Company may install concealed piping, additional piping, and special conversion kits. Under these circumstances, customers are billed according to charges specified on Sheet Nos. 55-56.

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RULES AND REGULATIONS (cont.)

MISSOURI  
Public Service Commission

**INSTALLATION & CONVERSION PRICES**

**Residential & Commercial**

- o **Inside Pipe & Fittings - Installed**
  - One inch diameter or less (0 - 35 ft) No charge
  - One inch diameter or less (Over 35 ft) \$4.00 per ft.
  - Over one inch in diameter cost + credit  
not to exceed  
\$140.00
  
- o **Conversion Kits**
  - Standard Kit No charge
  - Non-standard Kit Cost + credit  
not to exceed  
\$60.00 per unit

**Industrial**

- o **Inside Pipe & Fittings - Installed Cost \***
- o **Conversion Kits**
  - Standard Kit No charge
  - Non-standard Kit Cost \*

\* Industrial customers are eligible for a credit up to and not exceeding \$5,000 in actual costs for the initial conversion.

**Labor Rates**

- o **Technician, vehicle, tools & equipment** ~~\$21.00~~ per hour  
35.00

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FORM NO.13 P.S.C. MO. No. 1 1st ~~(XXXXXXXXXX)~~ Sheet No. 56  
(revised)  
Cancelling P.S.C. MO. No. 1 (original) Sheet No. 56  
(XXXXXXXXXX)  
Fidelity Natural Gas, Inc. For Refer to Sheet 1  
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**RULES AND REGULATIONS (cont.)**

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Technician only ~~\$11.00~~ per hour  
# 25.00

Note: Prices are subject to change without notice.  
Credits only apply when work is being done by  
Company representatives.

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(XXXXXXXXXX )  
Fidelity Natural Gas, Inc. For Refer to Sheet i  
Name of Issuing Corporation Community, Town or City

RULES AND REGULATIONS (cont.)		RECEIVED
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APPROVED UNIT LIST		MISSOURI Public Service Commission
Residential Units:		
Gas Furnace		
Gas Hot Water Heater		
Gas Range & Oven		
Gas Range Top		
Gas Built-In Oven		
Gas Clothes Dryer		
Gas Fireplace		
Commercial Units:		
Gas Furnace		
Gas Hot Water Heater		
Gas Range Top		
Gas Built-In Oven		
Gas Clothes Dryer		
Gas Deep Fryer		
Gas Grill		
Gas Cooling Unit (Refrigerator)		
Gas Cooling Unit (Air Conditioning)		
Industrial Units:		
Gas Furnace		
Gas Hot Water Heater		
Gas Operated Production Equipment		
Gas Cooling Unit (Air Conditioning)		
Gas Cooling Unit (Refrigerator)		
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Fidelity Natural Gas, Inc. For Refer to Sheet 1  
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RULES AND REGULATIONS (cont.)

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(26) Limitations Upon Company's Obligation to Supply Gas Service

(a) Whenever there is insufficient gas available to serve an applicant for gas service, the Company shall keep all such applications on file in chronological order by date of application within each priority and daily requirement group set out above. When the gas supply available permits applicants to become eligible for gas service in accordance with the system of priorities set out herein, the Company shall notify said applicants in writing of their eligibility. Such notice shall state the date upon which gas service will be available.

(b) The Company shall, at its sole judgment and based upon all pertinent information available, make determinations of the quantity of gas service which can be provided from time to time. Whenever there are unfulfilled applications for gas service, such determinations shall be made with sufficient frequency to recognize any substantial change in the Company's gas supply and demand balance.

(27) Notice of Acceptance

(a) Any applicant who receives a notice of eligibility for gas service shall notify the Company in writing, within thirty (30) days after the notice of eligibility, of his intention to accept gas service. In the event such notice of acceptance is not so received by the Company then applicant's eligibility shall be void and transferred to another applicant in accordance with the priorities set out herein.

(b) Any applicant who becomes eligible for gas service shall present to the Company, within ninety (90) days of the notice of eligibility sufficient evidence that the necessary equipment has or is being installed or that applicant has otherwise committed to the purchase and installation of such equipment. In the event such evidence is not so presented to the Company, then applicant's eligibility shall be void and transferred to another applicant in accordance with the priorities set out herein.

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Fidelity Natural Gas, Inc. For Refer to Sheet i  
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RULES AND REGULATIONS (cont.)	RECEIVED DEC 10 1992
<b>MISSOURI</b> <b>Public Service Commission</b>	
<p>(28) <u>Existing Commitments</u></p> <p>(a) Notwithstanding the provisions hereinabove set out, gas service will be supplied to any customer who has received specific approval for such service from the Company prior to the effective date hereof provided that the customer submits satisfactory evidence that prior to the effective date hereof: (a) an expense has been incurred specifically for the design, purchase or installation of gas equipment, or (b) that gas equipment has been ordered prior to said date, or (c) that detailed engineering plans for the use of gas equipment has been prepared prior to said date.</p> <p>(29) <u>Emergency Curtailment Plan</u></p> <p>In the event curtailment is warranted, commercial and industrial customers having facilities wherein the interruption thereof will not imperil human life or health will be interrupted first in a sequence of largest to smallest. Service will be restored in the reverse order.</p> <p>(29.1) <u>Relief from Liability</u></p> <p>The Company shall be relieved of all liabilities, penalties, charges, payments, and claims of whatever kind, contractual or otherwise, resulting from or arising out of the Company's failure to deliver all or any portion of the volumes of gas desired by any particular customer or group of customers to the extent that such failure results from the implementation of the Emergency Curtailment Plan herein prescribed or from any other orders or directives of duly constituted authorities, including, but not limited to, all regulatory agencies having jurisdiction in the premises.</p>	
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Fidelity Natural Gas, Inc. For Refer to Sheet i  
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(29.2) Precedence

To the extent that this rule, or any provision(s) hereof, conflict with any other provision(s) of the Company's filed tariff, Rules and Regulations, or contracts, this rule shall take precedence.

(30) Special Meter Readings

At the customer's request, the Company will read a customer's meter at a special time by appointment when the meter cannot be read or is not being read by the regular meter reader. When such a meter reading is made, a special meter reading charge shall be made.

(31) Collection Trip Charge

When Company makes a service trip for the purpose of disconnection of service because of non-payment, and customer pays Company's personnel, at customer's premises, to prevent said disconnect, an additional charge (a trip charge) will be billed to the customer for the recovery of the expense of Company personnel traveling to customer's premises.

(32) Average Payment Plan

By mutual agreement between the customer and the Company any residential customer may be billed on the Average Payment Plan (the Plan), providing the customer satisfies the Company's credit requirements. Although customers may enter the Plan program any month of the year by contacting the business office, the Company will encourage customers to enter the program during the month of July each year. During July residential customers will be notified of the Plan by the Company issuing a bill containing two amounts, the actual amount and the payment due under the Plan. If the customer elects to go with the Plan, he pays the average amount. If the customer pays the actual amount, the next month's bill will also contain the two amounts, giving the customer another opportunity to sign up.

The Company will calculate the customer's total annual bill based on twelve months of historical usage as adjusted for any significant rate change, abnormal weather conditions or other factors. The first average amount due will be that total divided by twelve. If the customer is new and

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Fidelity Natural Gas, Inc. For Refer to Sheet 1  
Name of Issuing Corporation Community, P. Town of City

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historical data is not available, the customer will be billed on the most accurate information that is available at the time of the request. Fidelity will use one of two methods to estimate the annual usage, either the average Ccf usage stated in the feasibility study or on the average actual annual usage of all residential customers in service.

The Company will adjust the average billing during the fourth and eighth months of each twelve month period under the Plan, if the recalculated average payment amount reflects an increase of \$5.00 or more. Settlement of accounts will occur when participation in the Plan is terminated. No interest shall be due from or payable to the customer on the difference between actual and average usage.

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(revised)

Fidelity Natural Gas, Inc. For Refer to Sheet 1  
Name of Issuing Corporation Community, Town or City

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MAR 20 1995

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(33) Promotional Practices

In compliance with rules prescribed by 4 CSR 240-14.040(2), a schedule is herein set forth prescribing all promotional practices being engaged in by the utility as of the effective date which are not in violation of 4 CSR 240-14:

Conversion Policy

A variance to 4 CSR 240-14.020(5) was granted by the Missouri Public Service Commission in Case No. GA-91-299 on January 10, 1993. This promotional practice is being provided on a uniform basis to all classes of customers as described in the terms and conditions contained in Section 25 - Free Conversion Rules and Regulations of Fidelity's Natural Gas Tariff Number 1.

The purpose of this promotional practice is to encourage the connection of more customers, some of whom may not be able to afford the conversion, and should result in safer, more cost-saving construction and lower rates to all customers. See Report and Order, Case No. GA-91-299, p. 4. This promotional practice is provided by Fidelity Natural Gas, Inc., pursuant to its Tariff Sheet Nos. 52-57. No affiliate of Fidelity Natural Gas, Inc. is directly involved in the conversion policy.

Gas Purchasing Arrangements

The purpose of this arrangement is to meet unregulated competition. Fidelity Natural Gas, Inc. seeks to obtain its natural gas supplies at the lowest possible cost while maintaining reliability. Fidelity Natural Gas has arranged for natural gas supplies from Fidelity Energy Resources, an affiliated gas marketing, exploration and development company at prices that may be more favorable than the average market prices available on the open market. All customers receive the benefit of this supply arrangement without complying with any additional terms or conditions. The Company plans no additional advertising or publicity related to its purchasing arrangements. To the extent that Fidelity Natural Gas's gas purchasing arrangements may fall within the definition of a promotional practice as defined in 4 CSR 240-14.010(6)(L), Fidelity Natural Gas has described its gas purchasing arrangements herein to ensure compliance with 4 CSR 240-14.040(2).

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FCR 7 1996

CUSTOMER CHARGE WAIVER

**MISSOURI  
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For an eighteen (18) month period from the effective date of Second Revised Sheet No. 2, the Company's customer charge is waived for residential and commercial customers. The customer charge for any new customer converting to natural gas will be waived for eighteen months beginning with the date of conversion. The purpose of this waiver is to meet unregulated competition and generally promote the availability and affordability of natural gas in the Company's service area. All residential and commercial customers receive the benefit of this customer charge waiver program without complying with any additional terms or conditions. To the extent that Fidelity Natural Gas' customer charge waiver program may fall within the definition or a promotional practice as defined in 4 CSR 240-14.010(6)(L), Fidelity Natural Gas has described its customer charge waiver program herein to ensure compliance with 4 CSR 240-14.040(2).

RESALE

Natural gas service supplied to a customer shall be for the exclusive use of the customer and shall not be remetered, submetered, redistributed or resold to another or others. The Company shall not offer any natural gas service (including sales and transportation service) to any entity which is not a customer (end-user).

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