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June 26, 2002

The Honorable Dale Hardy Roberts  
Secretary/Chief Regulatory Law Judge  
Missouri Public Service Commission  
P.O. Box 360  
Jefferson City, MO 65102-0360

Re: Laclede Gas Company

Dear Judge Roberts:

Please find enclosed for filing the original and eight copies of a Verified Application for Variance.

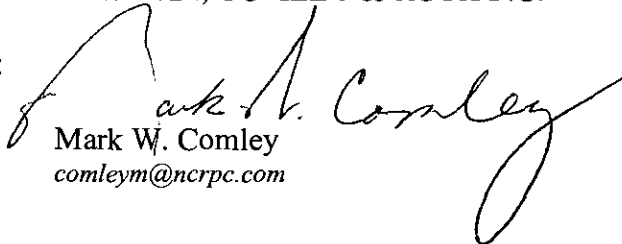
Would you please see that this filing is brought to the attention of the appropriate Commission personnel.

Thank you.

Sincerely,

NEWMAN, COMLEY & RUTH P.C.

By:

  
Mark W. Comley  
comleym@ncrpc.com

MWC:ab

Enclosure

cc: Office of Public Counsel  
General Counsel's Office  
Michael C. Pendergast

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

In the Matter of Laclede Gas Company's     )  
Application for a Variance from the         )  
Provisions of Certain Commission Rules     )  
To Offer Electronic Billing                    )

Case No. \_\_\_\_\_

**VERIFIED APPLICATION FOR VARIANCE**

COMES NOW Laclede Gas Company ("Laclede" or "Company"), and pursuant to 4 CSR 240-2.060(14) and 4 CSR 240-13.065, respectfully requests the Missouri Public Service Commission ("Commission") grant Laclede a variance from Commission Rules 4 CSR 240-13.015(1)(A), 13.015(1)(R), 13.050(5) and 13.055(3) so that Laclede may offer, on economically sound terms, a program under which its customers can receive and pay their gas bills electronically over the Internet. Good cause justification for the variance includes increased customer choice for billing and payment, cost savings for all customers, customer convenience, and reliability. In support of this Application, Laclede states as follows:

**INTRODUCTION**

1. Laclede is a public utility incorporated under the laws of the State of Missouri, with its principal office located at 720 Olive Street, St. Louis, Missouri 63101.
2. A Certificate of Good Standing evidencing Laclede's corporate status in Missouri is attached hereto, and made a part hereof, as Exhibit 1.
3. Laclede is engaged in the business of distributing and transporting natural gas (and to a limited extent distributing liquefied petroleum gas) to customers in the City of St. Louis and the Counties of St. Louis, St. Charles, Crawford, Jefferson, Franklin,

Iron, Ste. Genevieve, St. Francois, Madison, and Butler in Eastern Missouri, as a gas corporation subject to the jurisdiction of the Commission.

4. Laclede has no pending actions or final unsatisfied judgments or decisions against it within the past three years from any state or federal agency or court that involve customer service or rates.

5. Laclede is current on its annual report and assessment fee obligations to the Commission, and no such report or assessment fee is overdue.

#### **THE ELECTRONIC BILLING AND PAYMENT PROGRAM**

6. There is growing demand by customers to handle their billing and payment for natural gas service electronically. For customers comfortable with the Internet, this method of bill presentment and payment is both more convenient and cheaper than handling a paper bill. Accordingly, Laclede has entered into an agreement (the "Agreement") with the CheckFree Corporation ("CheckFree"), a company specializing in electronic commerce services. Under the Agreement, Laclede pays CheckFree to host customer bills on its website, to store bills for enrolled customers on its servers for up to six months, and to collect and consolidate customers' electronic payments.

7. Under the program contemplated by the Agreement, Laclede refers interested customers to CheckFree's website, where customers may enroll for electronic billing and payment of the customers' gas bill at no charge. Of course, customers may also apply for electronic billing and payment services at other websites, or for enhanced services at CheckFree's website, in which event the customer may be required to pay a service charge. Once a customer is enrolled, Laclede provides that customer's billing

information to CheckFree, who posts the bill on its website in a format that appears very similar to the post-card bill the customer currently receives. A sample of an electronic bill is attached hereto as Exhibit 2.

8. After posting a customer's bill, CheckFree originates an email message to the customer notifying the customer of the posting. The customer simply "clicks" on the link in the email to open the bill, or accesses the website where the customer enrolled, to view the bill over the Internet. After the customer views the bill on the CheckFree website, the customer may pay the bill electronically via CheckFree or may pay through certain other electronic bill-paying methods.

9. CheckFree does not charge Laclede to deliver payments of electronic bills, and typically the cost to Laclede to process payments received from CheckFree or other payment consolidators is substantially less than the cost to process a paper check. The cost to Laclede of processing paper checks is further increased if a bill stub does not accompany such payment. Therefore, Laclede strongly prefers that customers who receive electronic bills pay electronically as well. In view of this consideration, Laclede is willing to permit a limited number of non-electronic payments per year for customers who choose electronic billing. If the customer chooses to make an excessive number of non-electronic payments, electronic billing will be discontinued and the customer will return to the paper system. In total, the unit cost to Laclede of electronic billing and payment is roughly 15% less than the current cost to mail a postcard bill and process a payment by check.

10. The economic feasibility of this program depends, of course, on being able to avoid these traditional billing, mailing and processing costs. Therefore, as part of the

process of enrolling in the electronic billing program, the customer agrees to forego receiving the paper bill and to make electronic payments. The customer may choose, at any time, to discontinue participating in the electronic billing program and return to the paper billing system.

11. For electronic billing customers who are in default, an abbreviated discontinuance notice is delivered electronically as a “pop-up” notice that overlays the electronic bill. The customer must acknowledge this notice before being allowed to drill down through it to view the electronic bill. The abbreviated discontinuance notice links to an Internet page that gives the customer additional information on how to avoid discontinuance of service.

### **CURRENT RULES ON BILLING AND PAYMENT**

12. Rule 13.015(1)(A) defines a “Bill” as a “written demand for payment...” It appears that an electronic bill is a “Bill” because an electronic bill appears as written, as opposed to oral. Nevertheless, Laclede seeks a variance from Rule 13.015(1)(A), if necessary, in order to confirm that an electronically posted bill is a “Bill.”

13. Rule 13.015(1)(R) defines “Rendition of a bill” as meaning “the mailing or hand-delivery of a bill by a utility to a customer.” Rule 13.020, which covers billing and payment standards, then focuses on actions triggered by a utility’s rendition or rendering of a bill.<sup>1</sup> Thus, the obligation on the utility to “render” a bill could be construed as requiring mailing through the U.S. mail (or hand-delivery), rather than an

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<sup>1</sup> See e.g. Rule 13.020(1) (“A utility shall normally render a bill for each billing period...”), Rule 13.020(7) (“A monthly-billed customer shall have at least twenty-one (21) days...from the rendition of the bill to pay the utility charges...”), and Rule 13.020(10) (“A utility shall render a separate billing for service provided at each address unless otherwise requested by the customer and agreed to by the utility.”)

alternative. Laclede seeks a variance from Rule 13.015(1)(R) to provide that "Rendition of a bill" includes the electronic posting of a bill as an alternative.

14. Today, pursuant to Rule 13.020, all of Laclede's customers receive a mailed bill.<sup>2</sup> Through the variance sought by this application and its contemporaneous tariff changes, Laclede seeks to offer customers the opportunity to choose over which medium they would like to receive their gas bills: paper or electronic.

15. Rule 13.050(5) requires utilities to provide, by first class mail, at least ten days notice of a proposed discontinuance of residential service, prior to discontinuing such service. Rule 13.055(3) also requires the same ten day notice by first class mail specifically during the cold weather season (November 1-March 31). In both cases, the ten-day mailing requirement is only the first step in a three-step process the utility must follow before it may discontinue residential service. In practice, Laclede offers approximately 21 days notice in its first discontinuance notice by delivering the discontinuance warning with the first bill that follows an unpaid bill. By this Application, Laclede seeks a variance from the requirement that the first discontinuance notice be sent by first class mail for customers who have chosen to handle their gas bill electronically. Instead, Laclede believes that, since the first discontinuance notice is delivered with the customer's paper bill for customers on the paper mail system, such notice should similarly be delivered with the electronic bill for customers on the electronic mail system.

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<sup>2</sup> As set forth in more detail *supra*, Laclede is piloting an electronic billing program. Although Laclede has not publicized this program, more than five hundred of its more Internet-savvy customers have discovered the program and enrolled. Pending approval of this Application, Laclede is sending these customers both a paper bill and an electronic bill.

16. As set forth below, several reasons exist that provide good cause justification for the Commission to grant the variance sought herein. No other public utility will be affected by the variance.

#### **GOOD CAUSE FOR THE VARIANCE**

17. Good cause exists for the Commission to grant the variance to allow Laclede customers to choose to handle their gas bills electronically. Granting the variance requested by Laclede would provide (i) increased customer choice for billing and payment; (ii) cost savings; (iii) convenience; and (iv) reliability.

#### **Customer Choice**

18. All customers who qualify for Laclede's electronic billing and payment program would have a choice between receiving their gas bills via electronic mail and receiving them via paper mail. Any customer who opted to participate in the electronic bill program could immediately return to the paper bill program by providing notice to Laclede.

19. This Commission has enabled customers of telecommunication utilities to choose between paper and electronic billings. Under the Chapter 33 Rules for Telecommunications Companies, Rule 33.020(4) defines a bill as a "written or electronic demand for payment..." Further, Rule 33.020(21) provides that "Rendition of a bill is the date a bill is mailed, posted electronically or otherwise sent to a customer." The telecommunications customers who have been given the choice between paper and electronic telephone bills are the same customers to whom Laclede seeks to offer a choice between paper and electronic gas bills. There is no reason that these customers should have this option for their telephone service, but not for their gas service.

20. Moreover, an agreement between the customer and Laclede to provide the customer an electronic bill rather than a paper bill is consistent with the spirit of Commission Rule 13.020(10), which provides that “A utility shall render a separate billing for service provided at each address *unless otherwise requested by the customer and agreed to by the utility.*” (emphasis added) Although the electronic billing program does not necessarily pertain to customers with multiple addresses, the overarching principle covered by this rule is that the customer and the utility can agree on a mutually beneficial billing method. In the present case, the customer and the utility would agree that the utility will render electronic bills and discontinue paper bills. As stated above, the customer is free to choose to undo this arrangement at any time and return to the paper billing method.

#### **Cost Savings**

21. Offering customers the opportunity to use either electronic or paper mailing systems, on the terms proposed herein, would create cost savings both for customers who opt for the electronic billing system and for those who do not. In other words, all customers would share in the savings, not just customers who choose the electronic billing system. First, electronic billing customers would reap savings from eliminating the cost of paper checks, envelopes and postage stamps. Second, Laclede would experience savings in the cost of delivering bills and handling payments. With electronic billing, Laclede would no longer incur the stationery, handling, and postage costs associated with delivering paper bills and the costs that accompany processing individual customer payments by paper checks enclosed in envelopes. Instead, CheckFree and other bill consolidators would send Laclede single payments that



consolidate the individual customer payments, together with a machine-processable electronic file listing the individual payments received from customers. Further, electronic delivery of the first discontinuance notice with the electronic bill significantly reduces the cost of delivering the notice. These savings to Laclede would be passed through to *all* customers, paper bill and electronic bill alike, via lower operating expenses.

22. However, these cost savings would be reversed if Laclede were to be required to issue both paper bills and electronic bills to customers who choose the electronic system. Similarly, cost increases would result if Laclede is required to send via regular mail the first notice of discontinuance to customers who have chosen to receive electronic bills.

23. As described previously, the roundtrip cost of delivering an electronic bill and receiving payment is somewhat less than the current cost to mail a postcard bill and to process a return payment by check. Thus, a requirement to provide both a paper bill and an electronic bill would nearly double Laclede's cost of issuing bills in those instances where customers have chosen the electronic billing system. Significantly increasing the cost and eliminating the efficiencies that would otherwise be produced by an electronic billing system would effectively eviscerate the economic justification for such a system. Moreover, promoting electronic billing under this requirement would impose unnecessary costs on customers who either do not have a computer, do not have Internet access, or who simply choose to remain in the paper billing system. These customers would end up subsidizing customers who choose to receive their bill via the Internet by sharing in the cost to send such customers two bills, one via regular mail and

one via the Internet, along with the cost to mail such customers the first notice of discontinuance of service. Adopting the proposed variance will avoid such a result.

#### **Convenience**

24. There is no doubt that receiving a gas bill electronically is more convenient than receiving a paper bill. Email can be retrieved without leaving the home. Electronic mail effectively stores itself, so the customer does not have to maintain a stack of paper bills. A vacationing customer need not “stop” the mail while out-of-town and then fetch mail held at the local post office. Electronic bills are “posted” for the customer’s viewing on CheckFree’s server, where they can be accessed by the customer from any location where the customer has access to the Internet. CheckFree will retain up to six bills for each customer on its computer server for later review by the customer.

25. On the electronic system, the gas bill can be opened and paid with simple points and clicks, while the paper post card bill must be paid by writing out a check, addressing and stamping an envelope, and then locating a mail receptacle. Where notices accompanying an envelope bill can be misplaced or lost, notices accompanying an electronic bill cannot.

26. The Commission is well aware of the benefits of the electronic age. The Commission’s Internet website enables users to quickly and easily access information such as Commission orders, agendas, schedules and rules. Moreover, the Commission has this year established its Electronic Filing and Information System (“EFIS”), which affords filers the choice of making their filings via paper or the Internet. This is effectively the same choice Laclede is attempting to offer its customers through this variance.

## **Reliability**

27. Electronic billing can be tracked better than paper bills. While paper mail can be tracked via an overnight service or a certified/return receipt requested service, both of these options have been deemed too expensive for bulk utility mailings. While the United States mail system is certainly very reliable, mailings do get lost on occasion. However, the fact that paper mail is not tracked permits a claim that can neither be confirmed nor denied that a bill got lost in the mail. In contrast, because email can be tracked, and because the customer's bill is stored on CheckFree's website, the customer can depend on reliable access to the bill.

28. Customers on the electronic billing system can also rely on increased privacy. While a postcard bill can be easily viewed as it winds its way through the U.S. Postal Service, it is very difficult to intercept an electronic bill. Naturally, viewing and payment of electronic bills will be password protected.

29. With respect to notices of discontinuance, Laclede delivers the first notice of discontinuance on the first bill that follows an unpaid bill. Such notice gives the customer 21 days to cure the default, substantially exceeding the 10 days required by Commission rules. This practice also enables the customer to ascertain the balance due and the due date by reference to the accompanying billing statement. The first discontinuance notice should likewise be electronically delivered with the electronic bill for a customer on the electronic billing system, and for the same reasons. It enables the customer to refer to the billing statement and, as stated above, reduces the cost of delivering the notice. Further, it can be assured that the customer will see the discontinuance notice, because the customer must acknowledge it before being allowed to

access the electronic bill. Finally, the first notice of discontinuance should accompany the electronic bill, because the customer expects the bill to be delivered electronically, and is therefore likely to give it more attention than a paper mailing from Laclede.

30. Laclede would deliver all further notices of discontinuance (i.e. the second and third notice) via the ordinary media provided by Commission rules and Laclede's tariff. Specifically, Laclede would send the second notice of discontinuance via regular mail, since this is the normal format for second notices and the customer has no specific expectation to receive this notice electronically. Finally, the third notification of discontinuance would continue to be made through a reasonable effort to personally contact the customer, in accordance with Rule 13.050(8).

31. Thus, Laclede would provide residential customers using the electronic billing and payment system notice via electronic mail, regular paper mail and attempted personal contact before discontinuing service.

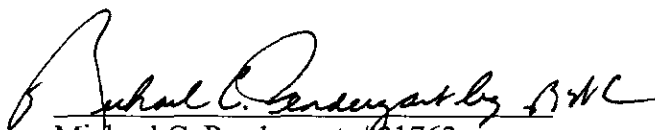
### **SUMMARY**

32. Current Commission rules require gas bills and the first notice of discontinuance of residential service to be delivered via first class mail. Laclede seeks a variance from these rules so that it may offer a program under which its customers can receive and pay their gas bills electronically over the Internet. Good cause for the requested variance includes increased customer choice for billing and payment, cost savings for all customers, customer convenience, and reliability. Attached hereto as Exhibit 3 are revised tariffs reflecting the changes necessary to implement the electronic billing and payment program. Such revised tariffs have been contemporaneously filed with this application.

## REQUEST FOR RELIEF

WHEREFORE, for the foregoing reasons, Laclede Gas Company respectfully requests that the Commission issue its Order granting a variance from Commission Rules 4 CSR 240-13.015(1)(A), 13.015(1)(R), 13.050(5) and 13.055(3), and approving the revised tariffs attached hereto.

Respectfully Submitted,

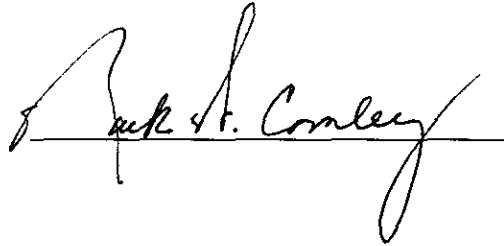


Michael C. Pendergast, #31763  
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Assistant General Counsel-Regulatory  
Laclede Gas Company  
720 Olive Street, Room 1524  
St. Louis, MO 63101  
Telephone: (314) 342-0533  
Facsimile: (314) 421-1979  
E-mail: rzucker@lacledegas.

**CERTIFICATE OF SERVICE**

The undersigned certifies that a true and correct copy of the foregoing Verified Application for Variance was served on the newspapers with the largest circulation in each county within Laclede's service territory affected by the requested variance, the Office of Public Counsel, each party in Laclede's most recent rate case who represented residential customers, and the General Counsel of the Staff of the Missouri Public Service Commission on this 26th day of June, 2002 by hand-delivery or by placing a copy of such Application, postage prepaid, in the United States mail.

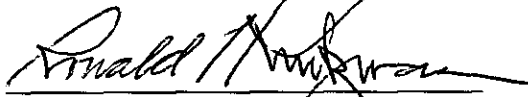
  
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**BEFORE THE PUBLIC SERVICE COMMISSION  
OF THE STATE OF MISSOURI**

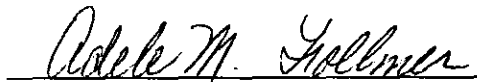
State of Missouri     )  
                                  ) SS.  
City of St. Louis     )

VERIFICATION

I, Ronald L. Krutzman, Treasurer and Assistant Secretary for Laclede Gas Company, being first duly sworn verify that I am familiar with the foregoing Verified Application for Variance filed on behalf of Laclede; and that the matters set forth therein are true and correct to the best of my knowledge, information and belief.

  
\_\_\_\_\_  
Ronald L. Krutzman

Subscribed and sworn to before me this 25<sup>th</sup> day of June, 2002.

  
\_\_\_\_\_

ADELE M. FOLLMER  
Notary Public — Notary Seal  
STATE OF MISSOURI  
Jefferson County  
My Commission Expires: June 11, 2004

My Commission expires:

June 11, 2004

# **EXHIBIT 1**



No. 00042501

# STATE OF MISSOURI



Matt Blunt  
Secretary of State

## CORPORATION DIVISION


### CERTIFICATE OF CORPORATE GOOD STANDING

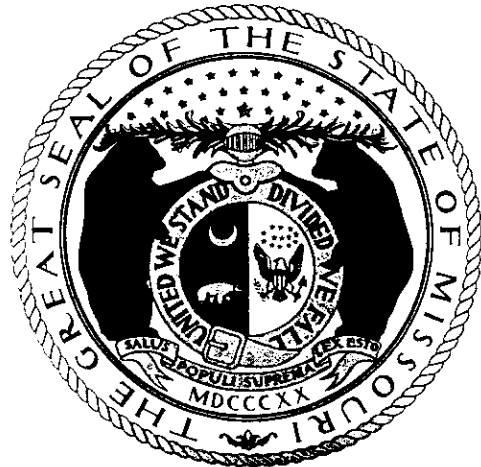
I, MATT BLUNT, Secretary of State of the State of Missouri,  
do hereby certify that the records in my office and in my  
care and custody reveal that

LACLEDE GAS COMPANY

was incorporated under the laws of this State on the 9th  
day of APRIL, 1924, and is in good standing, having fully  
complied with all requirements of this office.

IN TESTIMONY WHEREOF, I have set my  
hand and imprinted the GREAT SEAL of  
the State of Missouri, on this, the  
25th day of JUNE, 2002.

  
Secretary of State



## **EXHIBIT 2**



**CUSTOMER:** J DOE  
**ACCT. NO.:** 5653500012  
**SERVICE AT:** 123 WEST MAIN ST  
**RATE:** RG-Residential General  
**DEPOSIT:** \$0.00

**BILL SUMMARY**  
 OTHER CHARGES 1.00  
 CURRENT CHARGES 26.22  
**AMOUNT DUE \$27.22**  
**DUE BY 06-18-02**  
**DELINQUENT AFTER 06-27-02**

PLEASE PAY **AMOUNT DUE: \$27.22** BY **DUE DATE: 06-18-02**  
 BILL IS DELINQUENT AFTER: 06-27-02

**BILL DETAILS**

PRIOR GAS BALANCE	28.22
THANK YOU -DOLLAR HELP	1.00-
PAYMENT THANK YOU	28.22-
DOLLAR HELP	1.00
CHARGE FOR GAS SVC 05-02-02 TO 06-03-02	24.91
ST LOUIS CNTY TAX	1.31
ACCOUNT BALANCE	27.22

**GAS USAGE DETAILS**

GAS SERVICE 05-02-02 TO 06-03-02  
 (ACTUAL READING)

PRESENT READING	7263	PREVIOUS READING	7236	USAGE (CCF)	27
TOTAL USAGE (CCF)					27
xBTU FACTOR					1.020
<b>=THERMS</b>					<b>27.5</b>
DEGREE DAYS					104
AVG. THERMS PER DEG DAY					.2644
AVG. GAS COST PER THERM					\$.32250

**IMPORTANT INFORMATION**

\*\*\* DO NOT SEND A PAYMENT \*\*\*

YOU ARE IN THE EASY-PAY AUTOMATIC PAYMENT PLAN.

**Special Message**

*read this notice from your gas company*

**Gas Water Heaters**

*same-day or next-day installation*  
**(314) 342-0709**



**To report a gas odor or other emergency, and for all your billing, service or appliance repair needs, call:**

(314) 621-6960

(toll calls: 1-800-887-4173)

In an emergency, if our customer service lines are busy, call:

(314) 342-0800

For more safety information

Ebill FAQs

Terms and Conditions

Customer Service

lacledegas.com

For gas appliance service, call the Natural Gas Experts: (314) 621-6960  
 Gas appliance service work is not subject to PSC regulation.

## **EXHIBIT 3**

P.S.C. MO. No. 5 Consolidated, ~~Third~~Second Revised Sheet No. R-3  
CANCELLING P.S.C. MO. No. 5 Consolidated, Second~~First~~ Revised Sheet No.  
R-3

Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-1

Community, Town or City

RULES AND REGULATIONS

1. Definitions

Bill. A written demand for payment for service and the taxes and franchise fees related to it. Such bill may be in electronic form if agreed to by the customer and the Company.

Billing Period. A normal usage period of not less than twenty-six (26) nor more than thirty-five (35) days, except for initial, corrected or final bills.

Commission. The Public Service Commission of the State of Missouri.

Company. The word "Company" as used herein means the Laclede Gas Company acting through its duly authorized officers, employees, or other agents within the scope of their regular duties.

Complaint. An informal or formal complaint under 4 CSR 240-2.070.

Customer. A person or legal entity responsible for payment for gas service at any single specified location except one denoted as a guarantor.

Customer Extension. Any branch from, or continuation of, existing facilities to the point of delivery to the customer, including increases of capacity of any of the Company's facilities, or the changing of any facilities to meet customer's requirements and including all mains, service pipe, pressure regulators, and meters.

Customer's Installation. All piping, fixtures, valves, appliances, and apparatus of any kind or nature on the customer's side of the point of delivery, useful in connection with the customer's ability to take gas service.

Cycle Billing. A system which results in the rendition of bills to various customers on different days of a month.

Delinquent Charge. A charge remaining unpaid by a customer after the delinquent date.

DATE OF ISSUE

October 7, 1994

Month Day Year

DATE EFFECTIVE

November 7, 1994

Month Day Year

ISSUED BY

Gerald T. McNeive, Jr.,

Vice President,

720 Olive St.,

St. Louis, MO 63101

Name of Officer

Title

Address

P.S.C. MO. No. 5 Consolidated, First RevisedOriginal Sheet No. R-3-a  
CANCELLING Original Sheet No. R-3-aAll Previous Schedules.

Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-1

Community, Town or City

RULES AND REGULATIONS

1. Definitions (Continued)

Delinquent Date. The date stated on a bill, which shall be at least twenty-one (21) days for a residential customer, and at least fifteen (15) days for a non-residential customer, from the rendition of the bill by the Company, or the extended payment date, if applicable, unless otherwise stated in the specific tariff sheet(s) under which gas service is provided.

Deposit. A money advance to the Company for the purpose of securing payment of delinquent charges which might accrue to the customer who made the advance.

Discontinuance of Service or Discontinuance. A cessation of service not requested by a customer.

Due Date. The date stated on a bill when the charge is considered due and payable.

E-bill. A bill delivered electronically to the customer, or to a web site selected by the customer, that can be viewed on a computer screen.

Estimated Bill. A charge for utility service which is not based on an actual reading of the meter or other registering device by an authorized Company representative.

Extended Payment Date Program. The plan offered at the Company's option in which the delinquent date for the charges stated on a bill for an enrolled residential customer shall occur seven calendar days after the delinquent date for non-enrolled residential customers, provided that such extended date shall not be less than two work days prior to the next scheduled billing date. Such extended date shall not apply if the customer's bill includes a notice of discontinuance of service. Enrollment requires written application including certification that the customer or the spouse of the customer is a Social Security benefit recipient, and including authorization for the Company to verify that Social Security benefits are received.

Extension Agreement. A verbal agreement between the Company and the customer extending payment for fifteen (15) days or less.

Gas Main. The term "Main" shall mean a gas pipe, owned, operated, and maintained by the Company but does not include "gas service pipes."

Gas Meter. The meter, or meters, together with any required auxiliary devices installed to measure the quantity of gas delivered to any individual customer at a single point of delivery.

Gas Regulator. The regulator, or regulators, if required, together with any auxiliary devices, installed to reduce or regulate the pressure of gas.

DATE OF ISSUE October 7, 1994  
Month Day Year

DATE EFFECTIVE November 7, 1994  
Month Day Year

ISSUED BY Gerald T. McNeive, Jr., Vice President, 720 Olive St., St. Louis, MO 63101  
Name of Officer Title Address

P.S.C. MO. No. 5 Consolidated, First RevisedOriginal Sheet No. R-3-b  
CANCELLING Original Sheet No. R-3-bAll Previous Schedules

Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-1

Community, Town or City

RULES AND REGULATIONS

1. Definitions (Continued)

Gas Service. The availability of gas at delivery characteristics, irrespective of whether any gas is actually used.

Gas Service Facilities. The facilities joining the gas main to the point of delivery. The facilities include:

- (a) Gas Service Pipe
- (b) Gas Meter
- (c) Gas Regulator

Gas Service Pipe. The piping including valves and fittings joining the gas main to the inlet of the gas meter, but exclusive of gas regulators.

Guarantee. A written promise from a third party to assume liability up to a specified amount for delinquent charges which might accrue to a particular customer.

In Dispute. Any matter regarding a charge or service which is the subject of an unresolved inquiry.

Late Payment Charge. An assessment on a delinquent charge in accordance with a utility tariff on file with the commission and in addition to the delinquent charge.

Point of Delivery. The point at which the Company's piping extending from the outlet of the gas meter is joined to the piping forming part of the customer's installation. The point of delivery shall be located within three feet of the meter outlet.

Purchased Gas Adjustment Clause. The adjustment procedure approved by the commission to recognize variations in the cost of purchased gas.

Rendition of a Bill. The mailing, ~~or~~ hand delivery ~~or~~ electronic posting ~~or~~ delivery of a bill by the Company to a customer. The Company shall be required to render a bill through only one of the foregoing methods.

Residential Customer. A customer who purchases gas service for domestic use, including gas service provided to a single family dwelling or to a single meter serving a multiple family dwelling consisting of four (4) or fewer single family dwelling units, regardless of whether the customer is the ultimate consumer of the gas service. In addition, a customer who purchases gas service for such a dwelling while the dwelling is vacant shall be classified as a Residential Customer. This definition is intended to satisfy the provisions of Section 144.030 (23) RSMo, by establishing and maintaining a system and rate classification of "residential" to cause sales to residential customers under any of the Company's rate schedules to be considered as sales made for domestic use and thus exempt from sales tax.

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ISSUED BY

Gerald T. McNeive, Jr., Vice President,

720 Olive St., St. Louis, MO 63101

Name of Officer

Title

Address

P.S.C. MO. No. 5 Consolidated, First Revised Original Sheet No. R-6-b  
CANCELLING Original Sheet No. R-6-b All Previous Schedules

Laclede Gas Company  
Name of Issuing Corporation or Municipality

For Refer to Sheet No. R-1  
Community, Town or City

RULES AND REGULATIONS

6. Rendering and Payment of Bills (Continued)

(7) A monthly-billed residential customer shall have at least twenty-one (21) days from the rendition of the bill to pay the utility charges unless the customer is enrolled in the extended payment date program. If the due date or delinquent date falls upon a Sunday, legal holiday, or any other day when the offices of the Company regularly used for the payment of customer bills are not open to the general public, the due date or delinquent date shall be extended through the next business day. The date of payment for remittance by mail or for remittances originated electronically is the date on which the Company receives the remittance.—The Company shall not base an assessment of a deposit or delinquent charge, or a discontinuance of service, on a payment that was made to a payment agent on or before the due date or delinquent date.

(8) The Company shall not assess an additional charge upon a customer by reason of the customer's failure to pay any balance due and owing prior to the delinquent date unless this additional charge has been approved by the commission as a part of the Company's rate tariffs.

(9) Every bill for residential utility service shall clearly state —

(A) The beginning and ending meter readings of the billing period and the dates of these readings;

(B) The date when the bill will be considered due and the date when it will be delinquent, if different;

(C) Any previous balance which states the balance due for utility charges separate from charges for services not subject to commission jurisdiction;

(D) The amount due for the most recent billing period for gas usage stated separately from the amount due for the same period for a deposit and the amount due for the same period for service not subject to commission jurisdiction;

(E) The amount due for other authorized charges;

(F) The total amount due;

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**P.S.C. MO. No. 5 Consolidated, First Revised Original Sheet No. R-6-c  
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Laclede Gas Company  
Name of Issuing Corporation or Municipality

For Refer to Sheet No. R-1  
Community, Town or City

**RULES AND REGULATIONS**

**6. Rendering and Payment of Bills (Continued)**

(G) The telephone number the customer may call from the customer's service location without incurring toll charges and the address of the Company where the customer may initiate an inquiry or complaint regarding the bill as rendered or the service provided. Charges for measured local service are not toll charges for purposes of this rule;

(H) License, occupation, gross receipts, franchise and sales taxes; and

(I) Purchased gas adjustment cost in total or cents per unit basis.

(10) The Company shall render a separate billing for service provided at each address unless otherwise requested by the customer and agreed to by the Company.

(11) During the billing period prior to any tariffed seasonal rate change, the Company shall notify each affected residential customer, on the bill, ~~or~~ on a notice accompanying the bill or a website link referenced by an e-bill, of the direction of the upcoming seasonal rate change and the months during which the forthcoming seasonal rate will be effect.

**B. Modification of Questionable Meter Readings.**

Any modification of a questionable actual meter reading or device reading requires supervisory approval and is subject to the following requirements:

If an actual reading is obtained after three or more consecutive estimates, the actual reading must be used unless another correcting reading is obtained. No modification can be made.

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Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-1

Community, Town or City

**RULES AND REGULATIONS**

**14. Discontinuance of Service (Continued)**

notice procedures required by this rule shall again be followed before the Company may discontinue service to a residential customer.

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

(A) The name and address of the customer and the address, if different, where service is rendered;

(B) A statement of the reason for the proposed discontinuance of service and the cost for reconnection;

(C) The date on or after which service will be discontinued unless appropriate action is taken;

(D) How a customer may avoid the discontinuance;

(E) 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; and

(F) A telephone number the customer may call from the service location without incurring toll charges and the address of the Company prominently displayed where the customer may make an inquiry. Charges for measured local service are not toll charges for purposes of this rule.

(5) The Company shall not discontinue residential service pursuant to section (1) 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. ~~Service of notice~~ The Company may serve notice by first class mail, which will be is complete upon mailing. The Company may deliver such notice electronically if the customer has opted for e-bill delivery. Service of electronic notice is complete upon delivery of the notice to the site where the e-bill is posted. As an alternative, the Company may deliver a written notice in hand to the customer at least ninety-six (96) hours prior to discontinuance. The Company shall maintain an accurate record of the date of mailing or delivery. A notice of discontinuance of service shall not be issued as to that portion of a bill which is determined to be an amount in dispute pursuant to sections 4 CSR 240-13.045(5) or (6) that is currently the subject of a dispute pending with the Company or complaint before the commission, nor 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 the notice, in which case the Company shall take necessary steps to withdraw or cancel this notice.

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Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-1

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RULES AND REGULATIONS

22. Meter Reading Non-Access Charge

If the Company has been unable to gain access for meter reading purposes for nine months or more, and if the customer thereafter fails to provide access for meter reading within 21 days after written request is mailed via first class mail, a Charge for Non-Access may be made. Notification of such charge must be included prominently in the request for access. Such charge must be included as a separate line on the customer's bill, and a notice explaining the charge must be included with the bill. In the event a customer provides access within 21 days after a bill including the charge is rendered~~mailed~~, such charge will be reversed. A maximum of three non-access charges may be assessed in any twelve month period. This charge will be waived if the customer does not control access to the meter.

23. 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.

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Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-1

Community, Town or City

RULES AND REGULATIONS

27. Cold Weather Maintenance of Service:

Provision of Residential Heat-Related Utility Service During Cold Weather

(1) The following definitions shall apply in this rule:

(A) Energy Crisis Intervention Program. The federal ECIP administered by the Missouri Division of Family Services under section 660.100 RSMo.

(B) Heat-related Utility Service. Any gas or electric service that is necessary to the proper function and operation of a customer's heating equipment.

(C) Low Income Home Energy Assistance Program (LIHEAP). The federal LIHEAP administered by the Missouri Division of Family Services under section 660.110, RSMo.

(D) Registered Elderly or Handicapped Customer. One who is sixty (60) years old and above, or is handicapped to the extent that s/he is unable to leave the premises without assistance and whose files with the Company a form approved by the commission attesting to the fact that s/he meets these qualifications and which also lists an agency or person the Company shall contact as required in this rule.

(E) Utilicare. The state program of energy assistance established by section 660.122, RSMo.

(2) This rule takes precedence over other rules on provision of heat-related residential utility service from November 1 through March 31.

(3) Notice Requirements. From November 1 through March 31, prior to discontinuance of service due to nonpayment, the Company shall –

(A) Notify the customer, at least ten (10) days prior to the date of the proposed discontinuance, ~~by first class mail, and,~~ in the case of a registered elderly or handicapped customer, notify the additional party listed on the customer's registration form of the Company's intent to discontinue service. The Company may deliver such notice to the customer by first class mail, or may post or deliver such notice electronically if the customer has opted for e-bill delivery. The contact with the registered individual shall include initially two (2) or more telephone call attempts with the mailing of the notice.

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