<u>Original</u>

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## Missouri Gas Energy, <u>a Division of Southern Union Company</u>

<u>_</u> <u>G</u>	ENERAL TERMS AND CONDITIONS FOR GAS SERVICE
(E)	Violation of any other rules of the Company approved by the commission which adversely affects the safety of the customer or other persons or the integrity of the utility's system;
(F)	As provided by state or federal law;
(G)	Failure of a previous owner or occupant of the premises to pay delinquent utility charges where the previous owner or occupant remains an occupant;
(H)	Failure to comply with the terms of a settlement agreement; or
(1)	Unauthorized interference, diversion of use of the Company's service by the applicant, or by a previous owner or occupant who remains an occupant.
	pany may not refuse to commence service to an applicant for any of the ving reasons:
(A)	Failure to pay for merchandise, appliances or services not subject to commission jurisdiction as an integral part of the utility service provided by Company;
(B)	Failure to pay the bill of another customer, unless the applicant who is seeking service received substantial benefit and use of the service to that customer, or unless the applicant is the legal guarantor for a delinquent bill. In this instance, the utility refusing to commence service, shall have the burden of proof to show that the applicant received substantial benefit and use of the service, or that the applicant is the legal guarantor, provided that such burden shall not apply if the applicant refuses to cooperate in providing or obtaining information she/he/it does or should have regarding the applicant's residence history. To meet that burden the utility must have reliable evidence that:
DATE OF ISSUE	March152005DATE EFFECTIVEApril152005monthdayyearmonthdayyea
ISSUED BY Mi	chael R. Noack Director, Pricing and Regulatory Affairs
	Missouri Gas Energy, Kansas City, MO. 64111

Missouri Public Service Commission GR-2017-0216; YG-2018-0118 <u>Original</u>

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# Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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DATE OF ISS	SUE	<u>March</u> month	<u>15</u> day	<u>2005</u> year	ſ	DATE E	FFECTI	VE	<u>April</u> month		15 day	200 yea
SSUED BY_	Mi	<u>chael R</u>	Noack		Mi	ssouri (	<u>Director,</u> Gas Ener	<u>, Pric</u> rgy,	<u>ing and I</u> Kansas (	<u>Regula</u> City, M	i <u>tory A</u> O. 64	ffair:
CANCELLED April 19, 2018												

	P.S.C.	MO.	No.	1
Canceling	P.S.C.	MO.	No.	<u>1</u>

Third Revised Second Revised

Missouri Gas Energy, a Division of Southern Union Company

For: All Missouri Service Areas

continuous gas service to customer, but does not guarantee the supplying of gas service against irregularities or interruptions. Company shall not be considered in default of its service agreement with customer and shall not otherwise be liable for any damage occasioned by irregularities or interruptions of service due to breakdowns or damage to equipment, extraordinary repairs, an act of God or public enemy, accidents, strikes or their equivalent, legal process, state or		GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
<ul> <li>good cause.</li> <li>3.03 CONNECTION OF SERVICE: The Company shall charge a transfer fee as set forth in Section 14 herein to service applicants when natural gas service is not being initiated or reinstated but is continuing from a prior customer unless the transfer is made from a landlord to tenant or tenant to landlord in connection with a revert to owner agreement on file with the Company as specified in Section 4.11 herein, in which case the transfer fee will be as set forth in Section 14 herein. The Company shall charge a connection fee as set forth in Section 14 herein to service applicants when natural gas service is being initiated for the first time or had been previously terminated at the location. At the customer's option, the connection fee may be spread out over a period not to exceed four months. Separate fees for reconnection of service after discontinuance by the Company are provided for in Section 3.12 herein.</li> <li>3.04 ACCESS TO CUSTOMER PREMISES: Customer shall give duly authorized agents and employees of Company, when properly identified, full and free access to the premises of customer at all reasonable hours for the purpose of constructing, installing, inspecting, adjusting, repairing, maintaining, replacing, or removing any of Company's facilities on the premises of customer, reading meters, or for any other purpose incidental to the gas service supplied by Company. Access for the purpose of reading meters inside buildings is more specifically covered in Section 5.05 herein.</li> <li>3.05 CONTINUITY OF SERVICE: Company will use reasonable diligence to furnish continuous gas service to customer, but does not guarantee the supplying of gas service against irregularities or interruptions. Company shall not be considered in default of its service agreement with customer and shall not otherwise be liable for any damage to equipment, extraordinary repairs, an act of God or public enemy, accidents, strikes or their equivalent, legal process, state or</li> </ul>		commence service temporarily for reasons of maintenance, health, safety or a
<ul> <li>forth in Section 14 herein to service applicants when natural gas service is not being initiated or reinstated but is continuing from a prior customer unless the transfer is made from a landlord to tenant or tenant to landlord in connection with a revert to owner agreement on file with the Company as specified in Section 4.11 herein, in which case the transfer fee will be as set forth in Section 14 herein. The Company shall charge a connection fee as set forth in Section 14 herein to service applicants when natural gas service is being initiated for the first time or had been previously terminated at the location. At the customer's option, the connection fee may be spread out over a period not to exceed four months. Separate fees for reconnection of service after discontinuance by the Company are provided for in Section 3.12 herein.</li> <li>3.04 ACCESS TO CUSTOMER PREMISES: Customer shall give duly authorized agents and employees of Company, when properly identified, full and free access to the premises of customer at all reasonable hours for the purpose of constructing, installing, inspecting, adjusting, repairing, maintaining, replacing, or removing any of Company's facilities on the premises of customer, reading meters, or for any other purpose incidental to the gas service supplied by Company. Access for the purpose of reading meters inside buildings is more specifically covered in Section 5.05 herein.</li> <li>3.05 CONTINUITY OF SERVICE: Company will use reasonable diligence to furnish continuous gas service to customer, but does not guarantee the supplying of gas service against irregularities or interruptions. Company shall not be considered in default of its service agreement with customer and shall not berwise be liable for any damage occasioned by irregularities or interruptions of service due to breakdowns or damage to equipment, extraordinary repairs, an act of God or public enemy, accidents, strikes or their equivalent, legal process, state or</li> </ul>		
<ul> <li>agents and employees of Company, when properly identified, full and free access to the premises of customer at all reasonable hours for the purpose of constructing, installing, inspecting, adjusting, repairing, maintaining, replacing, or removing any of Company's facilities on the premises of customer, reading meters, or for any other purpose incidental to the gas service supplied by Company. Access for the purpose of reading meters inside buildings is more specifically covered in Section 5.05 herein.</li> <li>3.05 CONTINUITY OF SERVICE: Company will use reasonable diligence to furnish continuous gas service to customer, but does not guarantee the supplying of gas service against irregularities or interruptions. Company shall not be considered in default of its service agreement with customer and shall not otherwise be liable for any damage occasioned by irregularities or interruptions of service due to breakdowns or damage to equipment, extraordinary repairs, an act of God or public enemy, accidents, strikes or their equivalent, legal process, state or</li> </ul>	3.03	forth in Section 14 herein to service applicants when natural gas service is not being initiated or reinstated but is continuing from a prior customer unless the transfer is made from a landlord to tenant or tenant to landlord in connection with a revert to owner agreement on file with the Company as specified in Section 4.11 herein, in which case the transfer fee will be as set forth in Section 14 herein. The Company shall charge a connection fee as set forth in Section 14 herein to service applicants when natural gas service is being initiated for the first time or had been previously terminated at the location. At the customer's option, the connection fee may be spread out over a period not to exceed four months. Separate fees for reconnection of service after discontinuance by the Company are provided for in
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February 28, 2010 TE OF ISSUE <u>February 16, 2010</u> DATE EFFECTIVE <u>March 18, 2010</u>		

month day year month day year

ISSUED BY Michael R. Noack April 19, 2018 Missouri Public Service Commission GR-2017-0216; YG-2018-0118

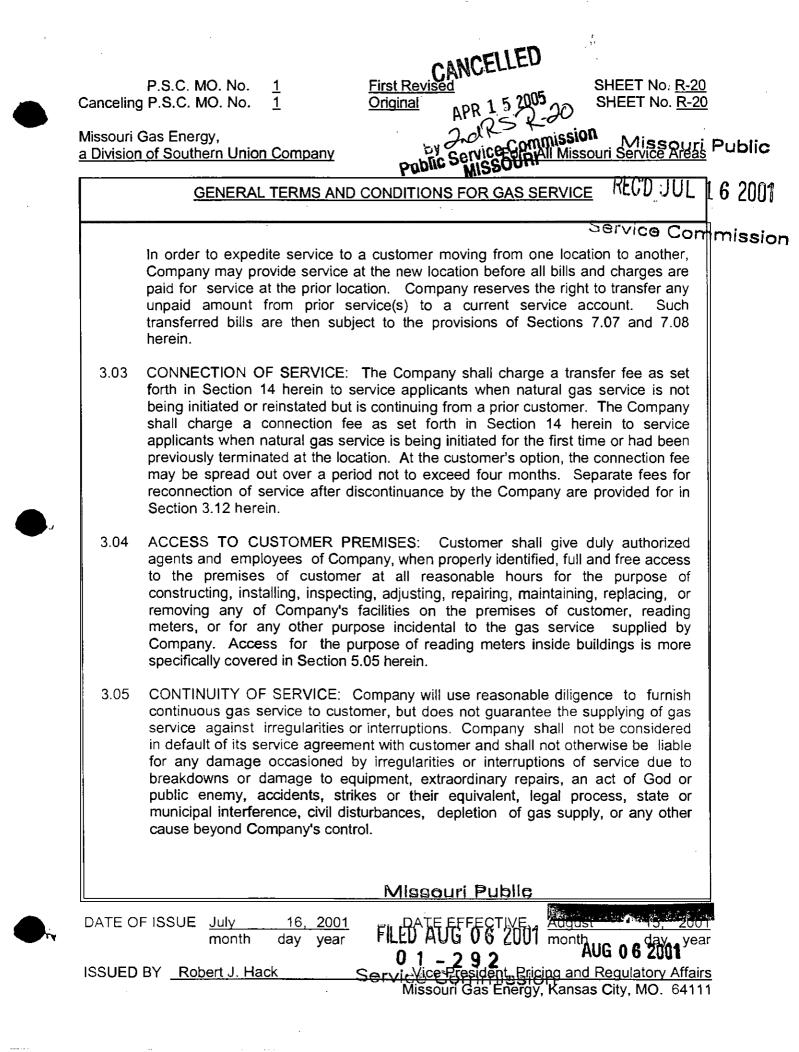
Director, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64449 **Missouri** Public Service Commission GR-2009-0355; YG-2010-0500

P.S.C. MO. No.	1	Second Revised	SHEET No. <u>R-20</u>
Canceling P.S.C. MO. No.	1	First Revised	SHEET No. <u>R-20</u>

Missouri Gas Energy, a Division of Southern Union Company

Service Commission GR-2009-0355; YG-2010-0500 For: All Missouri Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE (5) Notwithstanding any other provision of this rule, Company may refuse to commence service temporarily for reasons of maintenance, health, safety or a state of emergency until the reason for such refusal has been resolved. (6) Any provision of this section may be waived or varied by the commission for good cause. CONNECTION OF SERVICE: The Company shall charge a transfer fee as set 3.03 forth in Section 14 herein to service applicants when natural gas service is not being initiated or reinstated but is continuing from a prior customer. The Company shall charge a connection fee as set forth in Section 14 herein to service applicants when natural gas service is being initiated for the first time or had been previously terminated at the location. At the customer's option, the connection fee may be spread out over a period not to exceed four months. Separate fees for reconnection of service after discontinuance by the Company are provided for in Section 3.12 herein. ACCESS TO CUSTOMER PREMISES: Customer shall give duly authorized 3.04 agents and employees of Company, when properly identified, full and free access to the premises of customer at all reasonable hours for the purpose of constructing, installing, inspecting, adjusting, repairing, maintaining, replacing, or removing any of Company's facilities on the premises of customer, reading meters, or for any other purpose incidental to the gas service supplied by Company. Access for the purpose of reading meters inside buildings is more specifically covered in Section 5.05 herein. CONTINUITY OF SERVICE: Company will use reasonable diligence to furnish 3.05 continuous gas service to customer, but does not guarantee the supplying of gas service against irregularities or interruptions. Company shall not be considered in default of its service agreement with customer and shall not otherwise be liable for any damage occasioned by irregularities or interruptions of service due to breakdowns or damage to equipment, extraordinary repairs, an act of God or public enemy, accidents, strikes or their equivalent, legal process, state or municipal interference, civil disturbances, depletion of gas supply, or any other cause beyond Company's control. 2005 April 15. DATE EFFECTIVE 15, 2005 DATE OF ISSUE March day vear month month day year Director, Pricing and Regulatory Affairs ISSUED BY Michael R. Noack Missouri Gas Energy, Kansas City, MO. 64111 CANCELLED February 28, 2010 Missouri Public



P.S.C.MO. No. \_\_\_1\_\_\_

<u>Original</u>

Missouri Gas Energy,

a Division of Southern Union Company For All Missouri Service Areas GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JAN - 7 1994

# MISSOURI Public Service Commissio

In order to expedite service to a customer moving from one location to another, Company may provide service at the new location before all bills and charges are paid for service at the prior location. Company reserves the right to transfer any unpaid amount from prior service(s) to a current service account. Such transferred bills are then subject to the provisions of Sections 7.07 and 7.08 herein.

- 3.03 ACCESS TO CUSTOMER PREMISES: Customer shall give duly authorized agents and employees of Company, when properly identified, full and free access to the premises of customer at all reasonable hours for the purpose of constructing, installing, inspecting, adjusting, repairing, maintaining, replacing, or removing any of Company's facilities on the premises of customer, reading meters, or for any other purpose incidental to the gas service supplied by Company. Access for the purpose of reading meters inside buildings is more specifically covered in Section 5.05 herein.
- 3.04 CONTINUITY OF SERVICE: Company will use reasonable diligence to furnish continuous gas service to customer, but does not guarantee the supplying of gas service against irregularities or interruptions. Company shall not be considered in default of its service agreement with customer and shall not otherwise be liable for any damage occasioned by irregularities or interruptions of service due to breakdowns or damage to equipment, extraordinary repairs, an act of God or public enemy, accidents, strikes or their equivalent, legal process, state or municipal interference, civil disturbances, depletion of gas supply, or any other cause beyond Company's control.

#### AUG 0 6 2001 FILED 151/R5 R-20 Public Service Communion EB 1 1994 MISSOURI 94 - 4 n MO. PUBLIC SERVICE COMM 1994 DATE EFFECTIVE February 1 DATE OF ISSUE January 7 1994 month day vear month day year ISSUED BY Vice President, Rates and Regulatory Affairs

F. Jay Cummings

	P.S.C. MO. No.	1	Second Revised	SHEET No. R-21
Canceling	P.S.C. MO. No.	1	First Revised	SHEET No. R-21

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- 3.06 SUSPENSION OF SERVICE: Company shall have the right to suspend gas service to customer for temporary periods as may be necessary for the inspection, maintenance, alteration, change, health, safety, state of emergency, replacement or repair of gas facilities, or for the preservation or restoration of system operations. In all cases of interruption or suspension of service, Company will make reasonable efforts to restore service without unnecessary delay. No such interruption or suspension of service agreement. Company shall not be liable for damages occasioned by suspension of service for said causes.
- 3.07 DISCONTINUANCE OF SERVICE: Company shall have the right to discontinue gas service to a customer and remove its facilities, or any portion thereof, from customer's premises upon default by customer of any provision of the service agreement. In addition to any other legal remedies, Company reserves the right to refuse to reconnect gas service to any customer until such default shall have been remedied by customer. Any one or more of the following may be considered as a default:
  - (A) Non-payment of an undisputed delinquent charge.
  - (B) Failure to post a security deposit or guarantee acceptable to Company.
  - (C) Unauthorized interference, diversion  $\sigma$  use of the gas service situated or delivered on or about customer's premises.
  - (D) Failure to comply with the terms and conditions of a settlement agreement.
  - (E) Refusal after reasonable notice to permit inspection maintenance, replacement or meter reading of utility equipment. If the utility has a reasonable belief that health or safety is at risk, notice at the time inspection is attempted is reasonable.

DATE OF ISSUE	<u>July</u> month	<u>16,</u> day	<u>2001</u> year	DATE EFFECTIVE	August month	<u>06,</u> day	<u>2001</u> year
ISSUED BY Rot	pert J. Hack	κ		Vice President, F Missouri Gas Ener			

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P.S.C. MO. No,	<u>1</u>	First Revised
Canceling P.S.C. MO. No.	<u>1</u>	<u>Original</u>

SHEET No. <u>R-21</u> SHEET No. <u>R-21</u>

Missouri Gas Energy,

a Division of Southern Union Company

For

All Missour-Service Area

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE ISSOUR miniation <u>วเกฏโC 38.∀iC≎</u> 3.05 SUSPENSION OF SERVICE: Company shall have the right to suspend gas service to customer for temporary periods as may be necessary for the inspection, maintenance, alteration, change, health, safety, state of emergency, replacement or repair of gas facilities, or for the preservation or restoration of system operations. In all cases of interruption or suspension of service, Company will make reasonable efforts to restore service without unnecessary delay. No such interruption or suspension of service will relieve customer from charges provided for in customer's service agreement. Company shall not be liable for damages occasioned by suspension of service for said causes. 3.06 DISCONTINUANCE OF SERVICE: Company shall have the right to discontinue gas service to a customer and remove its facilities, or any portion thereof, from customer's premises upon default by customer of any provision of the service agreement. In addition to any other legal remedies. Company reserves the right to refuse to reconnect gas service to any customer until such default shall have been remedied by customer. Any one or more of the following may be considered as a default: (A) Non-payment of an undisputed delinguent charge. Failure to post a security deposit or guarantee acceptable to Company. (B) Unauthorized interference, diversion or use of the gas service situated or (C) delivered on or about customer's premises. (D) Failure to comply with the terms and conditions of a settlement agreement. Refusal after reasonable notice to permit inspection maintenance, replacement (E) or meter reading of utility equipment. If the utility has a reasonable belief that health or safety is at risk, notice at the time inspection is attempted is reasonable. DEC 1 0 1994 DATE EFFECTIVE December 10 DATE OF ISSUE \_October 1994 8 month dav year month day year **ISSUED BY** Director, Rates and Regulatory Affairs Missouri Gas Energy John M. Fernald Kansas City, MO. 64111 CANCELLED AUG 0 6 2001

2NO R5R-21

Public Service Commission MISSOURI

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P.S.C.MO. No. <u>1</u> <u>Original</u> SHEET No. <u>R-21</u>

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	GE	NERAL TERMS AND C	ONDITIONS	FOR GAS SE	RVICE MISSOL	JRI
				יי	DIC Service C	ommissi
3.05	service inspection emerger restoration of service unneces relieve co Compan	ISION OF SERVICE: Control customer for tempor on, maintenance, alten ncy, replacement or system operation ce, Company will make sary delay. No such sustomer from charges por y shall not be liable for of causes.	prary period eration, cha air of gas fac ns. In all cas reasonable e interruption provided for i	is as may be nge, health, ilities, or for ses of interru efforts to rest or suspensio n customer's	e necessary fo safety, stat the preservation ption or suspe ore service wi n of service service agreen	or the te of on or nsion thout will ment.
3.06	disconti thereof, of the so reserves such de	ITINUANCE OF SER nue gas service to a cus from customer's premi ervice agreement. In ac s the right to refuse to fault shall have been re g may be considered a	stomer and re ses upon def ddition to any reconnect g medied by cu	move its faci ault by custor other legal as service to	lities, or any po mer of any prov remedies, Com any customer	ortion vision ipany equiti
	(A)	Non-payment of a del	-		DEC 1019	194 # R-2
	(A) (B)	Non-payment of a del Failure to post a se Company.	-		· A-RS	194 <i>R</i> -1 <i>R</i> -
		Failure to post a se	ecurity depo ence, divers	sit or guara Fi	BY 1 R.S. Missou Missou	Ne <sup>T</sup> tossic
	(B)	Failure to post a se Company. Unauthorized interfer	ecurity depo ence, divers on or about o	sit or guara Pi ion or use customer's pi	by <u>I A R.S</u> Missou of the gas se remises.	ervice
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	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	1

Service Commission GR-2017-0216; YG-2018-0118 Second Revised First Revised

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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
(F)	Misrepresentation of identity for the purpose of obtaining gas service.
(G)	Violation of any other General Terms and Conditions for Gas Service of Company on file with and approved by the Commission which adversely affects the safety of customer or other persons, or the integrity of Company's delivery system.
(H)	Failure to pay cost of additional service line, or replacement of a customer- owned service line or lines as provided for in Sections 3.14 and 3.15 herein.
(1)	As provided by state or federal law.
	ne of the following shall constitute sufficient cause for Company to discontinue vice:
(A)	The failure of customer to pay for merchandise, appliances, or services not subject to Commission jurisdiction as an integral part of the gas provided by Company.
(B)	The failure of customer to pay for concurrent service received at a separate metering point, residence or location. In the event of discontinuance or termination of service at a separate residential metering point, residence or location in accordance with these General Terms and Conditions for Gas Service, Company may transfer any unpaid balance to any other residential service account of customer and may discontinue service twenty-one (21) days after rendition of the combined bill, for nonpayment, in accordance with this rule.
DATE OF ISS	
	month day year month day year
ISSUED BY_	Robert J. Hack Vice President, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111
CANCELLED April 19, 2018 Missouri Public	Wissouri Gas Eriergy, Karisas City, MO. 6411

P.S.C. I Canceling P.S.C.	MO. No, <u>1</u> MO. No. <u>1</u>	First Revised Original	SHEET No. <u>R-22</u> SHEET No. <u>R-22</u>		
Missouri Gas Ene a Division of Sou	ergy, them Union Company	For	All Missour Service Aleas		
	GENERAL TERI	MS AND CONDI	0CT 7 1994 TIONS FOR GAS SERVICE MISSOURI		
(F)	Misrepresentation of id	entity for the pur	Public Service Commitsion pose of obtaining gas service.		
(G)	Company on file with a	ind approved by	rms and Conditions for Gas Service of the Commission which adversely affect ns, or the integrity of Company's deliver		
(H)	Failure to pay cost of additional service line, or replacement of a customer- owned service line or lines as provided for in Sections 3.13 and 3.14 herein.				
(1)	As provided by state or	federal law.	·		
None of the following shall constitute sufficient cause for Company to discontinue service:					
(A)		• •	nerchandise, appliances, or services no an integral part of the gas provided b		
(B)	metering point, reside termination of service location in accordan Service, Company ma service account of cus	ence or location at a separate ce with these ay transfer any tomer and may	Discurrent service received at a separation. In the event of discontinuance of residential metering point, residence of General Terms and Conditions for Gauripaid balance to any other residenti discontinue service twenty-one (21) day nonpayment, in accordance with this rule FLLED		
			DEC 1 0 1994		
			LO. DUBLIC SERVICE CULTAN		
DATE OF ISSUE	month day year	N	EFFECTIVE <u>December 10, 1994</u> month day year <u>Director, Rates and Regulatory Affairs</u> Missouri Gas Energy		
	CANC	ELIFN	Kansas City, MO. 64111		
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P.S.C.MO. No. \_\_1\_\_\_\_ Original SHEET No. \_\_R-22\_\_\_\_

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G	ENERAL TERMS AND CONDITIONS FOR GAS SERVICEAN - 7 1994
	MISSOURI
(E)	<b>Public Service Commiss</b> Refusal to grant access at reasonable times to equipment installed upon the premises of customer for the purpose of inspection, meter reading, maintenance or replacement.
(F)	Misrepresentation of identity for the purpose of obtaining gas service.
(G)	Violation of any other General Terms and Conditions for Gas Service of Company on file with and approved by the Commission which adversely affects the safety of customer or other persons, or the integrity of Company's delivery system.
(H)	Failure to pay cost of additional service line, or replacement of a customer-owned service line or lines as provided for in Sections 3.13 and 3.14 herein.
None of the fo service:	llowing shall constitute sufficient cause for Company to discontinue
Service.	Ilowing shall constitute sufficient cause for Company to AICELLED The failure of customer to pay for merchandise, appliances, or services not subject to Commission jurisdiction as an integral part of the gas provided by Company.
Service.	The failure of customer to pay for merchandise, appliances, or services not subject to Commission jurisdiction as an integral pair of the gas provided by Company. Public Service Commission MISSOURI
(A)	The failure of customer to pay for merchandise, appliances, or is services not subject to Commission jurisdiction as an integral part of the gas provided by Company. The failure of customer to pay for concurrent service received at a separate metering point, residence or location. In the event of discontinuance or termination of service at a separate residential metering point, residence or location in accordance with these General Terms and Conditions for Gas Service, Company may transfer any unpaid balance to any other residential service account
(A)	The failure of customer to pay for merchandise, appliances, or is services not subject to Commission jurisdiction as an integral part of the gas provided by Company. The failure of customer to pay for concurrent service received at a separate metering point, residence or location. In the event of discontinuance or termination of service at a separate residential metering point, residence or location in accordance with these General Terms and Conditions for Gas Service, Company may transfer any unpaid balance to any other residential service account of customer. FILED $FILED$ $FILED$

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	<u>1</u>

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GR-2017-0216; YG-2018-0118

Fifth Revised Fourth Revised

Service Commission

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

		<u>GENERA</u>	<u>L TERN</u>	IS AND	CONDITIC	ONS FOR (	GAS SI	ERVICE			
	(C)	The failure c different locat purpose of b provisions is Section.	ion. The illing the	e placing usage	g of more t of specific	han one me devices un	eter at t der op	he same le tional rate	cation fo schedule	or the es or	
	(D)	The failure to sought to be c								ice is	
	(E)	The failure of delinquent bill								id or	
	(F)	The failure to claims an ina customer a pa	bility to p	bay the c	corrected ar	nount, unles	ss the c	company h			
3.08	200 240 vari may con elev pres pres cha prop Ser elec case Afte	5-0247, the Co -13.050(3) and ance authorized be discontinue tinuing until 4:0 en (11) days to connel are not ceding such da rge unless writ vice of electror tronic bill is pre- e discontinuan r the eleven (	ompany I I this see es the Co ed to tho 00 p.m. o hereafte availabl ay. Serv ten notice nuance. nic notice osted. V ce may I 11) busi	has been ction rela- ompany se hours on the da r. Service le to rec- rice shall ce is sen Service e is com Where w be effect ness day	ICE: Pursuant to the Commission's Order in Case No. GE- s been granted a variance from the requirements of 4 CSR on relating to the hours service may be discontinued. The pany to extend the hours service to a residential customer hours beginning at sunrise, but no earlier than 7:00 a.m. and the date specified on the notice of discontinuance or within Service shall not be discontinued on a day when Company to reconnect customer's service, or on a day immediately e shall not be discontinued for non-payment of a delinquent is sent to the customer at least 10 days prior to the date of ervice of notice by first class mail is complete upon mailing. s complete upon delivery of the notice to the site where the ere written notice is hand delivered to a customer in which effected not less than 96 hours after delivery of the notice. ss day effective period of the notice, all notice procedures in be followed before the company may discontinue service.						
	p.m to tl to, l	The variar esidential custo , but only in ci- ne premises th ocked meter lo er obstructions	omer may rcumstan at is neo ocations,	y be dis ices whe cessary t animals	continued un the Composition of the Composition of the composition of the continue of the construction of	any has diff Je service (	but no iculty g includin	o later than etting the a ng but not l	n 7:00 access limited		
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CANCELI April 19, 2 Missouri P	2018				Miss GE-2008-0	ouri Gas E <mark>352</mark>	nergy,	Kansas C	Jity, MO.	FI	LE
ervice Com		1							~	Missou	ui I

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

Service Commission

Fourth Revised Third Revised

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

<ul> <li>(C) The failure of customer to pay for a different class of service received at the same or different location. The placing of more than one meter at the same location for the purpose of billing the usage of specific devices under optional rate schedules or provisions is not construed as a different class of service for the purpose of this Section.</li> <li>(D) The failure to pay the bill of another customer unless the customer whose service is sought to be discontinued received substantial benefit and use of the service.</li> <li>(E) The failure of a previous owner or occupant of the premises to pay an unpaid or</li> </ul>
sought to be discontinued received substantial benefit and use of the service.
(F) The failure of a previous owner or occupant of the premises to pay an uppaid or
delinquent bill except where the previous occupant remains an occupant or user.
(F) The failure to pay a bill correcting a previous underbilling, whenever the customer claims an inability to pay the corrected amount, unless the company has offered the customer a payment arrangement equal to the period of underbilling.
TIMING OF DISCONTINUANCE: Pursuant to the Commission's Order in Case No. GE-2005-0247, the Company has been granted a variance from the requirements of 4 CSR 240-13.050(3) and this section relating to the hours service may be discontinued. The variance authorizes the Company to extend the hours service to a residential customer may be discontinued to those hours beginning at sunrise, but no earlier than 7:00 a.m. and continuing until 4:00 p.m. on the date specified on the notice of discontinuance or within eleven (11) days thereafter. Service shall not be discontinued on a day when Company personnel are not available to reconnect customer's service, or on a day immediately preceding such day. Service shall not be discontinued for non-payment of a delinquent charge unless written notice by first class mail is sent to the customer at least 10 days prior to the date of proposed discontinuance. Service of notice by mail is complete upon mailing. Where written notice is hand delivered to a customer in which case discontinuance may be effected not less than 96 hours after delivery of the notice. After the eleven (11) business day effective period of the notice, all notice procedures required by this rule shall again be followed before the company may discontinue service.
The variance also authorizes the Company to extend the hours service to a residential customer may be discontinued until sunset, but no later than 7:00 p.m., but only in circumstances when the Company has difficulty getting the access to the premises that is necessary to discontinue service (including but not limited to, locked meter locations, animals obstructing access to the meter location and other obstructions to the meter locations).

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

Third Revised Second Revised SHEET No. <u>R-23</u> SHEET No. <u>R-23</u> Missouri Public

Missouri Gas Energy, a Division of Southern Union Company

For:	All	Missoy	ѩ⊢⋦ө	rvice,	Areas ,	
			1601	$T_{-1}\Delta$	$\mathbf{N}$ Tr4	2002

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE Service Commission he failure of customer to pay for a different class of service received at the same or different location. The placing of more than one meter at the same location for the purpose of billing the usage of specific devices under optional rate schedules or provisions is not construed as a different class of service for the purpose of this Section. (D) The failure to pay the bill of another customer unless the customer whose service is sought to be discontinued received substantial benefit and use of the service. (E) The failure of a previous owner or occupant of the premises to pay an unpaid or delinquent bill except where the previous occupant remains an occupant or user. (F) The failure to pay a bill correcting a previous underbilling, whenever the customer claims an inability to pay the corrected amount, unless the company has offered the customer a payment arrangement equal to the period of underbilling. 3.08 TIMING OF DISCONTINUANCE: Subject to the requirements of these General Terms and Conditions for Gas Service, Company may discontinue service to a customer between the hours of 8:00 a.m. and 4:00 p.m. on the date specified on the notice of discontinuance or within eleven (11) days thereafter. Service shall not be discontinued on a day when Company personnel are not available to reconnect customer's service, or on a day immediately preceding such day. Service shall not be discontinued for non-payment of a delinquent charge unless written notice by first class mail is sent to the customer at least 10 days prior to the date of proposed discontinuance. Service of notice by mail is complete Where written notice is hand delivered to a customer in which case upon mailing. discontinuance may be effected not less than 96 hours after delivery of the notice. After the eleven (11) business day effective period of the notice, all notice procedures required by this rule shall again be followed before the company may discontinue service. Pursuant to the Commission's Order in Case No. GO-2002-137, the Company has been granted a variance from the requirements of 4 CSR 240-13.050(3) relating to the hours service may be discontinued. The variance authorizes the Company to extend the hours service to a customer may be discontinued to the hours between sunrise and sunset, but no earlier than 7:00 a.m. and no later than 7:00 p.m. This variance expires at midnight on October 31, 2002. The Company shall have sufficient personnel to reconnect service discontinued under this variance upon payment of delinquent accounts for a period of three hours following the last discontinuance made under this variance on the day that customer's service was discontinued. Missouri Public FILFD FFB-03-2002 DATE OF ISSUE January 2002 DATE EFFECTIVE February 2002 month day yearService Commission month vear day ISSUED BY Robert J. Hack Vice President, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111

### P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. 1

Second Revised First Revised

# SHEET No. <u>R-23</u> SHEET No. <u>R-23</u>

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Division	n of Southern Union Company		For: All Missou	uri Service Areas	
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	GENERAL TERMS AN	ID CONDITIONS FOR			
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	(C) The failure of customer				
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	(E) The failure of a previous				
	or delinquent bill except	where the previous occ	upant remains a	n occupant or	
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	customer claims an inabi				
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3.08	TIMING OF DISCONTINUAN	ICE: Subject to the in	equirements of t	these General	
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	customer between the hours				
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	not be discontinued on a d				
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			AUI	G 0 6 2001 Regulatory Affairs	
SUED	BY Robert J. Hack	Vice Preside	nt, Pricing and F	City MO 64111	
		MISSOUR Gas	Energy, Nansas	City, MO. 64111	

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Missouri ( <u>a Division</u>		ergy, them Union Company	For	All Missour Service Aleas
		GENERAL TERMS	AND CONDITIONS	OCT 7 1994 FOR GAS SERVICE MISSOURI
0.6.2001 シアンド・23 ce Cominission SOURI	(C)	same or different loca location for the purpo	ation. The placing use of billing the usa visions is not constr	Public Service Committee ferent class of service received at the of more than one meter at the same age of specific devices under optional ued as a different class of service for
AUG 0 (	(D)	· •		ustomer unless the customer whose ved substantial benefit and use of the
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Co ho wir Co im de da up dis the	onditions urs of 8 thin ele ompany mediate linquen ys prior on mai scontinue e elever	s for Gas Service, Comp 3:00 a.m. and 4:00 p.m. ven (11) days thereaft personnel are not av- ely preceding such day. t charge unless written to the date of propose ling. Where written ance may be effected in (11) business day effe	pany may discontine on the date specifiter. Service shall vailable to reconne Service shall not notice by first class ed discontinuance. notice is hand del not less than 96 h octive period of the n	uirements of these General Terms and ue service to a customer between the ied on the notice of discontinuance or not be discontinued on a day when ct customer's service, or on a day be discontinued for non-payment of a mail is sent to the customer at least 10 Service of notice by mail is complete ivered to a customer in which case ours after delivery of the notice. After otice, all notice procedures required by may discontinue service.
				DEC 10 1994
DATE OF		October 8 1994 month day year JLMJ John M. Fernald	- 	ECTIVE December 10, 1994 month day year rector, Rates and Regulatory Affairs ssouri Gas Energy insas City, MO. 64111

**CANCELLED** 

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P.:	S.C.MO. No. <u>1</u>		<u>Original</u>			No. <u>R</u> -	
	ri Gas Energy,		_			ECEIVE	
<u>a Divisi</u>	ion of Southern U GENERAL TE		DanyFor D_CONDITIONS	All Mi FOR GAS			81
	receiv than c usage provis	ed at the a one meter of spec	customer to p same or differe at the same loc ific devices u t construed as Section.	nt location. ation for th nder optior	The plac e purpose nal rate s	cing of mo of billing 1 chedules	ore the or
3.07	TIMING OF DIS General Terms service to a cus the date specif time thereafter personnel are r immediately pro payment of a becomes delin customer in wh hours after deli	and Condi stomer be ied on the Service s not availat eceding su delinquen quent ex nich case o	tions for Gas S stween the hou notice of disc shall not be disc ole to reconnec ch day. Servic it account wit cept where v discontinuance	ervice, Com urs of 8:00 ontinuance continued or t customer e shall not b hin 5 da vritten noti	pany may a.m. and 4 or within a a day wh 's service, e discontir lys after ice is del	discontir 1:00 p.m. a reasona en Compa or on a c nued for na an accou	nue on ble any day on- unt o a
3.08	•••	ditions as as set for 4.08, her rnmental a any will gives s service. notice of	set forth in Sec th in Section 4 ein; or (d) an or agency or cou ve to customer	ction 4.07, 10, herein der or direc rt requiring written n	herein; (b ; (c) tamp tive of the p the disco otice of its	) fraudul pering as Commiss ntinuance intentior	ent set ion e of a to
		nation:	CANCELL DEC 10° BY 101 R.S Public Service ( MISSU	994 # R. 93 Commission		-40	
DATEO	F ISSUE <u>January</u> month	<u>7</u> day	<u>1994</u> DATE year	-	<u>February</u> month	day	year
ISSUED	BY F. Jay Cumm	ings	Vice P	resident, Ra	ates and R	egulatory	<u>Affairs</u>

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	P.S.C. MO. No.	1	Third Revised	SHEET No. <u>R-24</u>
Canceling	P.S.C. MO. No.	1	Second Revised	SHEET No. R-24

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

Service Commission GR-2017-0216; YG-2018-0118

	<u>C</u>	SENERAL TERMS AND CONDITIONS FOR GAS SERVICE				
tl fo	his varia ollowing	hy shall have sufficient personnel to reconnect service discontinued under ance upon payment of delinquent accounts for a period of three hours the last discontinuance made under this variance on the day that r's service was discontinued.				
d s 4	NOTICE OF DISCONTINUANCE OF SERVICE: Except in cases of (a) angerous conditions as set forth in Section 4.07, herein; (b) fraudulent use of ervice as set forth in Section 4.10, herein; (c) tampering as set forth in Section .08, herein; or (d) an order or directive of the Commission or other governmental gency or court requiring the discontinuance of service, Company will give to ustomer written notice of its intention to discontinue gas service.					
(/	A) The	notice of discontinuance shall contain the following information:				
	(1)	The name and address of 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.				
	(3)	The date on or after which service will be discontinued unless customer takes appropriate action.				
	(4)	Terms under which customer may avoid discontinuance.				
	(5)	A statement that if customer is unable to pay the amount due Company in full, customer may contact Company and request the opportunity to make a deferred payment.				
	(6)	The prominent display of the telephone number that the customer may call without incurring toll charges and address of Company's office where customer may make inquiry or file a complaint.				
DATE OF I	SSUE	March21,2005DATE EFFECTIVEApril20,2005monthdayyearmonthdayyear				
ISSUED BY	Y <u>Mich</u>	ael R. Noack Director, Pricing and Regulatory Affairs				
CANCELLED April 19, 2018 Missouri Publi	8	Missouri Gas Energy, Kansas City, MO. 64111				

#### Second Revised SHEET No. R-24 P.S.C. MO. No. 1 Canceling P.S.C. MO. No. 1 First Revised SHEET No. R-24 Missouri Gas Energy, Missouri Public a Division of Southern Union Company JU 6 2001 GENERAL TERMS AND CONDITIONS FOR GAS SERVICE vice Commission DISCONTINUANCE OF SERVICE: Except in cases of (a) 3.09 NOTICE OF dangerous conditions as set forth in Section 4.07, herein; (b) fraudulent use of service as set forth in Section 4.10, herein; (c) tampering as set forth in Section 4.08, herein; or (d) an order or directive of the Commission or other governmental agency or court requiring the discontinuance of service, Company will give to customer written notice of its intention to discontinue gas service. (A) The notice of discontinuance shall contain the following information: (1)The name and address of customer and the address, if different, where service is rendered. A clear and concise statement of the reason for the proposed (2) discontinuance of service and the cost of reconnection. The date on or after which service will be discontinued unless customer (3) takes appropriate action. Terms under which customer may avoid discontinuance. (4) A statement that if customer is unable to pay the amount due Company (5) in full, customer may contact Company and request the opportunity to make a deferred payment. The prominent display of the telephone number that the customer may (6) call without incurring toll charges and address of Company's office where customer may make inquiry or file a complaint. CANCELLED Missouri Public FILED AUG 06 2001 01 - 292Service Commission DATE OF ISSUE July 16. 2001 DATE EFFECTIVE month dav vear year

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111

<u>a Divi</u>	<ul> <li>conditions as set forth in Section 4.07, herein; (b) fraudulent use of service as set forth in Section 4.10, herein; (c) tampering as set forth in Section 4.08, herein; or (d) an order or directive of the Commission or other governmental agency or court requiring the discontinuance of service, Company will give to customer written notice of its intention to discontinue gas service.</li> <li>(A) The notice of discontinuance shall contain the following information:         <ol> <li>The name and address of customer and the address, if different, where service is rendered.</li> <li>A clear and concise statement of the reason for the proposed discontinuance of service and the cost of reconnection.</li> <li>The date on or after which service will be discontinuance.</li> <li>Terms under which customer may avoid discontinuance.</li> <li>A statement that if customer is unable to pay the amount due Company in full, customer may contact Company and request the opportunity to make deferred payment.</li> <li>The prominent display of the telephone number that the customer may call without incurring toll charges and address of Company's office where customer may make inquiry or file a complaint.</li> <li>AUG 0 6 2001 FILED DEC 1.0 1994 MISSOURI</li> </ol></li></ul>			
		GENERAL TERMS	AND CONDITIONS FO	R GAS SERVICE
3.08	condition: Section 4 directive discontinu	s as set forth in Sectior 10, herein; (c) tampe of the Commission c uance of service, Com	n 4.07, herein; (b) frau ering as set forth in Se or other governmenta	Public Service Commit Except in cases of (a) dangerou dulent use of service as set forth in ction 4.08, herein; or (d) an order of l agency or court requiring the
	(A) Th	ne notice of discontinua	nce shall contain the fo	llowing information:
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P.S.C.MO. No. <u>1</u> Original

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SHEET No. R-24

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(B)	cl o Cl S di b C O b S C S	ass mail ha the prop ustomer, it ervice of scontinuar ll currently ommission f a bill whi reach of a s	as been se osed disc shall be o notice by nce of serv the subje nor shall s ich is the ettlement in which	ntinue servic nt to custor ontinuance. Jone at leas mail is comp vice shall not ect of a disp such a notic subject of a agreement, case Comp ich notice.	ner at least If written t 48 hours p blete upon be issued a ute pending e be issued settlement unless Comp	6 days pri notice is prior to dis mailing. s to a bill o with Co as to any agreemen any inadvo	or to the d delivered continuand The notice or portion of mpany or bill or port t except a ertently iss	late to ce. e of of a the tion fter ues to
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	. MO. No. <u>1</u>	Second Revised	SHEET No. <u>R-</u>
Canceling P.S.C	. MO. No. <u>1</u>	First Revised	SHEET No. <u>R-</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

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#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- (B) Company shall discontinue service only after written notice has been sent to customer at least ten (10) days prior to the date of the proposed discontinuance. Service of notice by first class mail is complete upon mailing. Service of electronic notice is complete upon delivery of the notice to the site where the electronic bill is posted. If written notice is delivered in hand to customer, it shall be done at least 96 hours prior to discontinuance. The Company shall maintain the accurate record of the date of mailing or delivery. The 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 with Company or 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 Company inadvertently issues such notice in which case Company shall take necessary steps to withdraw or cancel such notice.
  - (C) Multi-family Single Meter: At least ten (10) days prior to discontinuance of service for non-payment of a bill or deposit at a multi-dwelling unit residential building at which usage is measured by a single meter, notice of Company's intent to discontinue service shall be conspicuously posted in public areas of the building, provided, however, that such notices shall not be required if Company is not aware that said structure is a single metered multi-dwelling unit residential building. Such notices shall include the date on or after which discontinuance may occur and advise of tenant rights pursuant to section 441.650 RSMo. Company shall not be required to provide notice in individual situations where safety of employees is endangered.
  - (D) Multi-family Multiple Meter: At least ten (10) days prior to discontinuance of service for non-payment of a bill or deposit at a multi-dwelling unit residential building where each unit is individually metered and at which a single customer is responsible for payment for service in all units in the building or at a residence in which the occupant using gas service is not Company's customer, the occupant(s) shall be given written notice of Company's intent to discontinue service, provided however that such notice shall not be required unless one (1) occupant has advised Company or Company is otherwise aware that he is not customer. In the case of a multi-dwelling unit residential building where each unit is individually metered or in the case of a single family residence, the notice provided to the occupant of the unit for which service is about to be discontinued shall outline the procedure by which the occupant thereof may apply for the same character of service presently being received through that meter.

DATE OF IS	SUE	April	28,	2008	DA	TE EF	FECTIV	E <u>M</u>	May	28,	2	2008
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ISSUED BY	Mi	chael R.	Noack				Director,	Rate	es and	Regulator	γA	Affairs
-			Misso	uri Gas	s Energy	Kans	as City,	MO	64111	-		

Canceling	P.S.C. MO. No. P.S.C. MO. No.	 <u>First Revised</u> <u>Original</u>	SHEET No. <u>R-25</u> SHEET No. <u>R-25</u>
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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

Service Commission

For: All Missouri Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- (B) Company shall discontinue service only after written notice by first class mail has been sent to customer at least ten (10) days prior to the date of the proposed discontinuance. If written notice is delivered in hand to customer, it shall be done at least 96 hours prior to discontinuance. The Company shall maintain the accurate record of the date of mailing or delivery. Service of notice by mail is complete upon mailing. The 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 with Company or 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 Company inadvertently issues such notice in which case Company shall take necessary steps to withdraw or cancel such notice.
  - (C) Multi-family Single Meter: At least ten (10) days prior to discontinuance of service for non-payment of a bill or deposit at a multi-dwelling unit residential building at which usage is measured by a single meter, notice of Company's intent to discontinue service shall be conspicuously posted in public areas of the building, provided, however, that such notices shall not be required if Company is not aware that said structure is a single metered multi-dwelling unit residential building. Such notices shall include the date on or after which discontinuance may occur and advise of tenant rights pursuant to section 441.650 RSMo. Company shall not be required to provide notice in individual situations where safety of employees is endangered.
  - (D) Multi-family Multiple Meter: At least ten (10) days prior to discontinuance of service for non-payment of a bill or deposit at a multi-dwelling unit residential building where each unit is individually metered and at which a single customer is responsible for payment for service in all units in the building or at a residence in which the occupant using gas service is not Company's customer, the occupant(s) shall be given written notice of Company's intent to discontinue service, provided however that such notice shall not be required unless one (1) occupant has advised Company or Company is otherwise aware that he is not customer. In the case of a multi-dwelling unit residential building where each unit is individually metered or in the case of a single family residence, the notice provided to the occupant of the unit for which service is about to be discontinued shall outline the procedure by which the occupant thereof may apply for the same character of service presently being received through that meter.

DATE OF ISSUE	<u>October</u> month	8 day	<u>1994</u> year	DATE EFFECTIVE	<u>December</u> month	10 day	<u>1994</u> year
ISSUED BY					ates and Regu		
CANCELLED May 28, 2008 Missouri Public	John M.	⊦erna	Id	Missouri Gas Energy	Kansas City, I	VIO 64	111

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<u>GENERAL TE</u>	RMS AND CONDITIONS FOR GAS SERVICE
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	Puplic Service Commerce
(C)	Multi-family - Single Meter: At least 5 days prior to discontinuance of service for non-payment of a bill or deposit at a multi-dwelling unit residential building at which usage is measured by a single meter, notices of Company's intent to discontinuance shall be conspicuously posted in public areas of the building, provided, however, that such notices shall not be required if Company is not aware that said structure is a single metered multi- dwelling unit residential building. Such notices shall include the date on or after which discontinuance may occur. Company shall not be required to provide notice in individual situations where safety of employees is a consideration.
(D)	Multi-family - Multiple Meter: At least 5 days prior to discontinuance of service for non-payment of a bill or deposit at a multi-dwelling unit residential building where each unit is individually metered and at which a single customer is responsible for payment for service in all units in the building or at a residence in which the occupant using gas service is not Company's customer, the occupant(s) shall be given written notice of Company's intent to discontinue service, provided however that such
CANCELLED	notice shall not be required unless the occupant has advised Company or Company is otherwise aware that he is not customer. In the case of a multi-dwelling unit
DEC 101994 BY OV R.S. P-25 BY OV R.S. P-25	residential building where each unit is individually metered or in the case of a single family residence, the notice
BY OF A.S. A BAR Public Service Commissio MISSOURI	provided to the occupant of the unit for which service is about to be discontinued shall outline the procedure by which the occupant thereof may apply for the same character of service presently being received the pugnt that meter.
ATE OF ISSUE <u>January</u> month	7 1994 DATE EFFECTIVE February 19 day year month day

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F. Jay Cummings

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	<u>1</u>

First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	GENER		CONDITIONS FOR GAS S	DERVICE	
(E)	service, Co advise the discontinual following the	ompany shall ma pending actior nce. Reasonat e notice pursuant	At least 24 hours prece ake reasonable efforts to and what steps mus ble efforts shall include to section (A) of this rule, reasonably calculated to re	to contact cus st be taken either a writt a doorhanger	stomer t to avoi en notic or at leas
(F)	service, the except in endangered customer o the purpose shall leave a that service	e employee of Co individual situ d, make a reaso or responsible per e of his presence a notice upon th e has been discor	d: Immediately preceding mpany designated to performations where the safety phable effort to contact rson then upon the premise. When service is disco e premises in a manner continued and the address a may arrange to have service	orm such func of the em and identify h ses and shall ontinued, the onspicuous to nd telephone r	tion shal ployee i nimself t announce employee custome
(G)	Company s customer for discontinual member of where serv	shall postpone th for a time not in ince will aggravate customer's famil vice is rendered	ithstanding any other pro- e discontinuance of gas excess of 21 days if Co e an existent medical em y or other permanent re d. Company may requir medical emergency exists.	service to a r mpany is ad nergency of cu sident of the re customer to	esidentia vised the istomer, a premise
DATE OF ISS	SUE <u>Octobe</u> month	e <u>r 8 1994</u> day year	DATE EFFECTIVE	December month	<u>10 1</u> day
DATE OF ISS			_		day
	month		_	month ates and Regu	day ilatory Af i Gas End

P.S.C.MO. No. \_\_1\_\_\_

<u>Original</u>

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SHEET No. R-26

Missouri Gas Energy, a Division of Southern Union Company All Missouri BEGEENEED For \_\_\_\_\_

GENERAL T	ERMS AND CONDITIONS FOR GAS SERVICENN - 7 1994
	MISSOURI Pablic Service Commissio
(E)	Twenty-Four Hour Notice: At least 24 hours preceding discontinuance of service, Company shall make reasonable efforts to contact customer to advise the pending action and what steps must be taken to avoid discontinuance.
(F)	Notice When Disconnected: Immediately preceding the discontinuance of service, the employee of Company designated to perform such function shall, except in individual situations where the safety of the employee is a consideration, make a reasonable effort to contact and identify himself to customer or responsible person then upon the premises and shall announce the purpose of his presence. When service is discontinued, the employee shall leave a notice upon the premises in a manner conspicuous to customer that service has been discontinued and the address and telephone number of Company where customer may arrange to have service restored.
(G) CANCELLED	Medical Emergency: Notwithstanding any other provision of this Section, Company shall postpone the discontinuance of gas service to a residential customer for a time not in excess of 21 days if Company is advised the discontinuance will aggravate an existent medical emergency of customer, a member of customer's family or other permanent resident of the premises where service is rendered. Company may require customer to provide satisfactory evidence that a medical emergency exists.
DEC 101994	No FILED
BY OF K.S.	FEB 1 1994 94 - 40
DATE OF ISSUE January month	MO. PUBLIC SERVICE COMM.       7     1994       DATE EFFECTIVE February     1       1994     1994       day     year
ISSUED BY F. Jay Cumn	Vice President, Rates and Regulatory Affairs

P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u> Second Revised First Revised SHEET No. <u>R-27</u> SHEET No. <u>R-27</u>

Missouri Gas Energy,

a Division of Southern Union Company

For: All Missouri Service Areas

		GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
re	elated u	VEATHER RULE: This rule takes precedence over other rules on provision of heat- itility service from November 1 through March 31 annually. ice Requirements: From November 1 through March 31, prior to discontinuance of vice due to nonpayment, Company shall:
	(1)	
	(2)	Make further attempt to contact the customer within 96 hours preceding discontinuance of service either by a second written notice as in Section 3.10(A)(1) above, sent first class mail; or a door hanger; or at least two telephone call attempts to the customer;
	(3)	Attempt to contact the customer at the time of the discontinuance of service in the manner specified by Section 3.09(F).
	(4)	Make a personal contact on the premises with a registered elderly or handicapped customer, or some member of the family above the age of 15 years, at the time of the discontinuance of service.
	(5)	Provide information in all of the notices and contacts required in this section which describe the terms and provision of service under this rule, including the method of calculating the required payments, the availability of financial assistance from the Division of Family Services and social service or charitable organizations that have notified Company that they provide this assistance, and the identity of these organizations.
DATE OF I	SSUE	April 28, 2008 DATE EFFECTIVE May 28, 2008

ISSUED BY Michael R. Noack

month

day year

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

month

GE-2008-0352

day year

 $\begin{array}{c} \text{P.S.C. MO. No. } \underline{1}\\ \text{Canceling} \ \text{P.S.C. MO. No. } \underline{1} \end{array}$ 

First Revised Original SHEET No. <u>R-27</u> SHEET No. <u>R-27</u>

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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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For: All Missouri Service Areas

		<u>GENERAL TER</u>	MS AND CC	NDITIONS FOR GAS S	SERVICE		
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		tice Requirement continuance of s		November 1 throug nonpayment, Compan		l, prior	to
	(1)	the proposed d registered elde on the custome time frame. Th	iscontinuanc rly or handic er's registration ne contact w	class mail, at least ten e of Company's intent to capped customer and th ion form also shall be r ith the registered individ attempts with the mailing	o discontinue ne additional notified within dual shall incl	service. party list the abc ude initia	A ted ove
	(2)	discontinuance	of service events of service events of service events of the servi	ontact the customer wit either by a second writh t class mail; or a door ne customer;	ten notice as	in Secti	ion
	(3)			istomer at the time of fied by Section 3.09(F).		inuance	of
	(4) Make a personal contact on the premises with a registered elderly or handicapped customer, or some member of the family above the age of 15 years, at the time of the discontinuance of service.						
	(5)	which describe the method of a assistance from charitable orga	the terms a calculating th m the Divis nizations tha	the notices and contact nd provision of service le required payments, th ion of Family Services at have notified Compar of these organizations.	under this rul ne availability and social ny that they p	e, includ of financ service	ing cial or
DATE C	OF ISSUE	<u>July 16,</u> month day	<u>2001</u> year	DATE EFFECTIVE	<u>August</u> month	06, day	<u>2001</u> year

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111 P.S.C.MO. No. <u>1</u> Original

Missouri Gas Energy,

a Division of Southern Union Gas Company For All Missouri Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICEN - 7 1994 MISSOURI COLD WEATHER RULE: This rule takes precedence over the rules on provision of 3.09 heat-related utility service from November 1 through March 31 annually. (A) Notice Requirements: From November 1 through March 31, prior to discontinuance of service due to nonpayment, Company shall: (1) Notify the customer, by first class mail, at least ten days prior to the date of the proposed discontinuance of Company's intent to discontinue service. A registered elderly or handicapped customer and the additional party listed on the customer's registration form also shall be notified within the above time frame. The contact with the registered individual shall include initially two or more telephone call attempts with the mailing of the notice; (2) Make further attempt to contact the customer within 96 hours preceding discontinuance of service either by a second written notice as in Section 3.09(A)(1) above, sent first class mail; or a door hanger; or at least two telephone call attempts to the customer; (3) Attempt to contact the customer at the time of the discontinuance of service in the manner specified by Section 3.08(F). (4) Make a personal contact on the premises with a registered elderly or handicapped customer, or some member of the family above the age of 15 years, at the time of the discontinuance of service. (5) Provide information in all of the notices and contacts required in this section which describe the terms and provision of service under this rule, including the method of calculating the required payments, the availability of financial assistance from the Division of Family Services and social service or charitable organizations that have notified Company that they provide this assistance, and the identity of these organizations. FILED 1 1994 MO. PUBLIC SERVICE C DATE OF ISSUE January 7 1994 DATE EFFECTIVE February month day month day year year

ISSUED BY\_

F. Jay Cummings

Vice President, Rates and Regulatory Affairs

P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u> Second Revised First Revised

SHEET No. <u>R-28</u> SHEET No. <u>R-28</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE					
(B)	(B) Weather Provisions: Discontinuance of gas or electric service to all residential customers, including all residential tenants of an apartment building, for nonpayment of bills where gas or electricity is used as the source of space heating or operate the only space heating equipment at the residence is prohibited:					
	(1) On any day when the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. for the following 24 hours predicts that the temperature will drop below 32 degrees Fahrenheit; and					
	(2) On any day when Company personnel will not be available to reconnect utility service during the immediately succeeding day or days ("Period of Unavailability"), and the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. predicts that the temperature during the Period of Unavailability will drop below 32 degrees Fahrenheit.					
(D) Discontinuance of Service: From November 1 through March 31, Company may not discontinue heat-related residential utility service due to nonpayment of a delinquent bill or account provided:						
	(1) The customer contacts Company and states their inability to pay in full;					
	(2) Company receives an initial payment and the customer enters into a payment agreement both of which are in compliance with Section 3.10(G) Payment Agreements;					
	The customer complies with Company's requests for information regarding the customer's monthly or annual income; and					
	(4) There is no other lawful reason for discontinuance of utility service.					
DATE OF ISS	SUE September 24, 2004 DATE EFFECTIVE October 24, 2004					

month day year

DATE EFFECTIVE <u>October 24, 2004</u> month day year

ISSUED BY Michael R. Noack

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

### P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u>

First Revised Original

## SHEET No. R-28 SHEET No. R-28

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lissouri Gas Division of S	Energy, Missouri P Southern Union Company For: All Missouri Service Areas
	SENERAL TERMS AND CONDITIONS FOR GAS SERVICE
	Service Com
(B)	Weather Provisions: Discontinuance of gas or electric service to all residential customers, including all residential tenants of an apartment building, for nonpayment of bills where gas or electricity is used as the source of space heating or operate the only space heating equipment at the residence is prohibited:
	(1) On any day when the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. for the following 24 hours predicts that the temperature will drop below 30 degrees Fahrenheit; and
	(2) On any day when Company personnel will not be available to reconnect utility service during the immediately succeeding day or days ("Period of Unavailability"), and the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. predicts that the temperature during the Period of Unavailability will drop below 30 degrees Fahrenheit.
(D)	<ul> <li>Discontinuance of Service: From November 1 through March 31, Company may not discontinue heat-related residential utility service due to nonpayment of a delinquent bill or account provided:</li> </ul>
-022004 408-28 6000 mission	(1) The customer contacts Company and states their inability to pay in full;
	(2) The customer applies for financial assistance in paying their heat-related utility bill from any federal, state, local or other heating payment fund program for which they may be eligible;
	(3) Company receives an initial payment and the customer enters into a payment agreement both of which are in compliance with Section 3.10(G) Payment Agreements;
D SON	(4) The customer complies with Company's requests for information regarding the customer's monthly or annual income; and
Publ	(5) There is no other lawful reason for discontinuance of utility service.
DATE OF IS	month day year month day year
SSUED BY_	AUG 0 6 2001 Robert J. Hack Missouri Puttice President, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111
	FILED AUG 0 6 2001

P.S.C.MO. No. \_\_1\_\_\_

<u>Original</u>

Missouri Gas Energy <u>a Division of Southern Union Company</u> For <u>All Missouri Service</u>

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<ul> <li>(B) Weather Provisions: Discontinuance of gas Other Struct Commission residential customers, including all residential tenants of an apartment building, for nonpayment of bills where gas or electricity is used as the source of space heating or operate the only space heating equipment at the residence is prohibited:         <ol> <li>(1) On any day when the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. for the following 24 hours predicts that the temperature will drop below 30 degrees Fahrenheit; and</li> <li>(2) On any day when Company personnel will not be available to reconnect utility service during the immediately succeeding day or days ("Period of Unavailability"), and the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. predicts that the temperature during the Period of Unavailability will drop below 30 degrees Fahrenheit.</li> <li>(D) Discontinuance of Service: From November 1 through March 31, Company may not discontinue heat-related residential utility service due to nonpayment of a delinquent bill or account provided:</li></ol></li></ul>			GENERAL TERMS AND CONDITIONS FOR GAS SERVICEAN - 7 1994
<ul> <li>(B) Weather Provisions: Discontinuance of gas Orbit Service Commission residential customers, including all residential tenants of an apartment building, for nonpayment of bills where gas or electricity is used as the source of space heating or operate the only space heating or operate the only space heating regulament at the residence is prohibited:</li> <li>(1) On any day when the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. for the following 24 hours predicts that the temperature will drop below 30 degrees Fahrenheit; and</li> <li>(2) On any day when Company personnel will not be available to reconnect utility service during the immediately succeeding day or days ("Period of Unavailability"), and the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. predicts that the temperature during the Period of Unavailability will drop below 30 degrees Fahrenheit.</li> <li>(D) Discontinuance of Service: From November 1 through March 31, Company may not discontinue heat-related residential utility service due to nonpayment of a delinquent bill or account provided:</li> <li>(1) The customer contacts Company and states their inability to pay in full;</li> <li>(2) The customer applies for financial assistance in paying their heat-related utility bill from any federal, state, local or other heating payment fund program for which they may be eligible;</li> <li>(3) Company receives an initial payment and the customer enters into a payment agreement both of which are in compliance with Section 3.09(G) Payment Agreements;</li> <li>(4) The customer complies with Company's requests for information regarding the customer's monthy or annual income; and the Lustomer complies with company's requests for information regarding the customer's monthy or annual income; and the Lustomer complies with Company's requests for information regarding the customer's monthy or annual income; and the Lustomer complex with reason for discontinuance of utility service.</li> <li>(4) There is no ot</li></ul>			MISSOURI
<ul> <li>6:00 a.m. to 9:00 a.m. for the following 24 hours predicts that the temperature will drop below 30 degrees Fahrenheit; and</li> <li>(2) On any day when Company personnel will not be available to reconnect utility service during the immediately succeeding day or days ("Period of Unavailability"), and the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. predicts that the temperature during the Period of Unavailability will drop below 30 degrees Fahrenheit.</li> <li>(D) Discontinuance of Service: From November 1 through March 31, Company may not discontinue heat-related residential utility service due to nonpayment of a delinquent bill or account provided:         <ul> <li>(1) The customer contacts Company and states their inability to pay in full;</li> <li>(2) The customer applies for financial assistance in paying their heat-related utility bill from any federal, state, local or other heating payment fund program for which they may be eligible;</li> <li>(3) Company receives an initial payment and the customer enters into a payment agreement both of which are in compliance with Section 3.09(G) Payment Agreements;</li> <li>(4) The customer complies with Company's requests for information regarding the customer's monthly or annual income; and FLED (5) There is no other lawful reason for discontinuance of utility service.</li> <li>FEB 1 1994 DATE EFFECTIVE February 1 1994 month day year</li> </ul></li></ul>		(B)	Weather Provisions: Discontinuance of gas of Hic Service Commission residential customers, including all residential tenants of an apartment building, for nonpayment of bills where gas or electricity is used as the source of space heating or operate the only space heating equipment at the
<ul> <li>utility service during the immediately succeeding day or days ("Period of Unavailability"), and the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. predicts that the temperature during the Period of Unavailability will drop below 30 degrees Fahrenheit.</li> <li>(D) Discontinuance of Service: From November 1 through March 31, Company may not discontinue heat-related residential utility service due to nonpayment of a delinquent bill or account provided:         <ul> <li>(1) The customer contacts Company and states their inability to pay in full;</li> <li>(2) The customer applies for financial assistance in paying their heat-related utility bill from any federal, state, local or other heating payment fund program for which they may be eligible;</li> <li>(3) Company receives an initial payment and the customer enters into a payment agreement both of which are in compliance with Section 3.09(G) Payment Agreements;</li> <li>(4) The customer complies with Company's requests for information regarding the customer's monthly or annual income; and for the service.</li> <li>(5) There is no other lawful reason for discontinuance of utility service.</li> <li>(6) There is no other lawful reason for discontinuance of utility service.</li> <li>(7) The CISUE January 7 1994 DATE EFFECTIVE February 1 1994 year</li> <li>MOL PUBLIC SERVICE COMMEDATE OF ISSUE DBY</li></ul></li></ul>			6:00 a.m. to 9:00 a.m. for the following 24 hours predicts that the
<ul> <li>may not discontinue heat-related residential utility service due to nonpayment of a delinquent bill or account provided:         <ul> <li>(1) The customer contacts Company and states their inability to pay in full;</li> <li>(2) The customer applies for financial assistance in paying their heat-related utility bill from any federal, state, local or other heating payment fund program for which they may be eligible;</li> <li>(3) Company receives an initial payment and the customer enters into a payment agreement both of which are in compliance with Section 3.09(G) Payment Agreements;</li> <li>(4) The customer complies with Company's requests for information regarding the customer's monthly or annual income; and FLEED (5) There is no other lawful reason for discontinuance of utility service.</li> <li>FEB 1 1994</li> <li>MO PUBLIC SERVICE COMM day year month day year</li> </ul> </li> </ul>			utility service during the immediately succeeding day or days ("Period of Unavailability"), and the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. predicts that the temperature during
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<ul> <li>Felated utility bill from any receral, state, local or other heating payment fund program for which they may be eligible;</li> <li>(3) Company receives an initial payment and the customer enters into a payment agreement both of which are in compliance with Section 3.09(G) Payment Agreements;</li> <li>(4) The customer complies with Company's requests for information regarding the customer's monthly or annual income; and FILED (5) There is no other lawful reason for discontinuance of utility service.</li> <li>FEB 1 1994 94 - 4 0</li> <li>MO. PUBLIC SERVICE COMM DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994 month day year</li> <li>ISSUED BY</li></ul>			(1) The customer contacts Company and states their inability to pay in full;
(4) The customer complies with Company's requests for information regarding the customer's monthly or annual income; and (5) There is no other lawful reason for discontinuance of utility service. (5) There is no other lawful reason for discontinuance of utility service. FEB 1 1994 94 - 40 MO. PUBLIC SERVICE COMM DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994 month day year month day year ISSUED BY		2001 2001 5 R - 2 8 Simmission	related utility bill from any federal, state, local or other heating payment
(5) There is no other lawful reason for discontinuance of utility service. FEB 1 1994 94 - 40 MO. PUBLIC SERVICE COMM DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994 month day year month day year ISSUED BY	CANCE	AUG 06	payment agreement both of which are in compliance with Section
FEB       1 1994         94       -40         MO. PUBLIC SERVICE COMM         DATE OF ISSUE January       7         1994       DATE EFFECTIVE February         1       1994         month       day         year       month         ISSUED BY       Vice President, Rates and Regulatory Affairs		Public	
Image: Service of the service of th			(5) There is no other lawful reason for discontinuance of utility service.
DATE OF ISSUE       January       7       1994       DATE EFFECTIVE       February       1       1994         month       day       year       month       day       year         ISSUED BY       Vice President, Rates and Regulatory Affairs			FEB 1 1994
DATE OF ISSUE       January       7       1994       DATE EFFECTIVE       February       1       1994         month       day       year       month       day       year         ISSUED BY       Vice President, Rates and Regulatory Affairs			NO. PUBLIC SERVICE COMM
ISSUED BY Vice President, Rates and Regulatory Affairs		DATE OF ISSUE	
		ISSUED BY	Vice President, Rates and Regulatory Affairs F. Jay Cummings

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	<u>1</u>

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First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

	-	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE					
(E) Deposit Provisions: Company shall not assess a new deposit or bill deposits that were previously assessed during or after the period of this rule to those customers who enter into a payment agreement and make timely payments in accordance with this rule.							
(F)	resi acc	connection Provisions: Company shall, if heat-related utility service to a dential customer has been discontinued due to nonpayment of a delinquent ount, from November 1 through March 31, reconnect service to that tomer without requiring a deposit provided:					
	(1)	The customer contacts Company and requests Company to reconnect service and states an inability to pay in full;					
	(2)	The customer applies for financial assistance in paying their heat-related utility bill from any federal, state, local or other heating payment fund program for which they may be eligible;					
	(3)	Company receives an initial payment and the customer enters into a payment agreement both of which are in compliance with Section 3.10(G) Payment Agreements;					
	(4)	The customer complies with the requests of Company for information regarding the customer's monthly or annual income;					
	(5)	None of the amount owed is an amount due as a result of unauthorized interference, diversion or use of Company's service, and the customer has not engaged in this activity since last receiving service; and					
	(6)	There is no other lawful reason for continued refusal to provide utility service.					
DATE OF ISS	UE	July16, 2001DATE EFFECTIVEAugust06, 2001monthdayyearmonthdayyear					

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111 P.S.C.MO. No. <u>1</u>

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Public Service Comm  (E) Deposit Provisions: Company shall not assess a new deposit or bill deposits that were previously assessed during or after the period of this rule to those customers who enter into a payment agreement and make timely payments in accordance with this rule.  (F) Reconnection Provisions: Company shall, if heat-related utility service to a residential customer has been discontinued due to nonpayment of a delinquent account, from November 1 through March 31, reconnect service to that customer without requiring a deposit provided:  (1) The customer contacts Company and requests Company to reconnect service and states an inability to pay in full;  (2) The customer applies for financial assistance in paying their heat- related utility bill from any federal, state, local or other heating payment fund program for which they may be eligible;  (3) Company receives an initial payment and the customer enters into a payment agreement both of which are in compliance with Section 3.09(G) Payment Agreements;  (4) The customer complies with the requests of Company for information regarding the customer's monthly or annual income;  (5) None of the amount owed is an amount due as a result of unauthorized interference, diversion or use of Company's service, and the customer has not engaged in this activity since last receiving service; and		GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JAN - 7 1994
<ul> <li>(E) Deposit Provisions: Company shall not assess a new deposit or bill deposits that were previously assessed during or after the period of this rule to those customers who enter into a payment agreement and make timely payments in accordance with this rule.</li> <li>(F) Reconnection Provisions: Company shall, if heat-related utility service to a residential customer has been discontinued due to nonpayment of a delinquent account, from November 1 through March 31, reconnect service to that customer without requiring a deposit provided:</li> <li>(1) The customer contacts Company and requests Company to reconnect service and states an inability to pay in full;</li> <li>(2) The customer applies for financial assistance in paying their heat-related utility bill from any federal, state, local or other heating payment fund program for which they may be eligible;</li> <li>(3) Company receives an initial payment and the customer enters into a payment agreement both of which are in compliance with Section 3.09(G) Payment Agreements;</li> <li>(4) The customer complies with the requests of Company for information regarding the customer's monthly or annual income;</li> <li>(5) None of the amount owed is an amount due as a result of unauthorized interference, diversion or use of Company's service, and the customer has not engaged in this activity since last receiving service; and</li> <li>(6) There is no other lawful reason for continued refusal to provide utility service. CANCELLED</li> <li>AUG 0 6 2001</li> </ul>	_	ANCONTRA
<ul> <li>a residential customer has been discontinued due to nonpayment of a delinquent account, from November 1 through March 31, reconnect service to that customer without requiring a deposit provided:</li> <li>(1) The customer contacts Company and requests Company to reconnect service and states an inability to pay in full;</li> <li>(2) The customer applies for financial assistance in paying their heat-related utility bill from any federal, state, local or other heating payment fund program for which they may be eligible;</li> <li>(3) Company receives an initial payment and the customer enters into a payment agreement both of which are in compliance with Section 3.09(G) Payment Agreements;</li> <li>(4) The customer complies with the requests of Company for information regarding the customer's monthly or annual income;</li> <li>(5) None of the amount owed is an amount due as a result of unauthorized interference, diversion or use of Company's service, and the customer has not engaged in this activity since last receiving service; and</li> <li>(6) There is no other lawful reason for continued refusal to provide utility service.</li> </ul>	(E)	Public Service Commiss Deposit Provisions: Company shall not assess a new deposit or bill deposits that were previously assessed during or after the period of this rule to those customers who enter into a payment agreement and make
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<ul> <li>payment agreement both of which are in compliance with Section 3.09(G) Payment Agreements;</li> <li>(4) The customer complies with the requests of Company for information regarding the customer's monthly or annual income;</li> <li>(5) None of the amount owed is an amount due as a result of unauthorized interference, diversion or use of Company's service, and the customer has not engaged in this activity since last receiving service; and</li> <li>(6) There is no other lawful reason for continued refusal to provide utility service. CANCELLED</li> <li>AUG 0 6 2001</li> </ul>	(2)	related utility bill from any federal, state, local or other heating payment
<ul> <li>regarding the customer's monthly or annual income;</li> <li>(5) None of the amount owed is an amount due as a result of unauthorized interference, diversion or use of Company's service, and the customer has not engaged in this activity since last receiving service; and</li> <li>(6) There is no other lawful reason for continued refusal to provide utility service. CANCELLED</li> <li>AUG 0 6 2001</li> </ul>	(3)	payment agreement both of which are in compliance with Section
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AUG 0 6 2001 FILED	(5)	interference, diversion or use of Company's service, and the customer
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ATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1	mon	

F. Jay Cummings

P.S.C. MO. No. <u>1</u> Canceling

First Revised Original SHEET No. <u>R-29.1</u> SHEET No. <u>R-29.1</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

· · · · · · · · · · · · · · · · · · ·					·		
GENERAL TERMS AND CONDITIONS FOR GAS SERVICE							
(G) Payment Agreements: The payment agreement for service under this rule shall comply with the following:							
	(1) A pledge of an amount equal to any payment required by this section by the agency which administers LIHEAP and/or Utilicare or ECIP shall be deemed to be the payment required. Company shall confirm in writing the terms of any payment agreement under this rule, unless the extension granted the customer does not exceed two weeks.						
(2) Payment Calculations:							
	(a) Company to cover a of the ens	II pre-existin	ffer a 12-month budget g arrears, current bills a	plan which is and Company's	desigr estim	ned ate	
	into a pa arrears o customer Company the time o customer determinin for the cu	yment agre ver a reaso states an in and the cus over which it s payment ng a reasona stomer who	e customer may upon r ement which allows p nable period in exces nability to pay the budy tomer shall consider the developed, the reason history, and the custo able period of time for pa has not previously defa bill amount.	ayment of pre s of 12 month get plan amount amount of the s why it develo mer's ability to ayment. Down	e-exist hs if int. T e arrea oped, o pay paym	ing the The ars, the in ent	
	to cover		a customer to enter into bill plus arrears in fev omer.				
(d) Company may revise the required payment in accordance with its Levelized Payment Plan.							
(e) Customers that are moving from one residence to another will be required to pay all past due installments on their existing CWR agreement before service has to be extended at the new address. The same payment agreement will be moved to the new address, with any change that is necessary in the ABC amount.							
DATE OF ISSUE	<u>September 24</u> month day		DATE EFFECTIVE	<u>October</u> month	24 day	<u>2004</u> year	

ISSUED BY Michael R. Noack

Director, Pricing and Regulatory Affairs Missouri Gas Energy

Kansas City, MO. 64111

P.S.C.MO. No. <u>1</u>

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	<u>GENERAL</u>	TERMS AND CONDITIONS FOR GAS SE	<u>ERVICE</u> JAN - 7 1994
(G)	Payment shall com	Agreements: The payment agreement of ply with the following:	MISSOURI Sister and Commissio
	by the be de writin	dge of an amount equal to any payment a agency which administers LIHEAP and/ emed to be the payment required. Co g the terms of any payment agreement un sion granted the customer does not exce	or Utilicare or ECIP shall ompany shall confirm in nder this rule, unless the
	(2) <b>P</b> aym	ent Calculations:	
	(a)	Company shall first offer a 12 month designed to cover all pre-existing an Company's estimate of the ensuing bill	rears, current bills and
	(b)	The Company and the customer may enter into a payment agreement which existing arrears over a reasonable period if the customer states an inability to amount. The Company and the customer amount of the arrears, the time over reasons why it developed, the customer the customer's ability to pay in determine of time for payment.	allows payment of pre- d in excess of 12 months o pay the budget plan omer shall consider the which it developed, the r's payment history, and
	(c)	Company shall permit a customer to agreement to cover the current bill plus months if requested by the customer.	
	(d)	Company may revise the required payn its Levelized Payment Plan.	ment in accordance with
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		OCT 0 2 2004 By 1 2 RS R-29, 1	FEB 1 1994 94 - 40 MO. PUBLIC SERVICE CO
ATE OF ISSUE	January	Public Service Commission 7 1994 DATE EFFECTIVE F	ebruary 1 199
mont			nonth day year

### P.S.C. MO. No. <u>1</u> <u>Second Revised</u> Canceling P.S.C. MO. No. <u>1</u> <u>First Revised</u>

SHEET No. <u>R-30</u> SHEET No. <u>R-30</u>

#### Missouri Gas Energy, a Division of Southern Union Company

#### For: All Missouri Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE (3) Initial Payments: (a) The initial payment shall be the amount calculated in Section 3.10(G)(2) above, for a customer who has not defaulted on a payment plan under the Cold Weather Rule. (b) The initial payment will be an amount equal to 80% of the customer's entire balance for a customer who has defaulted on a payment plan under the Cold Weather Rule, unless Company and customer agree to a lesser amount. (H) Should Company refuse to provide service pursuant to this rule and the reason for refusal of service involves unauthorized interference, diversion or use of Company's service situated or delivered on or about the customer's premises, Company shall maintain records concerning the refusal of service. These records shall, at a minimum, include: (1) the name and address of the person denied reconnection; (2) the name of all Company personnel involved in any part of the determination that refusal of service was appropriate; (3) the facts surrounding the reason for the refusal, and (4) any other relevant information. COLLECTION OR DISCONNECTION CHARGE: When it is necessary for 3.11 Company to make a service call for the purpose of collection or disconnection of service because of non-payment, a service charge as specified in Section 14 herein will be collected from customer by Company. RECONNECTION OF GAS SERVICE: Upon customer's request, Company shall 3.12 restore service promptly when the cause for discontinuance of service has been eliminated, applicable reconnection charges paid and, if required, satisfactory credit arrangements have been made. At all times a reasonable effort shall be made to restore 2004 DATE EFFECTIVE October 24 2004 DATE OF ISSUE September 24. month day year month day year

ISSUED BY Michael R. Noack

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

CANCELLED April 19, 2018 Missouri Public Service Commission GR-2017-0216; YG-2018-0118

# P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u>

First Revised Original

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SHEET No. <u>R-30</u> SHEET No. <u>R-30</u>

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE RECTU JUL 1 6 2001
	Service Commissio
130 Ission	(3) Initial Payments:
	(a) The initial payment shall be the amount calculated in Section 3.10(G)(2) above, for a customer who has not defaulted on a payment plan under the Cold Weather Rule.
Public Service MIS	(b) The initial payment shall be an amount equal to the total of the delinquent installments for a customer who has defaulted on a payment plan under the Cold Weather Rule, unless Company and customer agree to a lesser amount.
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	(1) the name and address of the person denied reconnection;
	(2) the name of all Company personnel involved in any part of the determination that refusal of service was appropriate; Missouri Public
	(3) the facts surrounding the reason for the refusal, and FILED AUG 06 $\frac{29}{29}$
	(4) any other relevant information.
Co	DLLECTION OR DISCONNECTION CHARGE: When it is necessary for ompany to make a service call for the purpose of collection or disconnection of rvice because of non-payment, a service charge as specified in Section 14 rein will be collected from customer by Company.
res elin cre	ECONNECTION OF GAS SERVICE: Upon customer's request, Company shall store service promptly when the cause for discontinuance of service has been minated, applicable reconnection charges paid and, if required, satisfactory edit arrangements have been made. At all times a reasonable effort shall be ade to restore
DATE OF IS	
	month day year month day year AUG 0 6 2001 Robert J. Hack Vice President, Pricing and Regulatory Affairs



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P.S.C.MO. No. \_\_\_\_\_

<u>Original</u>

SHEET No. R-30

Missouri Gas Energy, a Division of Southern Union Company

For <u>All Missouri Service Areas</u>

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GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JAN - 7 1994

(3) Initial Payments:

MISSOURI Purchic Service Commissio

- (a) The initial payment shall be the amount calculated in Section 3.09(G)(2) above, for a customer who has not defaulted on a payment plan under the Cold Weather Rule.
- (b) The initial payment shall be an amount equal to the total of the delinquent installments for a customer who has defaulted on a payment plan under the Cold Weather Rule, unless Company and customer agree to a lesser amount.

(H) Should Company refuse to provide service pursuant to this rule and the reason for refusal of service involves unauthorized interference, diversion or use of Company's service situated or delivered on or about the customer's premises, Company shall maintain records concerning the refusal of service. These records shall, at a minimum, include:

- (1) the name and address of the person denied reconnection;
- (2) the name of all Company personnel involved in any part of the determination that refusal of service was appropriate;
- (3) the facts surrounding the reason for the refusal, and
- (4) any other relevant information.
- 3.10 COLLECTION OR DISCONNECTION CHARGE: When it is necessary for Company to make a service call for the purpose of collection or disconnection of service because of non-payment, a service charge as specified in Section 14 herein will be collected from customer by Company.

3.11 RECONNECTION OF GAS SERVICE: Upon customer's request, Company shall restore service promptly when the cause for discontinuance of service has been eliminated, applicable reconnection charges paid and, if required, satisfactory credit arrangements have been made. At all times a reasonable effort shall be made to restore 94 - 40

DATE OF ISSUE January	7	1994	DATE EFFECTIVE Februa	arvenue elas	
DATE OF ISSUE <u>January</u> month	day	year	month	Cay SERVI	

ISSUED BY\_

Vice President, Rates and Regulatory Affairs

F. Jay Cummings

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	<u>1</u>

First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

	GENERAL TERMS AND CONDITIONS	FOR GAS SERVICE
	service upon the day restoration is requested, a made no later than the next working day followi	
	The reconnection charge, precedent to the customer whose gas service has been discor shall be as provided in Section 14, herein.	
	If gas service is discontinued for non-payment service bill, Company shall not, except as pro required to restore service until all delinquent bi been paid and customer has complied with Sec	ovided in Section 3.10 herein, be Ils and reconnection charges have
	A reconnection charge as provided for in Section discontinued at the request of customer and re- request of customer at the same location.	
	The requirements of this Section cannot be avoid service or an application for service at the customer's household or family, any person previous service, or any other person acting for	e same location by a member of who has enjoyed benefits from
3.13	REFUSAL TO SERVE: Company may refuse to service to any customer who fails or refuses to applicable law, rule of the Commission, rate s General Terms and Conditions for Gas Serr Commission.	comply with the provisions of any schedule or any provision of these
	FISSUE July 16, 2001 DATE EF	FECTIVE August 06, 2001
2/112 01	month day year	month day year
ISSUED	BY Robert J. Hack Vice P	resident, Pricing and Regulatory Affairs

Missouri Gas Energy, Kansas City, MO. 64111

P.S.C.MO. No.

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SHEET No. R-31

Missouri Gas Energy, a Division of Southern Union Company All Missouri Service Areas For \_ GENERAL TERMS AND CONDITIONS FOR GAS SERVICE IAN - 7 1994 MISSOURI service upon the day restoration is requested? whic Service Commission ISSION  $\overline{m}$ restoration shall be made no later than the next working day following the day requested by customer. The reconnection charge, precedent to the restoration of gas service to a customer whose gas service has been discontinued for any reason whatsoever, shall be as provided in Section 14, herein. If gas service is discontinued for non-payment by customer of any delinquent gas service bill, Company shall not, except as provided in Section 3.09 herein, be required to restore service until all delinquent bills and reconnection charges have been paid and customer has complied with Section 2.05 herein. A reconnection charge as provided for in Section 14, herein, shall apply if service is discontinued at the request of customer and reconnected within 7 months at the request of customer at the same location. The requirements of this Section cannot be avoided by a request for a restoration of service or an application for service at the same location by a member of customer's household or family, any person who has enjoyed benefits from previous service, or any other person acting for or on behalf of customer. 3.12 REFUSAL TO SERVE: Company may refuse to supply gas service or discontinue service to any customer who fails or refuses to comply with the provisions of any applicable law, rule of the Commission, rate schedule or any provision of these General Terms and Conditions for Gas Service in effect and on file with the Commission. MO. DIBLIC SERVICE COMM DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1994 month day year month day year ISSUED BY Vice President, Rates and Regulatory Affairs

F. Jay Cummings

P.S.C. MO. No. <u>6</u> Canceling P.S.C. MO. No. <u>1</u> <u>Original</u> First Revised

Laclede Gas Company

For: All Missouri Gas Energy Service Areas

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE						
3.14	MAINTENANCE OF CUSTOMER-OWNED SERVICE LINES AND YARD LINES: Company or Company-authorized personnel shall perform, at Company's expense, all maintenance of customer-owned service lines and yard lines, when the need for such becomes apparent to Company. If a customer-owned service/yard line is in need of repair, or, if it has been declared to be a potential safety hazard by Company, Company may, at its option, replace the line instead of repairing it. If it is necessary to replace the service/yard ine, Customer shall be deemed to have granted Company an easement for such line inless customer requests termination of service. This replacement shall be done in accordance with Section 3.15, herein.						
	Company shall not assume any ownership responsibility based only upon maintenance activities being performed.						
3.15	PROPERTY OF THE COMPANY: All facilities furnished and installed by Company on the premises of customer for the supplying of gas service to customer shall be and remain the exclusive property of Company. All Company-owned facilities on the premises of customer shall be operated and maintained by and at the expense of Company, may be replaced by Company at any time, and may be removed by Company upon termination of customer's service agreement or upon discontinuance by Company of gas service to customer for any eason.						
3.16	EXCESS FLOW VALVES: In accordance with the United States Department of Transportation Regulation 49 CFR Part 192.383, the Company shall provide notice of the benefits and availability of Excess Flow Valves (EFV).						
	<u>Notice</u> shall be provided in writing to home construction companies, new home builders, and residences where the service line is scheduled to be replaced. The written information shall include a questionnaire so the customer can determine whether to install an EFV. The customer may return the notice or call to accept or decline the installation of the EFV. Installation of the EFV is not required.						
<u>Installation</u> of an EFV shall be made by the Company only in the case of a new service line or a scheduled replacement service line, upon the customer's request and upon payment by the customer of the installation costs. Installation of an EFV shall only be available where service is provided to a residential single family dwelling served from a delivery system with a pressure greater than ten (10) pounds per square inch and where the service line is connected directly to the gas distribution main.							
	nstallation costs of an EFV shall be \$65.00 which includes: labor, materials, overhead, EFV, meter tag, purchase order cost, stores overhead, and income tax recovery. EFV nstallation costs shall be re-evaluated periodically by the Company.						
DATE OF	ISSUE <u>July 21 2015</u> DATE EFFECTIVE <u>September 8 2015</u> month day year month day yea						

ISSUED BY L. Craig Dowdy Sr.VP. Ext. Affairs Corp. Communications & Marketing Laclede Gas Company, St. Louis, MO 63101 FILED

	P.S.C. MO. No.	<u>1</u>
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First Revised Original

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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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For: All Missouri Service Areas

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
3.14	SERVICE LINE AND YARD LINE INSTALLATION AND MAINTENANCE: Company shall furnish, at its own expense, that portion of the service line which lies in the public street or right of way, and which extends from the gas main to the customer's property line.
	Any additional service line and/or yard line required shall also be installed by Company or Company-authorized personnel and shall be owned, operated and maintained by Company. Company's investment in any additional service/yard line shall be limited to the lesser of \$450 or the cost incurred to install up to 60 feet of such line. Any additional costs incurred by the Company to install the line, including the costs of labor, overheads and material used, shall be billed to the customer receiving service. For purposes of these rules, overheads shall include administrative and general salaries, payroll taxes and insurance, pensions and other employee benefits, and stores issuance expenses. Labor related overheads are transferred to construction based on the percentage relationship that construction payroll bears to total payroll while stores overheads are transferred to construction based on the percentage relationship that stores bears to the total cost of material. A copy of Company's estimate showing the excess costs of labor, overheads and material required to perform the work hereunder shall be furnished to customer upon request prior to construction.
	In situations where the customer billing for the service/yard line construction is estimated to be \$500 or less, Company will present customer a bill for such excess costs, which shall be due and payable upon receipt. Upon payment, Company shall install, or cause to be installed, the required lines. In lieu of an immediate up-front payment in full, customer will be permitted to make an initial payment of \$100 and to pay the remaining balance, if any, in equal monthly installments over a period not to exceed 12 months.
DATE O	F ISSUE <u>July 16, 2001</u> DATE EFFECTIVE <u>August 06, 2001</u> month day year month day year

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111 P.S.C.MO. No.

Missouri Gas Energy,

a Division of Southern Union Company For <u>All Missouri Service Areas</u>

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# GENERAL TERMS AND CONDITIONS FOR GAS SERVICE CEIVED

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3.13 SERVICE LINE AND YARD LINE INSTALLATION AND MANSERGENCE: Company shall furnish, at its own expense, that portion of the comministic of line which lies in the public street or right of way, and which extends from the gas main to the customer's property line.

> Any additional service line and/or yard line required shall also be installed by Company or Company-authorized personnel and shall be owned, operated and maintained by Company. Company's investment in any additional service/yard line shall be limited to the lesser of \$450 or the cost incurred to install up to 60 feet of such line. Any additional costs incurred by the Company to install the line, including the costs of labor, overheads and material used, shall be billed to the customer receiving service. For purposes of these rules, overheads shall include administrative and general salaries, payroll taxes and insurance, pensions and other employee benefits, and stores issuance expenses. Labor related overheads are transferred to construction based on the percentage relationship that construction payroll bears to total payroll while stores overheads are transferred to construction based on the percentage relationship that stores bears to the total cost of material. A copy of Company's estimate showing the excess costs of labor, overheads and material required to perform the work hereunder shall be furnished to customer upon request prior to construction.

> In situations where the customer billing for the service/yard line construction is estimated to be \$500 or less, Company will present customer a bill for such excess costs, which shall be due and payable upon receipt. Upon payment, Company shall install, or cause to be installed, the required lines. In lieu of an immediate up-front payment in full, customer will be permitted to make an initial payment of \$100 and to pay the remaining balance, if any, in equal monthly installments over a period pot to exceed 12 months.

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F. Jay Cummings

Laclede Gas Company

#### For: All Missouri Gas Energy Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

<u>Maintenance costs</u> associated with the repair, removal or replacement of an EFV at a premise shall be \$900.00 which includes the cost of excavation and construction necessary. Maintenance costs shall be paid by the customer who requested installation of the EFV at that premise, if that customer still takes service at that premise. Installation of an EFV where the service line is not a new or scheduled replacement service line shall be available only upon the customer's request and payment of the above-stated maintenance costs. EFV maintenance costs shall be re-evaluated periodically by the Company.

#### 3.17 COMPANY AND CUSTOMER EQUIPMENT:

Company may refuse or discontinue service if an inspection or test reveals leakage, escape or loss of gas on customer's premises.

The Company does not own, nor is it responsible for the repair or maintenance of any piping, vents, or gas utilization equipment on the downstream side of the gas meter, its related appurtenances and piping. All piping, vents or gas utilization equipment furnished by the owner/customer of the premises being served shall be suitable for the purposes hereof and the owner/customer of the premises shall be responsible for the repair and maintenance of such at all times in accordance with accepted practice and in conformity with requirements of public health and safety, as set forth by the properly constituted authorities and by the Company. As with any fixture or appurtenance within premises, piping, vents or gas utilization equipment can fail, malfunction or fall into disrepair at any time and as such the owner/customer of the premises being served shall be aware of this fact. Nothing in this section shall modify the Company's obligations under 4 CSR 240-40.030(10)(J), 4 CSR 240-40.030(12)(S) and 4 CSR 240-40.030(14)(B).

The owner/customer shall be responsible at all times for the safekeeping of all Company property installed on the premises being served, and to that end shall give no one, except the Company's authorized employees, contractors or agents, access to such property.

DATE OF ISSUE	July	21	2015	DATE EFFECTIVE	<u>September</u>	8	2015
	month	day	year		month	day	year
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ISSUED BY L.	Craig Dow	<u>/dy</u>		Sr.VP. Ext. Affairs Corp. Co	mmunications	<u>s &amp; Ma</u>	rketing
		-		Laclede Gas Compa	iny, St. Louis,	MO 63	3101 FII

FORM NO. 13 P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u>

Second Revised First Revised SHEET No. R-33 SHEET No. R-33

Missouri Gas Energy,

Service Commission JG-2016-0020

a Division of Southern Union Company Name of Issuing Corporation For: All Missouri Service Areas

Community, Town o

# City GENERAL TERMS AND CONDITIONS FOR GAS SERVICE In situations where the excess costs exceed \$500, Company may, after giving due consideration to the total excess costs and customer's ability to make the required payment, enter into a special payment agreement with customer to permit payment over a period of up to 36 months. Customer's failure to pay the excess costs in accordance with the pay agreement shall be sufficient cause to discontinue service to customer upon due notice and in accordance with these General Terms and Conditions. When an economic analysis is made for those customers using in excess of 6,000 Ccf annually, as provided for in Section 9.03 herein, any resulting investment which can be justified over and above that needed for the main extension can be applied to partially or wholly offset the above-mentioned costs. 3.15 REPLACEMENT OF CUSTOMER-OWNED SERVICE LINES AND YARD LINES: All replacements of customer-owned service/yard lines shall be performed by Company or Company-authorized personnel and shall thereafter be owned. operated and maintained by Company. Replacement of customer-owned service/yard lines will occur in accordance with Company's schedule and the requirements of regulatory authorities having jurisdiction herein. Company shall replace, at its own expense, that portion of the service line which lies in the public street or right of way, and which extends from the gas main to the customer's property line. Any additional service line and/or yard line required shall also be replaced by Company or Company-authorized personnel and shall be owned, operated and maintained by Company. Company's investment to replace a customer-owned service/yard line shall be limited to the lesser of \$450

	DATE OF ISSUE	<u>July</u> month	<u>16,</u> day	2001 year	DATE EFFECTIVE:	<u>August</u> month	<u>06,</u> day	<u>2001</u> year
	ISSUED BY RO	obert J. Ha	ack		Vice President, P	ricing and I	Regulato	ory Affairs
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Sept. 08, 20	16					0,,,		
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FORM NO. 13 P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u>

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First Revised Original SHEET No. <u>R-33</u> SHEET No. <u>R-33</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u> Name of Issuing Corporation

For: All Missouri Service Areas

# GENERAL TERMS AND CONDITIONS FOR GAS SERVICE COMMISSION

# **REC'D AUG 2 8 1**998

In situations where the excess costs exceed \$500, Company may, after giving due consideration to the total excess costs and customer's ability to make the required payment, enter into a special payment agreement with customer to permit payment over a period of up to 36 months.

Customer's failure to pay the excess costs in accordance with the pay agreement shall be sufficient cause to discontinue service to customer upon due notice and in accordance with these General Terms and Conditions.

When an economic analysis is made for those customers using in excess of 6,000 Ccf annually, as provided for in Section 9.03 herein, any resulting investment which can be justified over and above that needed for the main extension can be applied to partially or wholly offset the above-mentioned costs.

3.14 REPLACEMENT OF CUSTOMER-OWNED SERVICE LINES AND YARD LINES: All replacements of customer-owned service/yard lines shall be performed by Company or Company-authorized personnel and shall thereafter be owned, operated and maintained by Company. Replacement of customer-owned service/yard lines will occur in accordance with Company's schedule and the requirements of regulatory authorities having jurisdiction herein.

Company shall replace, at its own expense, that portion of the service line which lies in the public street or right of way, and which extends from the gas main to the customer's property line.

Any additional service line and/or yard line required shall also be replaced by Company or Company-authorized personnel and shall be owned, operated and maintained by Company. Company's investment to replace a customer-owned service/yard line shall be limited to the lesser of \$450

Missouri Public Service Commission FILED SEP 0 2 1998

DATE OF ISSUE August 28 1998	DATE EFFECTIVE:
month day year	month day year SEP 0 2 1998
ISSUED BY Charles B. Hernandez	Director, Pricing and Regulatory Affairs
	Missouri Gas Energy
	Kansas City, MO, 64111

P.S.C.MO. No. \_\_\_1

<u>Original</u>

Missouri Gas Energy,

a Division of Southern Union Company For All Missouri Service Areas

## GENERAL TERMS AND CONDITIONS FOR GAS SERVICE ECEIVED

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Customer's failure to pay the excess costs in accordance with the pay agreement shall be sufficient cause to discontinue service to customer upon due notice and in accordance with these General Terms and Conditions.

When an economic analysis is made for those customers using in excess of 600 MCF annually, as provided for in Section 9.03 herein, any resulting investment which can be justified over and above that needed for the main extension can be applied to partially or wholly offset the above-mentioned costs.

3.14 REPLACEMENT OF CUSTOMER-OWNED SERVICE LINES AND YARD LINES: All replacements of customer-owned service/yard lines shall be performed by Company or Company-authorized personnel and shall thereafter be owned, operated and maintained by Company. Replacement of customer-owned service/yard lines will occur in accordance with Company's schedule and the requirements of regulatory authorities having jurisdiction herein.

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 MO. PUBLIC SERVICE COMM

 DATE OF ISSUE January
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 DATE EFFECTIVE February
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 ISSUED BY
 Vice President, Rates and Regulatory Affairs

F. Jay Cummings

	P.S.C.	MO.	No.	<u>6</u>
Canceling	P.S.C.	MO.	No.	<u>1</u>

<u>Original</u> Original

Laclede Gas Company

#### For: All Missouri Gas Energy Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

3.18 Company will waive all connection or reconnection charges necessitated because gas service was disconnected due to property damage incurred because of the May 22, 2011 tornado. If so requested, customers should be prepared to provide proof of damage sustained during the tornado. This waiver authority shall expire concurrent with the expiration of the "Rebuild Joplin: Experimental Pilot Program for Residential and SGS Natural Gas Energy Efficiency Incentives" and the "Rebuild Joplin: Energy Star® New Homes Experimental Pilot Program".

DATE OF ISSUE	July	21	2015	DATE EFFECTIVE	<u>September</u>	8	2015
	month	day	year		month	day	уеаг
ISSUED BY L.	Craig Dov	vdy		Sr.VP. Ext. Affairs Corp. Co	mmunications	<u>s &amp; Ma</u>	arketing
				Laclede Gas Compa	ny, St. Louis,	MO 6	3101
							F

FILED Missouri Public Service Commission JG-2016-0020 Missouri Gas Energy, a Division of Southern Union Company

For: All Missouri Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

or the costs incurred to replace up to 60 feet of such line. Any additional costs incurred by the Company to replace the line, including the costs of labor, overheads and material used, shall be billed to the customer receiving service. For purposes of these rules, overheads shall include administrative and general salaries, payroll taxes and insurance, pensions and other employee benefits, and stores issuance expenses. Labor related overheads are transferred to construction based on the percentage relationship that construction payroll bears to total payroll while stores overheads are transferred to construction based on the percentage relationship that stores bears to the total cost of material. A copy of Company's estimate showing the excess costs of labor, overheads and material required to perform the work hereunder shall be furnished to customer upon request prior to construction.

In situations where the customer billing for the service/yard line construction is estimated to be \$500 or less, Company will present customer a bill for such excess costs, which shall be due and payable upon receipt. Upon payment, Company shall replace, or cause to be replaced, the required lines. In lieu of an immediate up-front payment in full, customer will be permitted to make an initial payment of \$100 and to pay the remaining balance, if any, in equal monthly installments over a period not to exceed 12 months. In situations where the excess costs exceed \$500, Company may, after giving due consideration to the total excess costs and customer's ability to make the required payment, enter into a special payment agreement with customer to permit payment over a period of up to 36 months.

DATE OF ISSUE January

7 1994 month day year

DATE EFFECTIVE February month

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ISSUED BY\_

CANCELLED

Sept. 08, 2016 Missouri Public Service Commission JG-2016-0020

F. Jay Cummings

Vice President, Rates and Regulatory Affairs

Missouri Gas Energy Kansas City, MO. 64111

P.S.C. MO. No. <u>6</u> Canceling P.S.C. MO. No. <u>1</u>

<u>Original</u> First Revised SHEET No. <u>R-33.2</u> SHEET No. R-33.2

Laclede Gas Company

#### For: All Missouri Gas Energy Service Areas

9	GENERAL	TERN	IS AND C	OND	ITIONS FOR G	<u>AS S</u>	ERVICE			
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TE OF ISSUE	July month	21 day	<u>2015</u> year	l	DATE EFFECTI	VE	<u>September</u> month	8 day	2015 year	
SUED BY	Craig Dov			<u>.VP. I</u>	Ext. Affairs Corp	. Cor	nmunications	s & Ma	arketing	
				ļ	Laclede Gas Co	mpai	iy, St. Louis,	IVIU 6	Miss	FILED souri Pu
ANCELLED oril 19, 2018 ssouri Public									Service JG-3	e Comn 2016-0

Commission 016-0020

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

First Revised Original SHEET No. <u>R-33.2</u> SHEET No. <u>R-33.2</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

Customer's failure to pay the excess costs in accordance with the pay agreement shall be sufficient cause to discontinue service to customer upon due notice and in accordance with these General Terms and Conditions.

3.16 MAINTENANCE OF CUSTOMER-OWNED SERVICE LINES AND YARD LINES: Company or Company-authorized personnel shall perform, at Company's expense, all maintenance of customer-owned service lines and yard lines, when the need for such becomes apparent to Company. If a customer-owned service/yard line is in need of repair, or, if it has been declared to be a potential safety hazard by Company, Company may, at its option, replace the line instead of repairing it. If it is necessary to replace the service/yard line, Customer shall be deemed to have granted Company an easement for such line unless customer requests termination of service. This replacement shall be done in accordance with Section 3.15, herein.

Company shall not assume any ownership responsibility based only upon maintenance activities being performed.

3.17 PROPERTY OF THE COMPANY: All facilities furnished and installed by Company on the premises of customer for the supplying of gas service to customer shall be and remain the exclusive property of Company. All Company-owned facilities on the premises of customer shall be operated and maintained by and at the expense of Company, may be replaced by Company at any time, and may be removed by Company upon termination of customer's service agreement or upon discontinuance by Company of gas service to customer for any reason.

DATE OF IS	SUE	<u>July</u> month	<u>16,</u> day	2001 year	DATE EFFECTIVE	<u>August</u> month	06, day	2001 year
CANCELLED	Rob	oert J. Hack			Vice President, Pri	cing and Re	gulatory	Affairs
Sept. 08, 2016					Missouri Gas Energy	y, Kansas Ci	ity, MO.	64111
Missouri Public								
Service Commission								

JG-2016-0020

P.S.C.MO. No. 1 Original

SHEET No. \_\_\_\_ R-33.2

Missouri Gas Energy,

a Division of Southern Union Company For All Missouri Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE CEIVED

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Customer's failure to pay the excess costs in accordance with the Savisa Commission shall be sufficient cause to discontinue service to customer upon due notice and in accordance with these General Terms and Conditions.

3.15 MAINTENANCE OF CUSTOMER-OWNED SERVICE LINES AND YARD LINES: Company or Company-authorized personnel shall perform, at Company's expense, all maintenance of customer-owned service lines and yard lines, when the need for such becomes apparent to Company. If a customer-owned service/yard line is in need of repair, or, if it has been declared to be a potential safety hazard by Company, Company may, at its option, replace the line instead of repairing it. If it is necessary to replace the service/yard line, Customer shall be deemed to have granted Company an easement for such line unless customer requests termination of service. This replacement shall be done in accordance with Section 3.14, herein.

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Public	Servico MISSO	Commission	MO. PUBL	IC SERVIC	E COMM
DATE OF ISSUE January	_7	<u>1994</u> DATE	EFFECTIVE February	1	1994
month	day	year	month	day	year
ISSUED BY		Vice	President, Rates and F	Regulator	v Affairs

F. Jay Cummings

P.S.C. MO. No. <u>6</u> Canceling P.S.C. MO. No. <u>1</u>

<u>Original</u> First Revised SHEET No. <u>R-33.3</u> SHEET No. <u>R-33.3</u>

Laclede Gas Company

For: All Missouri Gas Energy Service Areas

	GENERAL	TER	MS AND COM	DITIONS FOR	GAS S	SERVICE		
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DATE OF ISSUE	July month	21 day	<u>2015</u> year	DATE EFFEC	TIVE	September month	8 day	<u>2015</u> year

ISSUED BY L. Craig Dowdy Sr.VP. Ext. Affairs Corp. Communications & Marketing Laclede Gas Company, St. Louis, MO 63101

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	<u>1</u>

First Revised Original SHEET No. <u>R-33.3</u> SHEET No. <u>R-33.3</u>

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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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For: All Missouri Service Areas

		GENERAL	TERM	S AND CC	NDITIONS FOR GAS	<u>SERVICE</u>		
3.18	Transpo	ortation Reg	ulatior	1 49 CFR F	ordance with the Uni Part 192.383, the Cor ess Flow Valves (EF	npany shall p		
	builders written whethe	s, and resid information r to install a	ences shall n EFV	where the include a	to home construction service line is scheor questionnaire so the tomer may return the installation of the EFV	uled to be re customer ca notice or call	placed. In determ to accep	The nine
	service and upo shall or dwelling pounds	line or a sc on payment nly be avai g served fro	hedule by the lable v om a	ed replace e customer where sen delivery s	le by the Company of ment service line, up of the installation co vice is provided to a ystem with a press the service line is co	on the custon sts. Installati a residential ure greater tl	ner's requ on of an l single fa nan ten	uest EFV mily (10)
	overhea	ad, EFV, me	eter tag	g, purchas	be \$65.00 which i e order cost, stores Ill be re-evaluated pe	overhead, and	d income	tax
	a premi necessa installat premise replace paymer	se shall be ary. Mainte ion of the E . Installation ment servic	\$900.0 enance EFV at on of a e line ove-sta	00 which ir e costs sh t that prem in EFV wh shall be a ted mainte	the repair, removal or includes the cost of ex- inall be paid by the hise, if that customer ere the service line in vailable only upon the enance costs. EFV n upany.	cavation and customer wh still takes se s not a new e customer's	construc o reques ervice at or schedu request	ction sted that uled and
DATE O	F ISSUE	<u>July</u> month	<u>16,</u> day	<u>2001</u> year	DATE EFFECTIVE	E <u>August</u> month	<u>    06,</u> day	<u>2001</u> year
ISSUED	BY Ro	obert J. Hac	k		Vice President,	Pricing and R	egulatorv	Affairs
					Missouri Gas Ene			

P.S.C. MO. No. 1

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<u>Original</u>

		Gas Energy, <u>a of Southern Union Company</u>	For: All Missouri Service Areas Missouri Public Sopvice Commission						
		GENERAL TERMS AND CONDITIONS FO	RECTOFEB 1 6 1999						
	3.17	EXCESS FLOW VALVES: In accordance with th Transportation Regulation 49 CFR Part 192.38 notice of the benefits and availability of Excess Flo	3, the Company shall provide						
		<u>Notice</u> shall be provided in writing to home cons builders, and residences where the service line is written information shall include a questionnaire whether to install an EFV. The customer may retu decline the installation of the EFV. Installation of t	scheduled to be replaced. The so the customer can determine rn the notice or call to accept or						
		nstallation of an EFV shall be made by the Company only in the case of a new service line or a scheduled replacement service line, upon the customer's request and upon payment by the customer of the installation costs. Installation of an EFV shall only be available where service is provided to a residential single family dwelling served from a delivery system with a pressure greater than ten (10) pounds per square inch and where the service line is connected directly to the gas distribution main.							
	1001 R-33. 3 Minission	Installation costs of an EFV shall be \$65.00 which includes: labor, materials, overhead, EFV, meter tag, purchase order cost, stores overhead, and income tax recovery. EFV installation costs shall be re-evaluated periodically by the Company.							
CANCELLED	AUG 0.6 2001 155 KS R-3 ubic Service Comin	Maintenance costs associated with the repair, ren at a premise shall be \$900.00 which includes construction necessary. Maintenance costs shall requested installation of the EFV at that premi service at that premise. Installation of an EFV wh or scheduled replacement service line shall be avai request and payment of the above-stated mainten costs shall be re-evaluated periodically by the Cor	s the cost of excavation and I be paid by the customer who ise, if that customer still takes ere the service line is not a new ailable only upon the customer's nance costs. EFV maintenance						
			Missouri Public Service Commission						
			FILED APR 1 8 1999						
	DATE O	F ISSUE <u>February 16 1999</u> DATE EFFE month day year	ECTIVE <u>April 18 1999</u> month day year						
•	ISSUED	BY Robert J. Hack Vice President	dent, Pricing and Regulatory Affairs Missouri Gas Energy Kansas City, MO. 64111						

P.S.C. MO. No. <u>6</u> Canceling P.S.C. MO. No. <u>1</u> <u>Original</u> <u>Sixth Revised</u>

SHEET No. R-34 SHEET No. R-34

Laclede Gas Company

Service Commission GR-2017-0216; YG-2018-0118 For: All Missouri Gas Energy Service Areas

	GENERAL	TERMS	AND COM	NDITIONS FOR G	<u>AS SE</u>	ERVICE			
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DATE OF ISSUE	<u>July</u> month	_21 _20 day ye	1 <u>5</u> ar			<u>September</u> month	8 day	2015 year	
ISSUED BY <u>L</u> .	Craig Dov	vdy	Sr.VP	. Ext. Affairs Corp. Laclede Gas Cor	<u>. Com</u> mpany	munications y, St. Louis,	<u>s &amp; Ma</u> MO 6	3101	FILED
CANCELLED April 19, 2018 Missouri Public								Service	ouri Public Commission 2016-0020

P.S Canceling P.S	.C. MO. No. .C. MO. No.	<u>1</u> 1	<u>Sixth Revised</u> Fifth Revised	SHEET No. <u>R-34</u> SHEET No. <u>R-34</u>						
Missouri Gas <u>a Division of S</u>		n Company		For: All Missouri Service Areas						
GENERAL TERMS AND CONDITIONS FOR GAS SERVICE										
3.19	COMPANY	AND CUSTOMEF	R EQUIPMENT:							
	Company may refuse or discontinue service if an inspection or test reveals leakage, escape or loss of gas on customer's premises.									
pipir relat by ti here mair with auth pipir time fact.	ng, vents, or g ed appurtenan he owner/custo of and the own tenance of su requirements orities and by ng, vents or ga and as such t Nothing in th	as utilization economices and piping. Somer of the pre- vner/customer of ch at all times if of public healt the Company. Is utilization equiphe owner/custor is section shall	uipment on the downs All piping, vents or ga mises being served sl f the premises shall b in accordance with acc h and safety, as set As with any fixture of ipment can fail, malfur mer of the premises be	he repair or maintenance of any stream side of the gas meter, its as utilization equipment furnished hall be suitable for the purposes be responsible for the repair and cepted practice and in conformity forth by the properly constituted or appurtenance within premises, nction or fall into disrepair at any eing served shall be aware of this s obligations under 4 CSR 240- 40.030(14)(B).						
prop	The owner/customer shall be responsible at all times for the safekeeping of all Company property installed on the premises being served, and to that end shall give no one, except the Company's authorized employees, contractors or agents, access to such property.									

	DATE OF ISSUE	<u>June</u> month	4, day	<u>2013</u> year	DATE EFFECTIVE	<u>July</u> month	4 day	<u>2013</u> year
CANCELLE	SUED BY Mich	ael R. Noac	k			, Pricing and Re		
Sept. 08, 20					Missouri Gas	Energy, Kans	as City, MO.	64111
Missouri Pub								LED uri Public
Service Commi	ssion							Commission
JG-2016-002	20					(	GC-2011-010	); YG-2013-0589

P.S.C. MO. No.	1	Fifth Revised	SHEET No. <u>R-34</u>
Canceling P.S.C. MO. No.	<u>1</u>	Fourth Revised	SHEET No. R-34

### Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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claims fo property service I shall affi	or trespass, i that may be ine, yard line rmatively ap	njury to p caused e and of pear that	ersons, o by reasor her nece t the injur	ner shall save Com or damage to lawns, n of the installation, ssary appurtenance y to persons or dai part of Company or	trees, shrubs, bu operation, or repla s to serve custo mage to property	ildings or other acement of the mer unless it complained of	r ∋ t
or loss o CSR 24 Compan leakage,	of gas on cu 10-40.030(10 y will not be	stomer's )(J), 4 liable fe oss of ga	premises CSR 24 or any lo s from cu	rvice if an inspectior 5. Provided that the 0-40.030(12)(S) ar oss, damage or inju stomer's service line	e Company has c nd 4 CSR 240- ury whatsoever ca	omplied with 4 -40.030(14)(B) aused by such	4 , ר
piping, v related a the owne and the mainten with req authoritie piping, v time and fact, and with such piping, p	rents, or gas appurtenance or/customer ance of such uirements o es and by the rents or gas as such the Company so	utilization of the pre- comer of of at all the f public ne Comp utilization e owner/or hall owe of the dow	on equipn bing. All p emises be the pre- mes in ac health ar health ar any. As n equipm customer customer nstream mpany ha	t responsible for the nent on the downst iping, vents or gas us ing served shall be emises shall be n coordance with acce and safety, as set for with any fixture or ent can fail, malfun of the premises bein no duty to warn of side of the gas meter as complied with 4 030(14)(B).	ream side of the utilization equipme suitable for the p esponsible for the pted practice and orth by the prope appurtenance w ction or fall into c ng served shall b potential hazards er, its related appu	gas meter, its int furnished by urposes hereof he repair and d in conformity erly constituted ithin premises lisrepair at any e aware of this that may exist urtenances and	s y d y s, y s t d
property the Com owner/co harmless property	installed on pany's authoustomer of the s and defender	the pren prized em ne premis I the Cor Iligence	nises beir iployees, ses being mpany for	ible at all times for ng served, and to th contractors or agen served shall be lia the cost of repairs e of it by the own	at end shall give ts, access to such ble for and shall for damage done	no one, excep property. The indemnify, holo to Company's	ot e d s
DATE OF ISSUE	December month	9, day	<u>2011</u> year	DATE EFFECTIVI	E <u>January</u> month		2012 year
ISSUED BY Micha	el R. Noack	-			ector, Pricing and F i Gas Energy, Kans		
CANCELLED						FILED Missouri Publi	ic

July 4, 2013 Missouri Public Service Commission GC-2011-0100; YG-2013-0589 FILED Missouri Public Service Commission GT-2012-0183; YG-2012-0261

P.S.C. MO. No.	1	Fourth Revised	SHEET No. <u>R-34</u>
Canceling P.S.C. MO. No.	1	Third Revised	SHEET No. <u>R-34</u>

# Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

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# GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

3.19	injury to pe by reason necessary persons of	ersons, or da of the insta-	amage to allation, c ces to se property (	lawns, tree operation, c rve custon complained	save Company harmless f es, shrubs, buildings or other or replacement of the servic ner unless it shall affirmati of has been caused by willf resonnel.	property that be line, yard ively appear t	line and hat the inju	other ury to
	of gas on whatsoeve	n customer's er caused by	premise such lea	s. Compa akage, esca	e if an inspection or test re- ny will not be liable for a pe or loss of gas from cust other equipment.	anvioss, da	image oi	inguny j
	or gas uti piping. All being serv be respor practice a constitute piping, ve such the shall owe	lization equi piping, vents ved shall be nsible for the nd in conform d authorities nts or gas ut owner/custor customer b	pment or s or gas us suitable for repair a mity with and by ilization e mer of th o duty to	the delive tilization economic the purpo- and mainten requirement the Compa equipment c e premises warn of po-	possible for the repair or main ry side of the gas meter, it uppent furnished by the ownoses hereof and the ownor/of nance of such at all times its of public health and safet ny. As with any fixture or a an fail, malfunction or fall int being served shall be awa otential hazards that may ex- ppurtenances and piping.	is related app iner/customer sustomer of the in accordance by, as set forth ppurtenance to disrepair at are of this fac	of the preries of the preries with according by the pro- within pren- any time a t, and Corr	mises shall epted operly nises, nd as npany
	installed of authorized premises Company misuse of	on the premi d employees being serve for the cos fit by the own	ises bein , contrac ed shall t of repa her/custo	g served, a tors or age be liable f irs for dan mer or pers	at all times for the safekee and to that end shall give n nts, access to such property or and shall indemnify, ho nage done to Company's p ons on the premises affecte	o one, except y. The owner old harmless roperty due f d thereby.	customer and defen o negligen	of the d the nce or
	directly o utilization and all s inspected failure of equipmer proceedir	equipment ( equipment ( uch loss, da d or not by the service or do not, strike, riot nogs or action	connected on the de image or he Comp elay in co act of G n or any	d with or a livery side injury invo any, or occ mmencing od, order o order of au	, damage or injury to person arising out of the delivery of of the meter, which shall ind olving piping, vents or gas easioned by interruption, fail service due to accident to of f any court or judge granted ny commission or tribunal l any other act or things due the Company, its employee	trigging gas throug clude but not l utilization equi ure to common trigging breakdown in any bonafi having jurisdic to causes be	be limited l lipment, whence delive of plant, lin de adverse ction; or, w	to any hether ery, or les, or e legal vithout pany's
						Aii	20	2007
DATE OF	ISSUE	March month	<u>28,</u> day	<u>2007</u> year	DATE EFFECTIVE	month Ap	oril 3, 2007	
	BY Micha	el R. Noack			Direct	or, Pricing an	d Regulato	ry Affairs
					Missouri Gas	Energy, Kan	sas city, M	0, 04111



GR-2006-0422

P.S.C. MO. No.	1	Third Revised	SHEET No. <u>R-34</u>
Canceling P.S.C. MO. No.	1	Second Revised	SHEET No. R-34

Missouri Gas Energy, a Division of Southern Union Company

For: All Missouri Service Areas

Missouri Public

Service Commission

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

3.19 COMPANY LIABILITY: Customer shall save Company harmless from all claims for trespass, injury to persons, or damage to lawns, trees, shrubs, buildings or other property that may be caused by reason of the installation, operation, or replacement of the service line, yard line and other necessary appurtenances to serve customer unless it shall affirmatively appear that the injury to persons or damage to property complained of has been caused by willful default or negligence on the part of Company or its accredited personnel.

Company may refuse or discontinue service if an inspection or test reveals leakage, escape or loss of gas on customer's premises. Company will not be liable for any loss, damage or injury whatsoever caused by such leakage, escape or loss of gas from customer's service line, yard line, ancillary lines, house piping, appliances or other equipment.

3.20 Company will waive all connection or reconnection charges necessitated because gas service was disconnected due to property damage incurred as a result of the May 2003 tornadoes. If so requested, customers should be prepared to provide proof of damage sustained during the tornadoes. This waiver authority shall expire on December 1, 2003.

	DATE OF ISSUE	<u>May</u> month	<u>14,</u> day	2003 year	DATE EFFECTIVE	<u>June</u> month	<u>14,</u>	<u>2003</u> year	
	ISSUED BY R	obert J. Ha	ck		Vice President, Price	ing and Red	gulatory A	ffairs	
ed					Missouri Gas Energy,	Kansas Ci	ty, MO. 6	4111 Fil	ed

#### P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u>

Second Revised First Revised

### SHEET No. <u>R-34</u> SHEET No. <u>R-34</u>

Missouri Gas Energy, a Division of Southern Union Company

For: All Missoulive Areas ublic

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE RECTO JUL 1 6 2001

### 3.19 COMPANY LIABILITY: Customer shall save Company harmless from all claims for trespass, injury to persons, or damage to lawns, trees, shrubs, buildings or other property that may be caused by reason of the installation, operation, or replacement of the service line, yard line and other necessary appurtenances to serve customer unless it shall affirmatively appear that the injury to persons or damage to property complained of has been caused by willful default or negligence on the part of Company or its accredited personnel.

Company may refuse or discontinue service if an inspection or test reveals leakage, escape or loss of gas on customer's premises. Company will not be liable for any loss, damage or injury whatsoever caused by such leakage, escape or loss of gas from customer's service line, yard line, ancillary lines, house piping, appliances or other equipment.



# Missouri Public

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DATE OF ISSUE	July	16,	2001		Alteration
	month	day	year		month day year
ISSUED BY R	obert J. <u>H</u> a	ack	-	Vice President. Pri	AUG 0 6 2001 cing and Regulatory Affairs
					/ Kansas City, MO, 64111

Canceli	P.S.C. MO. ng P.S.C. MO.	—	<u>First Revised</u> Original	SHEET No. <u>R-34</u>
		Union Company	—	For: All Missouri Service Areas Missouri Public
	<u>GEN</u>	ERAL TERMS A	ND CONDITIONS FOR (	GAS SERVICE
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3.18	for trespass other prope replacement serve custo damage to	, injury to perso rty that may be t of the service l omer unless it property comp	ons, or damage to lawn caused by reason of t line, yard line and other shall affirmatively appear	any harmless from all claims s, trees, shrubs, buildings or the installation, operation, or necessary appurtenances to r that the injury to persons or aused by willful default or personnel.
	leakage, es liable for a escape or lo	cape or loss of any loss, dam	gas on customer's prer age or injury whatsoeve customer's service line, ya	n inspection or test reveals nises. Company will not be er caused by such leakage, ard line, ancillary lines, house
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				Missouri Public Service Commission
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L	OF ISSUE Fe	bruary 16 19		TIVE <u>April 18 1999</u> month day year
DATE	mc	onth day ye		
	mc D BY <u>Rober</u>	1		nt, Pricing and Regulatory Affairs Missouri Gas Energy

P.S.C.MO. No. 1

<u>Original</u>

Missouri Gas Energy,

a Division of Southern Union Company For All Missouri Service Areas

# GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN - 7 1994

# MISSOURI

3.17 COMPANY LIABILITY: Customer shall save Company barmless Commission all claims for trespass, injury to persons, or damage to lawns, trees, shrubs, buildings or other property that may be caused by reason of the installation, operation, or replacement of the service line, yard line and other necessary appurtenances to serve customer unless it shall affirmatively appear that the injury to persons or damage to property complained of has been caused by willful default or negligence on the part of Company or its accredited personnel.

> Company may refuse or discontinue service if an inspection or test reveals leakage, escape or loss of gas on customer's premises. Company will not be liable for any loss, damage or injury whatsoever caused by such leakage, escape or loss of gas from customer's service line, yard line, ancillary lines, house piping, appliances or other equipment.

> > CANCELLED



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FEB 1 1994 9 4 - 4 0 MO. PUBLIC SERVICE COMM

DATE OF ISSU	JE <u>January</u>	7	<u>1994</u> DATE EFF	ECTIVE February	1	1994
	month	day	year	month	day	year
ISSUED BY			Vice Pres	ident, Rates and R	egulator	y Affairs
F	. Jay Cummi	ngs				

P.S.	C. MO. No.	<u>6</u>
Canceling	P.S.C. MO. No.	1

<u>Original</u> Third Revised

Laclede Gas Company

GR-2017-0216; YG-2018-0118

For: All Missouri Gas Energy Service Areas

	GENERAL	<u>. TERM</u>	<u>MS ANI</u>	D COM	DITIONS	FOR GAS	SERVICE			
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DATE OF ISSUE	<u>July</u> month	21 day	2015 year		DATE E	FFECTIVE	September month	8 day	<u>2015</u> year	
CANCELLED April 19, 2018 Missouri Public Service Commission	<u>. Craig Dov</u>	vdy		<u>Sr.VP</u>	<u>, Ext. Affa</u> Laclede	<u>irs Corp. Co</u> Gas Compa	ommunicatior any, St. Louis	i <u>s &amp; Ma</u> , MO 6	3101 Miss Service	FILED souri Public e Commission 2016-0020

P.S.C.MO. No.	<u>1</u>	
Canceling P.S.C.MO. No.	1	

Third Revised Second Revised SHEET No. <u>R-34.1</u> SHEET No. <u>R-34.1</u>

Missouri Gas Energy, a Division of Southern Union Company

For: All Missouri Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

3.20 Company will waive all connection or reconnection charges necessitated because gas service was disconnected due to property damage incurred because of the May 22, 2011 tornado. If so requested, customers should be prepared to provide proof of damage sustained during the tornado. This waiver authority shall expire concurrent with the expiration of the "Rebuild Joplin: Experimental Pilot Program for Residential and SGS Natural Gas Energy Efficiency Incentives" and the "Rebuild Joplin: Energy Star® New Homes Experimental Pilot Program".

DATE OF ISSUE	June	4	2013	DATE EFFECTIVE	July	4	2013
	month	day	year		month	day	year

CANCELLED Sept. 08, 2016 Missouri Public Service Commission JG-2016-0020

Cancelin	P.S.C. MO. No. g P.S.C. MO. No.	<u>1</u> 1	Second Revised First Revised	SHEET No. <u>R-34.1</u> SHEET No. R-34.1
Missouri	Gas Energy, n of Southern Unio	-		or: All Missouri Service Areas
		<u>n company</u>	<u>L</u>	
	<u>GENERA</u>	<u>L TERMS AND</u>	CONDITIONS FOR GA	<u>S SERVICE</u>
	40.030(12)(S) and damage or injury to or arising out of to downstream side such loss, damage by the Company of or occasioned by in commencing servit riot, act of God, proceedings or act without limitation beyond Company employees, contra	4 CSR 240-40 o persons or pro the delivery of g of the gas mete e or injury involv lownstream of th interruption, failu ce due to accide order of any c ction or any orde by the preceding 's control, o actors or agents,	0.030(14)(B), the Companiperty, in any manner direction gas through piping or gas in the shall include but ing piping, vents or gas une gas meter, whether inspire to commence delivery, ent to or breakdown of placourt or judge granted in the of any commission or g enumeration, any other r attributable to the neg	0-40.030(10)(J), 4 CSR 240- by shall not be liable for loss, ctly or indirectly connected with a utilization equipment on the a not be limited to any and all tilization equipment not owned bected or not by the Company, or failure of service or delay in ant, lines, or equipment, strike, any bonafide adverse legal tribunal having jurisdiction; or, r act or things due to causes gligence of the Company, its any has complied with 4 CSR -40.030(14)(B).
3.20	service was discol tornado. If so re sustained during expiration of the	nnected due to p equested, custor the tornado. "Rebuild Joplin: gy Efficiency In	property damage incurred mers should be prepared This waiver authority sha Experimental Pilot Prog centives" and the "Rebu	es necessitated because gas because of the May 22, 2011 d to provide proof of damage all expire concurrent with the ram for Residential and SGS ild Joplin: Energy Star® New
DATE OF	SSUE <u>May</u> month	<u>10 2012</u> day year	DATE EFFECTIVE	<u>June 9 2012</u> month day year
ISSUE				Director, Pricing and Regulatory Affair
	П		Missouri	Gas Energy, Kansas City, MO. 6411

July 4, 2013 Missouri Public Service Commission GC-2011-0100; YG-2013-0589

<u>'S</u> <sup>1</sup>Filed **Missouri** Public Service Commission JG-2012-0718

P.S.C. MO. No.	<u>1</u>	First Revised	SHEET No. R-34.1
Canceling P.S.C. MO. No.	<u>1</u>	Original	SHEET No. <u>R-34.1</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

# GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

<ul> <li>Provided that the Company has complied with 4 CSR 240-40.030(10)(J), 4 CSR 240-40.030(12)(S) and 4 CSR 240-40.030(14)(B), the Company shall not be liable for loss, damage or injury to persons or property, in any manner directly or indirectly connected with or arising out of the delivery of gas through piping or gas utilization equipment on the downstream side of the gas meter, which shall include but not be limited to any and all such loss, damage or injury involving piping, vents or gas utilization equipment not owned by the Company downstream of the gas meter, whether inspected or not by the Company, or occasioned by interruption, failure to commence delivery, or failure of service or delay in commencing service due to accident to or breakdown of plant, lines, or equipment, strike, riot, act of God, order of any court or judge granted in any bonafide adverse legal proceedings or action or any order of any commission or tribunal having jurisdiction, or, without limitation by the preceding enumeration, any other act or things due to causes beyond Company's control, or attributable to the negligence of the Company, its employees, contractors or agents, provided that the Company has complied with 4 CSR 240-40.030(10)(J), 4 CSR 240-40.030(12)(S) and 4 CSR 240-40.030(14)(B).</li> <li>3.20 Company will waive all connection or reconnection charges necessitated because gas service was disconnected due to property damage incurred because of the May 22, 2011 tornado. If so requested, customers should be prepared to provide proof of damage sustained during the tornado. This waiver authority shall expire on May 22, 2012.</li> </ul>									
service was disconnected due to property damage incurred because of the May 22, 2011 tornado. If so requested, customers should be prepared to provide proof of damage	40. dar or dov loss Cor con riot pro with bey em	030(12)(S) and mage or injury to arising out of t whether side or s, damage or inj mpany downstre asioned by inte nmencing service , act of God, ceedings or act out limitation b ond Company's ployees, contrace	4 CSR 240 o persons or he delivery f the gas me jury involving eam of the rruption, fail ce due to ac order of an ion or any of by the precess control, ctors or age	0-40.030(1 r property, of gas thr eter, which g piping, ve gas meter lure to con cident to c order to a corder of an eding enun or attribu nts, provid	4)(B), the Co in any manne ough piping shall include l ants or gas ution whether insomence deliver of breakdown breakdown judge grant y commission neration, any table to the ed that the C	ompany s r directly or gas ui but not be ilization e spected o ery, or fa of plant, ted in ar n or tribu other ac negliger Company	hall not be or indirectly tilization ec e limited to quipment n r not by th ilure of ser lines, or ec ny bonafide inal having t or things nee of the has compl	e liable for y connected auipment of any and all not owned l ne Compan rvice or de quipment, se adverse jurisdictio due to ca e Compan jied with 4	loss, d with on the such by the ny, or lay in strike, legal n; or, auses v. its
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	DATE OF ISSUE	<u>December</u> month	-		ATE EFFECTI	VE -	<u>January</u> month	8 day	<u>201.</u> yea
month day year month day year	ISSUED BY MI	chael R. Noack				Director,	Pricing and	Regulatory	Affairs
month day year month day year January 19, 2012 ISSUED BY Michael R. Noack Director, Pricing and Regulatory Affairs	LED				Misso	uri Gas En	ergy, Kansa	as City, MO.	6411
ISSUED BY Michael R. Noack Director, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO, 6411									
ISSUED BY Michael R. Noack Director, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 6411									
ISSUED BY Michael R. Noack 2012 LED 2012 Public Director, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 6411 FILED Missouri Public	nmission						G	GT-2012-0183	

June 9, 20<sup>2</sup> Missouri Pul Service Commi JG-2012-0178 P.S.C. MO. No. <u>1</u>

FILED

Missouri Gas Energy, a Division of Southern Union Company

Service Commission GT-2012-0183; YG-2012-0261 For: All Missouri Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

3.20 Company will waive all connection or reconnection charges necessitated because gas service was disconnected due to property damage incurred because of the May 22, 2011 tornado. If so requested, customers should be prepared to provide proof of damage sustained during the tornado. This waiver authority shall expire on May 22, 2012.

					Missouri Public Service Commission JG-2011-0599				
DATE OF ISSUE	<u>May</u> month	29 day	<u>2011</u> year	DATE EFFECTIVE	<u>June</u> month	28 day	<u>2011</u> year		
ISSUED BY Mich	ael R. Noad	ck			tor, Pricing and	,			
CANCELLED January 19, 2012 Missouri Public				Missouri Gas	Energy, Kans	sas City, MC	). 64111		

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

GR-2017-0216; YG-2018-0118

For: All Missouri Service Areas

		GENERAL	<u>. TERI</u>	MS AND	CONDITIONS FOR GAS	SERVICE		
				4. <u>TAKI</u>	NG GAS SERVICE			
4.01	facilities located of delive proper respons	<ul> <li>(except n on custom ery shall b operating sibility of cu</li> </ul>	neters ner's p be furr conc ustome	, regulato remises) hished, in lition at th er, excep	Any and all piping, ors, or related equipment required to utilize gas s nstalled and maintained he expense of custom t that customer-owned s in Section 3.15.	t owned by Con ervice beyond d in a safe, effi er and shall b	npany and the point cient, and e the sole	d it I Ə
4.02	applicat and all custome obligate shall ins	ble laws, th reasonat er's installa d to comn spect all a	ne requiple re ation r nence access	uirement quiremer nust be c or contin ible pipir	S: Customer's installation of all governmental aut nts of Company. All obtained by customer nue supplying gas service and connections an egoing provisions have b	horities having j required appr before Compan e to customer. d may refuse	urisdiction ovals of y shall be Company service or	ı, of Ə Y
4.03	determin loss. T designe burning appliand Failure	ned by the he piping o d and inst appliance ces of cus	e quan ownec alled t e doe stomet e requ	tity of ga I by Resid that the Id s not ex r are op nirements	of pipe required for sp s required, the length dential or General Servi- oss of pressure betweek ceed one-half inch of erating simultaneously of this Section shall be	of the pipe, and ce customers and n the meter and water column at maximum	d pressure shall be so d any gas- when al capacity.	e 5 - 11
DATE O	F ISSUE	January month	7 day	<u>1994</u> year	DATE EFFECTIVE	E <u>February</u> month		<u>994</u> year
ISSUED	BY	monur	uuy	Jour	Vice President	Rates and Reg		
		F. Jay Cı	ummin	igs			ri Gas Ene	ergy
CANCEL April 19, 2 Missouri P Service Com	2018 Public							

P.S.C. MO. No. <u>1</u> Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

Missouri Public Service Commission GR-2017-0216; YG-2018-0118 For: All Missouri Service Areas

	<u>(</u>	GENERAL	TERN	<u>/IS AND (</u>	CON	DITIONS	FOR GAS	S SEF	RVICE			
4.04	lines ne	E LINE R ecessitated er's conver	d by	change	or a	alteration	in build	ings	or prer	nises	ori	
4.05	meters, the prop Compar disconne after th	CTION O regulators perty of Co ny's repre ect any mo ne meter red sufficie	, and ompar sentat eter, c · has	other equiny. Under ive, or or onnect to been inst	uipmerno ther o a n stalle	ent install circumst person au neter, or d d. Any	ed by Co ances sh uthorized disturb th infractior	ompar nall a by C e ser n of t	ny at its ny perso Company vice line	exper on oth v, con e or ya	nse a er tha nect ard lir	re an or ne
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4.06	NOTICE BY CUSTOMER OF GAS LEAKS: Customer shall in person or by telephone immediately notify Company of any escape of gas in or about customer's premises.											
4.07	Compar applianc service	ROUS CO ny discove es, equi and immed us conditio	rs tha oment diately	t a dang or pipin notify cu	erou g, it uston	s conditio may, witl ner. Serv	n exists nout adv	with ance	regard te notice,	o cus shut	tome off th	r's ne
	- ISSUE	January	7	1994		DATE EF	FECTIV		ebruary		1	1994
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ISSUED	DT	F. Jay Cı	Immin	gs			<u>President</u> ,		Miss	ouri G	ias Er	nergy
CANCELL April 19, 2								ł	(ansas (	City, N	10.6	4111

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

## GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- 4.08 TAMPERING WITH COMPANY'S PROPERTY: No one except an agent of Company or one otherwise lawfully entitled to do so shall be permitted to remove or tamper with Company's meter or connections, or with any of the property of Company on or about customer's premises or elsewhere. If at any time Company shall find that a meter, gas piping, gas equipment, other instrumentality or any part thereof between Company's main and the point of delivery has been tampered with by anyone except an agent of Company or one otherwise lawfully entitled to do so, and where in the opinion of Company an unsafe condition may have been created, it shall be considered cause for immediate discontinuance of service by Company.
- 4.09 RESELLING OR REDISTRIBUTING SERVICE: Unless provided to municipal gas systems, to retail distributors of compressed natural gas which is used only as a fuel for use in natural gas powered vehicles or to other gas utilities subject to the Commission's jurisdiction, gas service furnished is for the sole use of customer and customer shall not resell or redeliver gas. In case gas supplied by Company to customer is resold, service may be discontinued after notice as provided in Section 3.08(B), herein. If service is discontinued for this cause, a reconnection charge as provided in Section 14, herein, shall be paid before service is restored.
- 4.10 FRAUDULENT USE OF SERVICE: In case of unauthorized or fraudulent use of gas in any manner on the premises occupied by customer with or without customer's knowledge, where in the opinion of Company, an unsafe condition may have been created, service may be shut off without any advance notice, and shall not be resumed until customer shall have given satisfactory assurance that such unauthorized or fraudulent use of gas has been discontinued and shall have paid to Company an amount estimated by Company to be a reasonable payment for gas so used and not paid for. Company shall also be entitled to collect a reconnection charge as provided in Section 14, herein.

DATE OF ISSUE	<u>January</u> month	7 day	<u>1994</u> year	DATE EFFECTIVE	E <u>February</u> month	<u>v 1</u> day	<u>1994</u> year
ISSUED BY	F. Jay Cu	ımmir	gs	 Vice President,	Miss	egulatory ouri Gas E City, MO.	Energy

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

First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

# GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

If, thereafter, service to customer is restored without the consent of Company by reconnecting the meter or installing a by-pass or by any other means or device, Company may cut the service line in the parkway to prevent the unauthorized taking of gas. In such event, Company will reconnect the service only upon the payment of the charge as provided for in Section 14, herein, and payment of an amount estimated by Company as reasonable for gas fraudulently used.

In the event the service line in the parkway is reconnected without the consent of Company, Company may cut off service at the main. Before gas service is restored, Company may require the payment of the reconnection charge provided for in Section 14, herein, where the main is in an unpaved area or the reconnection charge provided for in Section 14, herein, if the main is under pavement. In addition, customer must pay for the estimated amount of gas fraudulently used.

In each of the above cases, Company may require the payment of a deposit, as provided in Section 2.05 herein, in addition to the stated charges before service is restored.

4.11 TERMINATION OR DISCONTINUANCE OF SERVICE BY CUSTOMER: Unless otherwise provided by contract, a customer may request discontinuance of service upon giving 3 days (Sundays and legal holidays excluded) notice by phone or in writing mailed or delivered to Company at its office. Customer shall be liable for all service supplied to the premises, to which the notice of discontinuance is applicable, up to the date specified therein provided that such date gives Company at least 3 days in which to effect a turn off. Final gas bills resulting from termination or discontinuance of service are due and payable upon presentation.

DATE OF ISSU	JE <u>October 2</u> month d	7 1995 ay year	DATE EFFECTIVE	<u>November</u> month	<u>26</u> day	<u>1995</u> year
ISSUED BY		, , , , , , , , , , , , , , , , , , ,	Director, R	ates and Regu	ulatory <i>i</i>	, Affairs
	John M. Fer	nald		Missour		
	month d	ay year	_	month ates and Regu	day <u>Jatory</u> i Gas E	y Affa Ene

P.S.C.MO. No. 1 Original SHEET No. R-38

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	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JAN - 7 1994
	MISSOURI Jublic Service Comm 33 If, thereafter, service to customer is restored without the consent of Company by reconnecting the meter or installing a by-pass or by any other means or device, Company may cut the service line in the parkway to prevent the unauthorized taking of gas. In such event, Company will reconnect the service only upon the payment of the charge as provided for in Section 14, herein, and payment of an amount estimated by Company as reasonable for gas fraudulently used.
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	In each of the above cases, Company may require the payment of a deposit, as provided in Section 2.05 herein, in addition to the stated charges before service is restored.
4.11	TERMINATION OR DISCONTINUANCE OF SERVICE BY CUSTOMER: Unless otherwise provided by contract, a customer may request discontinuance of service upon giving 3 days (Sundays and legal holidays excluded) notice in writing mailed or delivered to Company at its office. Customer shall be liable for all service supplied to the premises, to which the notice of discontinuance is applicable, up to the date specified therein provided that such date gives Company at least 3 days in which to effect a turn off. Final gas bills resulting from termination drive for the date of service are due and payable upon presentation.
	NOV 2C 1995 BY_ARG_R-38 Ublic Service Coramissio MO. PUBLIC SERVICE COMM MISSOURI
DATE C	DF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994 month day year month day year

P.S.C. MO. No.	<u>1</u>
Canceling P.S.C. MO. No.	<u>1</u>

Missouri Public

Service Commission

GR-2017-0216; YG-2018-0118

First Revised Original

Service Commission

GR-2009-0355; YG-2010-0500

Missouri Gas Energy, a Division of Southern Union Company

For: All Missouri Service Areas

		<u>GENERAL</u>	TERMS AND	CONDITIONS FOR GAS	SERVICE		
	Compa premis	any, custor es until su	ner shall contir	s to give notice of disc nue to be liable for gas ompany receives a serv es.	s service supplie	ed to the	
	continu for all tenant. Section service thereat	ued automa gas there The cha n14 herein shall be fter until te er, that su	atically in the o after delivered, arge for such i . No such con for a lesser initi rminated by eit uch contract m	may contract in writing wner's name, with full r when service is termina revert to owner transfe tract providing for a fal term than one year, a ther party upon 30 days hay be terminated during that the owner has sold	esponsibility for ated at the reque r will be as set automatic continue nd shall continue written notice; p ng the initial te	payment est of the forth in uation of in effect provided, rm upon	
4.12	Compa proper an age custom resultir	any shall be notice; how ent of Con ner's risk. ng from su	e in writing. Te wever, if oral or npany, it is for Company shall ach procedure,	in Section 4.06, herein elephone communication ders are taken in person customer's conveniend not be responsible for but shall exercise ations from customer.	n shall not be co or over the telep ce and shall be error, delay, or	onsidered ohone by done at expense	
DATE OF	- ISSUE	<u>February</u> month	<u>16, 2010</u> day year	DATE EFFECTIVE	February 28, 20 March month	<mark>10</mark> 18, 201 day yea	
ISSUED	вү	Michael R	. Noack	Director, P	ricing and Regula		
CANCELLE April 19, 20					Kansas City, I		1 D
pm 10, 20						Missouri	

P.S.C. MO. No. <u>1</u>

<u>Original</u>

Missouri Gas Energy, a Division of Southern Union Company

Service Commission GR-2009-0355; YG-2010-0500 For: All Missouri Service Areas

# GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

In the event that customer fails to give notice of discontinuance of service to Company, customer shall continue to be liable for gas service supplied to the premises until such time as Company receives a service request from a new occupant or owner of the premises.

The owner of rental property may contract in writing for gas service to be continued automatically in the owner's name, with full responsibility for payment for all gas thereafter delivered, when service is terminated at the request of the tenant. No such contract providing for automatic continuation of service shall be for a lesser initial term than one year, and shall continue in effect thereafter until terminated by either party upon 30 days written notice; provided, however, that such contract may be terminated during the initial term upon notification in writing to Company that the owner has sold said rental property.

4.12 NOTICES: Except as provided in Section 4.06, herein, all notices addressed to Company shall be in writing. Telephone communication shall not be considered proper notice; however, if oral orders are taken in person or over the telephone by an agent of Company, it is for customer's convenience and shall be done at customer's risk. Company shall not be responsible for error, delay, or expense resulting from such procedure, but shall exercise reasonable diligence in carrying out such oral communications from customer.

DATE OF ISSU		7	1994	DA	ATE EFFECTIVE		1	1994
	month	day	year			month	day	year
ISSUED BY					Vice President,	Rates and Reg	ulatory	Affairs
	F. Jay Cı	ummir	ngs			Missou	ri Gas E	inergy
CANCELLED February 28, 2010	-		-			Kansas City	у, MO.	64111
Missouri Public								

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

GR-2017-0216; YG-2018-0118

For: All Missouri Service Areas

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
	5. MEASUREMENT AND REGULATION
5.01	METER AND REGULATOR INSTALLATION: Company shall provide and install at its own expense and shall continue to own, maintain and operate all equipment for the measurement and regulation of gas to its customers, except as otherwise provided herein.
5.02	METER AND REGULATOR LOCATION: Customer shall provide and at all times maintain, at the place specified by Company, space for the meter and regulator installation. If a suitable service/yard line and meter location is available, the meter set assembly for residential service shall be, if practicable, located at or near the building being served. Such location shall at all times be readily accessible for reading, inspecting and testing. Where meters, regulators or other equipment have been or are to be installed out-of-doors, such protection as Company may require shall be provided by customer at customer's expense.
	After the meter installation has been located on the premises of customer, the performance of work and the cost related to any subsequent change in the location thereof, if necessitated by change or alteration in the building or premises or for customer's convenience, shall be the responsibility of customer.
	In the event Company is required to remove and reinstall a meter having an inlet connection not exceeding 1 1/4 inches in diameter, a charge as provided for in Section 14, herein, will be made. Actual cost will be charged for removal and reinstallation of any larger meter.
5.03	MULTIPLE METERING: When more than one meter installation is used to measure the service supplied to customer, a separate bill in accordance with the applicable rate schedule will be rendered for the service supplied through each meter installation.
ATE OI	FISSUE January 7 1994 DATE EFFECTIVE February 1 1994

DATE OF ISSUE	<u>January</u>	7	<u>1994</u>	DATE EFFECTIVE	<u>February</u>	1	<u>1994</u>
	month	day	year		month	day	year
ISSUED BY				Vice President, R	ates and Regi	ulatory a	Affairs
	F. Jay Cı	ummir	ngs		Missour	'i Gas E	nergy
CANCELLED	-		-		Kansas City	, MO. (	64111
April 19, 2018							
Missouri Public							
Service Commission							

P.S.C. MO. No. <u>1</u>

First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
	Company may combine consumption registered, and render a single bill, for the same class of gas service supplied to customer at customer's premises through 2 or more meter installations if, at the option of Company, such multiple metering is installed as a convenience or benefit to Company.
5.04	MULTIPLE OCCUPANCY BUILDINGS: When a building is occupied by more than one customer, Company will install as many meters as there are separate applications for service, provided the house piping is so arranged that all meters or groups of meters may be located at a central point or points and that the house piping is clearly and permanently marked to indicate the particular customer supplied by it. House piping systems designed to be supplied from separate meters shall not be interconnected.
5.05	METER READING: Company uses a plan of continuous cycle meter reading in its service area which is divided into meter reading districts. Company reserves the right to redesignate meter reading districts. Except as otherwise provided herein, each meter in each such district will be read monthly on or about the same day of the month, and such readings shall be the basis for Company's billing for gas service. Customer consumption, used for billing purposes of service rendered to customer, will be extracted utilizing an Encoder Receiver Transmitter ("ERT") module. The ERT will be attached to all meters through the Company's Automated Meter Reading ("AMR") program. Failure of Company to obtain a meter reading shall not relieve customer of the obligation to pay for all gas received. Meters which are inside the premises and on which ERT modules are not installed may be read by appointment within an agreed to hourly period between 8:00 A.M. and 5:00 P.M. on normal weekdays, Monday through Friday, at the charge provided for in Section 14 herein; and may be read between 5:00 P.M. and 9:00 P.M. Monday through Friday or between 8:00 A.M. and 5:00 P.M. on Saturday at the charge provided for in Section 14 herein, except in those situations where the safety of employees is a consideration.

DATE OF ISSUE	<u>December 24, 1996</u> month day year	DATE EFFECTIVE	<u>January</u> month	<u>30,</u> day	<u>1997</u> year
ISSUED BY		Director, Pri	cing and Rec	gulatory /	Affairs
	Charles B. Hernandez		Missol	uri Gas E	nergy
			Kansas Cit	ty, MO. (	64111

CANCELLED April 19, 2018 Missouri Public Service Commission GR-2017-0216; YG-2018-0118 P.S.C.MO. No. \_\_\_\_\_ Original

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SHEET No. R-41

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JAN - 7 1994
	MISSOURI vublic Service Commiss
	Company may combine consumption registered, and render a single bill, for the same class of gas service supplied to customer at customer's premises through 2 or more meter installations if, at the option of Company, such multiple metering is installed as a convenience or benefit to Company.
5.04	MULTIPLE OCCUPANCY BUILDINGS: When a building is occupied by more than one customer, Company will install as many meters as there are separate applications for service, provided the house piping is so arranged that all meters or groups of meters may be located at a central point or points and that the house piping is clearly and permanently marked to indicate the particular customer supplied by it. House piping systems designed to be supplied from separate meters shall not be interconnected.
C Service C	METER READING: Company uses a plan of continuous cycle meter reading in its service area which is divided into meter reading districts. Except as otherwise provided herein, each meter in each such district will be read monthly on or about the same day of the month, and such readings shall be the basis for Company's billing for gas service. Company reserves the right to redesignate meter reading districts. Failure of Company to obtain a meter reading shall not relieve customer of the obligation to pay for all gas received. Customer's meter may be read by appointment between 8:00 A.M. and 1:00 M., or 1:00 P.M. and 5:00 P.M., during normal weekdays, Monday through diday at the charge provided for in Section 14 herein; may be read by oppointment within an agreed to hourly period between 8:00 A.M. and 5:00 M. on normal weekdays, Monday through Friday, at the charge provided for in Section 14 herein; and may be read between 5:00 P.M. and 9:00 P.M. Monday through Friday or between 8:00 A.M. and 5:00 P.M. on Saturday at the charge provided for in Section 14 herein, except in those situations where the safety of employees is a consideration.
	FEB 1 1994
	MO. PUBLIC SERVICE COMM
ATE O	F ISSUE January 7 1994 DATE EFFECTIVE February 1 1994
	month day year month day year

	P.S.C. MO. No.	<u>1</u>	Second Revised
Canceling	P.S.C. MO. No.	1	First Revised

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

## GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

Company reserves the right to discontinue service, in accordance with Sections 3.06, 3.07, and 3.08 herein, for failure or refusal of customer to provide Company personnel access within the hours of 8:00 A.M. to 5:00 P.M., Mondays though Fridays, to read meters inside buildings or to maintain ERT modules, and where such failure or refusal has resulted in at least 2 consecutive estimates of consumption. Discontinuance of service shall not be effected until Company has requested customer to provide access at a time specified which time will be within the hours of 8:00 A.M. to 5:00 P.M., Mondays through Fridays. If service is discontinued for this cause, a reconnection charge in the amount provided for in Section 14 herein, shall be paid before service is restored.

DATE OF ISSUE	December month	24, 1996 day year	DATE EFFECTIVE	<u>January</u> month	<u>30,</u> day	<u>1997</u> year
ISSUED BY	Charles B. He	mandez	Director, Pricir	ng and Regu Missouri		
		nandoz		Kansas City		

P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u> First Revised Original SHEET No. <u>R-42</u> SHEET No. <u>R-42</u>

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Missouri Gas	Energy,		
a Division of	Southern	Union	Company

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# GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JUL 141995

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Company reserves the right to discontinue service, infic Service Commission Sections 3.06, 3.07, and 3.08 herein, for failure of customer to provide Company personnel access within the hours of 8:00 A.M. to 5:00 P.M., Mondays though Fridays, to read meters and where such failure has resulted in at least 6 consecutive estimates of consumption. Discontinuance of service shall not be effected until Company has requested customer to provide access at a time specified which time will be within the hours of 8:00 A.M. to 5:00 P.M., Mondays through Fridays. If service is discontinued for this cause, a reconnection charge in the amount provided for in Section 14 herein, shall be paid before service is restored.

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 \$50.00 of the initial installation costs, which amount may be paid in installments, at the customer's option, over a period of up to 20 months with no interest or finance 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 may install same, subject to the charge and conditions set out above. During the period from April 1 through October 31, when the Company is unable for six 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, in accordance with sections 3.06, 3.07, and 3.08 herein, unless and until the customer shall contract for and permit the installation of a remote reading attachment subject to the charge and conditions set out above or until the customer has made provisions for future access acceptable to the Company.



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DATE OF ISSUE <u>July 14, 1995</u> month day year

DATE EFFECTIVE <u>October 21, 1995</u> month day year

ISSUED BY John M. Fernald

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Director, Rates and Regulatory Affairs

Missouri Gas Energy, 3420 Broadway, Kansas City, MO 64111

P.S.C.MO. No. <u>1</u> Original

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SHEET No. <u>R-42</u>

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	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JAN - 7 1994
	MISSOURI Jublic Service Comm Company reserves the right to discontinue service, in accordance with Sections 3.06 and 3.07 herein, for failure or refusal of customer to provide Company personnel access within the hours of 8:00 A.M. to 5:00 P.M., Mondays through Fridays, to read meters inside buildings, and where such failure or refusal has resulted in at least 2 consecutive estimates of consumption. Discontinuance of service shall not be effected until Company has requested customer to provide access at a time specified which time will be within the hours of 8:00 A.M. to 5:00 P.M., Mondays through Fridays. If service is discontinued for this cause, a reconnection charge in the amount provided for in Section 14 herein, shall be paid before service is restored.
5.06	METER SEALS: Seals may be placed by Company on any meter or meter enclosure. Such seals shall not be broken or disturbed by any person other than persons authorized by Company.
5.07	EVIDENCE OF CONSUMPTION: The registration of Company's meters will be accepted and received at all times and placed as prima facie evidence of the amount of gas taken by customer.
	DELIVERY PRESSURE: Company shall generally supply gas at a delivery
5.08	pressure of 4 to 7 inches water column; however, Company may, at its option, deliver gas at such higher pressure as may be authorized by rules of the Commission.
5.08	option, deliver gas at such higher pressure as may be authorized by rules of the Commission.
5.08	option, deliver gas at such higher pressure as may be authorized by rules of the Commission. CANCELLED FILED FILED FILED FILED FILED FILED FILED
5.08	option, deliver gas at such higher pressure as may be authorized by rules of the Commission.
	option, deliver gas at such higher pressure as may be authorized by rules of the Commission. CANCELLED FILED OCT 21 1995 OCT 21 1995 FEB - 1 1994 BY ARA RAD BY INCE COmmission MO DUBLIC STOWICE

P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u>

Service Commission GR-2017-0216; YG-2018-0118 Second Revised First Revised SHEET No. <u>R-42.1</u> SHEET No. <u>R-42.1</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE						
5.06	METER SEALS: Seals may be placed by Company on any meter or meter enclosure. Such seals shall not be broken or disturbed by any person other than persons authorized by Company.						
5.07	EVIDENCE OF CONSUMPTION: The registration of Company's meters will be accepted and received at all times and placed as prima facie evidence of the amount of gas taken by customer.						
5.08	DELIVERY PRESSURE: Company shall generally supply gas at a delivery pressure of 4 to 7 inches water column; however, Company may, at its option, deliver gas at such higher pressure as may be authorized by rules of the Commission.						
	If Company agrees to provide a higher deliver pressure in order to satisfy the requirements of any customer, Company reserves the right to correct volumes delivered at such higher pressures to 6.93 inches water column (4 ounces per square inch gauge) for billing purposes.						
5.09	ACCURACY AND TESTS: The accuracy and testing of Company's meters shall be in accordance with the General Orders of the Commission applicable thereto.						
	Pursuant to the Commission's Order in Case No. GO-91-353, the Company has been granted a variance from the requirements of 4 CSR 240-10.030 (19) relating to the removal, testing and inspection of gas meters. The variance authorizes the Company to employ statistical sampling for determining when certain meters should be removed from service for testing.						
DATE O	FISSUE <u>February 12, 2002</u> DATE EFFECTIVE <u>March 14, 2002</u> month day year month day yea						
CANCELI April 19, 2 Missouri P	LED Missouri Gas Energy, Kansas City, MO. 6411 2018						

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	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE MISSOURI Public Service Commiss	ion
5.06	METER SEALS: Seals may be placed by Company on any meter or meter enclosure. Such seals shall not be broken or disturbed by any person other than persons authorized by Company.	
5.07	EVIDENCE OF CONSUMPTION: The registration of Company's meters will be accepted and received at all times and placed as prima facie evidence of the amount of gas taken by customer.	
5.08	DELIVERY PRESSURE: Company shall generally supply gas at a delivery pressure of 4 to 7 inches water column; however, Company may, at its option, deliver gas at such higher pressure as may be authorized by rules of the Commission.	
	If Company agrees to provide a higher deliver pressure in order to satisfy the requirements of any customer, Company reserves the right to correct volumes delivered at such higher pressures to 6.93 inches water column (4 ounces per square inch gauge) for billing purposes.	
5.09	ACCURACY AND TESTS: The accuracy and testing of Company's meters shall be in accordance with the General Orders of the Commission applicable thereto.	
	Pursuant to the Commission's Order in Case No. GO-91-353, the Company has been granted a variance from the requirements of 4 CSR 240-10.030 (19) relating to the removal, testing and inspection of gas meters. The variance authorizes the Company to employ statistical sampling for determining when certain meters should be removed from service for testing.	
	Pursuant to the Commission Order in Case No. GO-97-242, the Company has been granted a temporary variance, to extend two years from April 29, 1997, from the requirements of 4 CSR 240-10.030 (19) and the Commission's Order in Case No. GO-91-353. The temporary variance authorizes the Company to substitute the retirement and replacement of certain older meters for the removal and testing of a like number of meters that would be tested per the statistical sampling method.	
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	GENERAL TERMS AND CONDITIONS FOR GAS SERVICEJUL 101995
5.06	MISSOURI Public Service Commission METER SEALS: Seals may be placed by Company on any meter or meter enclosure. Such seals shall not be broken or disturbed by any person other than persons authorized by Company.
5.07	EVIDENCE OF CONSUMPTION: The registration of Company's meters will be accepted and received at all times and placed as prima facie evidence of the amount of gas taken by customer.
5.08	DELIVERY PRESSURE: Company shall generally supply gas at a delivery pressure of 4 to 7 inches water column; however, Company may, at its option, deliver gas at such higher pressure as may be authorized by rules of the Commission.
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	Public Service Commission
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	Public Service Commission MISSOURI FILED
DATE	Public Service Commission MISSOURI FILED OCT 21 1995

First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE								
5.10	5.10 METER TESTING: Company will, when requested in writing by a customer upon reasonable notice, test the accuracy of the meter in use by such customer; provided customer shall agree to accept the results of the tests made by Company as final. If such a test is requested by a customer within a period of one year after the date of installation or the last previous test of said meter, customer may be required by Company to make a deposit to cover the actual cost of such test. Any deposit made in compliance to the foregoing shall be refunded or credited to customer's account if the meter is found when tested to have an average error of more than 2 percent fast. If the meter is found to be less than 2 percent fast, said deposit shall be retained by Company.								ustomer; company ear after may be uch test. edited to error of
5.11	BILLING	ADJUST	MENT	:					
	infor mak prov <u>Res</u> In th perio the o In th	mation t e billing rision) for idential ( ne event od that ods, calc Compan ne event	he prol adjus the pe <u>Custom</u> of an the ov culated y, whic of an	bable peri tments (e eriod estim <u>ners:</u> <u>overcharge</u> ercharge from the hever was	od during v except as p nated to be i ge: An adj existed no date of disc s first. rge: An ad	etermine from which such con provided in (I nvolved as fol ustment shall t to exceed covery, inquiry justment shall o exceed twelv	ndition ex 3), (C) al lows: be made sixty cons or actua be made	isted a nd (D) e for th secutiv I notific e for th	nd shall of this e entire ve billing cation of
DATE OF	FISSUE	<u>April</u> month	21 day	<u>1997</u> year	DATE	EFFECTIVE	<u>April</u> month	<u>29,</u> day	1997 year
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ISSUED BY Charles B. Hernandez

Director, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111 P.S.C.MO. No. 1

<u>Original</u>

Missouri Gas Energy,

a Division of Southern Union Company For \_\_\_\_\_ All Missouri Service Areas \_\_\_\_\_

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE RECEIVED

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If Company agrees to provide a higher deliver pressure in order to statistic the requirements of any customer, Company reserves the right to correct volumes delivered at such higher pressures to 6.93 inches water column (4 ounces per square inch gauge) for billing purposes.

- 5.09 ACCURACY AND TESTS: The accuracy and testing of Company's meters shall be in accordance with the General Orders of the Commission applicable thereto.
- 5.10 METER TESTING: Company will, when requested in writing by a customer upon reasonable notice, test the accuracy of the meter in use by such customer; provided customer shall agree to accept the results of the tests made by Company as final. If such a test is requested by a customer within a period of one year after the date of installation or the last previous test of said meter, customer may be required by Company to make a deposit to cover the actual cost of such test. Any deposit made in compliance to the foregoing shall be refunded or credited to customer's account if the meter is found when tested to have an average error of more than 2 percent fast. If the meter is found to be less than 2 percent fast, said deposit shall be retained by Company.

### 5.11 BILLING ADJUSTMENT:

(A) For all billing errors, the Company will determine from all related and available information the probable period during which such condition existed and shall make billing adjustments (except as provided in (B), (C) and (D) of this provision) for the period estimated to be involved as follows:

**Residential Customers:** 

In the event of an <u>overcharge</u>: An adjustment shall be made for the length period that the overcharge existed not to exceed sixty consecutive billing periods, calculated from the date of discovery, inquiry or actual notification of 994 the Company, whichever was first.

In the event of an <u>undercharge</u>: An adjustment shall be made for the SERVICE COMM period that the undercharge existed not to exceed twelve consecutive billing

DATE OF ISSUE January	7	1994 DATE EFFECTIVE February	1	_1994
month	day	year month	day	year
ISSUED BY		Vice President, Rates and Regula	tory Affairs	<u>s</u>

F. Jay Cummings



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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

Service Commission GR-2017-0216; YG-2018-0118 For: All Missouri Service Areas

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
	periods, calculated from the date of discovery, inquiry or actual notification of the Company, whichever was first.
	Customers Other Than Residential:
	In the event of an <u>overcharge</u> : An adjustment shall be made for the entire period that the overcharge existed not to exceed sixty consecutive billing periods, calculated from the date of discovery, inquiry or actual notification of the Company, whichever was first.
	In the event of an <u>undercharge</u> : An adjustment shall be made for the entire period that the undercharge existed not to exceed sixty consecutive billing periods, calculated from the date of discovery, inquiry or actual notification of the Company, whichever was first.
(B)	No billing adjustment will be made where the full amount of the adjustment is less than \$1.00.
(C)	Where, upon test, a meter error is found to be 2% or less, no billing adjustment will be made.
(D)	When evidence of tampering is found, or misrepresentations of the use of service by the customer, the Company will calculate the billing adjustment period in accordance with the applicable statute of limitations for the prosecution of such a claim after determining the probable period during which such condition existed from all related and available information.
(E)	When the customer has been undercharged, except as provided in (D) of this rule, and a billing adjustment is made, the customer may elect to pay the amount of the adjustment in equal installments over a period not to exceed the period for which the billing adjustment was applicable.
(F)	If a meter malfunctions or does not register for any period, Company may estimate and charge for the gas used in conformance with (A) above by averaging the amount registered over similar periods preceding or subsequent thereto, or over corresponding periods in previous years.
DATE OF ISS	UE <u>January 7 1994</u> DATE EFFECTIVE <u>February 1 1994</u> month day year month day year
ISSUED BY_	Vice President, Rates and Regulatory AffairsF. Jay CummingsMissouri Gas EnergyKansas City, MO. 64111
April 19, 2018 Missouri Public	

 $\begin{array}{c} \text{P.S.C. MO. No.} \quad \underline{1} \\ \text{Canceling} \quad \text{P.S.C. MO. No.} \quad \underline{1} \end{array}$ 

Service Commission GR-2017-0216; YG-2018-0118 First Revised Original SHEET No. <u>R-45</u> SHEET No. <u>R-45</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

	GENERAL TERMS AND CONDITIONS FOR GAS	SERVICE
	6. CHOICE AND APPLICATION OF RATE SCHE	DULES
6.01	POSTING: The rate schedules and General Terms an Service of Company currently in effect are those on file will be made available by Company for inspection by any normal working hours at the business offices of Company.	vith the Commission and
6.02	CHOICE BY CUSTOMER: If a customer is eligible to Company under more than one applicable rate schedule, schedules shall lie with customer. Company, based on t will, upon request, assist customer in the selection of th which gas service will be supplied; however, the responsit such rate schedule shall lie with customer.	, the choice of such rate the information at hand, ne rate schedule under
6.03	CHANGE OF RATE SCHEDULES: Company may require his existing service agreement and enter into a new ser different applicable rate schedule if customer's gas red different from those originally estimated, or if there is a ch conditions of customer's gas requirements and such permanent rather than temporary or seasonal conditions.	vice agreement under a quirements prove to be ange in the character or
6.04	NOTICE OF SEASONAL RESIDENTIAL RATE CHANG period prior to any tariffed seasonal residential rate change affected customer, on the bill or on a notice accompanying of the upcoming seasonal rate change and the mo forthcoming seasonal rate will be in effect.	, a utility shall notify each g the bill, of the direction
DATE O	FISSUE October 8 1994 month day year DATE EFFECTIVE	<u>December 10 1994</u> month day year
CANCELI April 19, 2 Missouri P	John M. Fernald ED 018	ates and Regulatory Affairs Missouri Gas Energy Kansas City, MO. 64111

P.S.C.MO. No. 1\_\_\_\_

<u>Original</u>

Missouri Gas Energy, a Division of Southern Union Company <u>All Missouri Service Are</u> For \_\_\_\_ GENERAL TERMS AND CONDITIONS FOR GAS SERVICE jan - 7 1994 MISSOURI 6. CHOICE AND APPLICATION OF RATE SCHEDULES 6.01 POSTING: The rate schedules and General Terms and Conditions for Gas Service of Company currently in effect are those on file with the Commission and will be made available by Company for inspection by any interested person during normal working hours at the business offices of Company. 6.02 CHOICE BY CUSTOMER: If a customer is eligible to take gas service from Company under more than one applicable rate schedule, the choice of such rate schedules shall lie with customer. Company, based on the information at hand, will, upon request, assist customer in the selection of the rate schedule under which gas service will be supplied; however, the responsibility for the selection of such rate schedule shall lie with customer. CHANGE OF RATE SCHEDULES: Company may require customer to 6.03 terminate his existing service agreement and enter into a new service agreement under a different applicable rate schedule if customer's gas requirements prove to be different from those originally estimated, or if there is a change in the character or conditions of customer's gas requirements and such change is based upon permanent rather than temporary or seasonal conditions. CANCELLED DEC 101994 FILED Public Service Commission 1 1994 -4ñ MISSOURI MO. PUBLIC SERVICE COMM DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1994 month dav year month day vear ISSUED BY Vice President, Rates and Regulatory Affairs F. Jay Cummings

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

<u>First Revised</u> Original

Missouri Gas Energy, a Division of Southern Union Company

Service Commission GR-2017-0216; YG-2018-0118 For: All Missouri Service Areas

# GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

6.05 CONTRACT RATES: Company may, in instances where it faces competition from alternative suppliers of natural gas, enter into special transportation rate contracts with industries or other large consumers on such terms and conditions as may be agreed upon by the parties and which, in the Company's sole discretion, are deemed necessary to retain services to an existing customer or, to reestablish service to a previous customer or to acquire new customers. The rates agreed upon by Company and customer shall not exceed the maximum transportation charges nor be less than the minimum transportation charges otherwise applicable to customer. All such contracts shall be furnished to the Commission staff and the Office of Public Counsel and shall be subject to the Commission's jurisdiction.

DATE OF ISSUE	<u>October 8</u> month day	<u>1994</u> year	DATE EFFECTIVE	December month	10 day	<u>1994</u> year
ISSUED BY			Director, R	ates and Regu	latory .	Affairs
	John M. Fernald	d		Missour	i Gas E	Energy
				Kansas City	, MO. I	64111
CANCELLED				,	,	
April 19, 2018						
Missouri Public						

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6.04	competition from transportation rat such terms and co in the Company's to an existing cus to acquire new cu shall not exceed minimum transpo such contracts sh	alternative su e contracts w onditions as ma sole discretion tomer or, to re stomers. The ra the maximum rtation charge all be furnishe	appliers of national population of the industries and be agreed to any be agreed to be a stablish served to the stablish served up transportation transportation d to the Communication to the Communication		into special insumers on and which, ain services customer or ad customer ess than the stomer. All he Office of
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Second Revised First Revised

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

		GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
		7. BILLING AND PAYMENT
7.01		LING INFORMATION: Bills rendered to customers for residential gas service Il clearly state:
	(A)	The beginning and ending meter readings of the billing period and the dates thereof.
	(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.
	(G)	License, occupation, gross receipts, franchise, and sales taxes.
	(H)	The purchased gas adjustment cost in total or cents per unit basis.
	(I)	For initiating customer inquiries or complaints, customers may call the Company at 1-800-582-1234 outside of the Kansas City Metro area, or 756-5252 inside the Kansas City Metro area.
DATE O	FISS	SUE <u>October 27 1995</u> DATE EFFECTIVE <u>November 26 1995</u> month day year month day year
ISSUED	BY	Director, Rates and Regulatory Affairs

John M. Fernald

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

Cancelin		. MO. No, <u>1</u> . MO. No. 1	<u>First Revised</u> Original	SHEET NO SHEET NO
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		GENERAL TERMS	AND CONDITIONS FO	neve:
		7. ]	BILLING AND PAYMEN	T MISSOU? Public Service Co
7.01		NG INFORMATION: E	Bills rendered to custon	ners for residential gas ser
	(A)	The beginning and on thereof.	ending meter readings	of the billing period and
	(B)	The date when the delinquent if different		due and the date when
	(C)		e which states the bala vices not subject to Con	nce due for utility charges mission jurisdiction.
	(D)	separately from the	amount due for the	illing period for gas usag same period for a deposi ervice not subject to Co
	(E)	The amount due for o	other authorized charge	S.
	(F)	The total amount due	9.	
	(G)	License, occupation,	gross receipts, franchis	e, and sales taxes.
	(H)	The purchased gas a	adjustment cost in total	or cents per unit basis.
	(1)	at 1-800-582-1234 or Kansas City Metro ar	utside\of-the Kansas Ci ea	ts, customers may call the by Metro area, or 221-4600 FILED
		B	NOV 2° 1995 Y and RS R-46 ic Servic's Commissio	DEC Priming
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		<u>Southern Union Company</u> For GENERAL TERMS AND CONDITIONS FC	
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		7. BILLING AND PAYME	MISSOURI NT Public Service Com
7.01		NG INFORMATION: Bills rendered to custo clearly state:	mers for residential gas service
	(A)	The beginning and ending meter reading dates thereof.	gs of the billing period and the
	(B)	The date when the bill will be considered be delinquent if different.	
	(C)	Any previous balance.	CANCELLED
	(D)	The amount due for gas usage.	DEC 101994
	(E)	The amount due for other authorized ch	arges.
	(F)	The total amount due.	BY Jot R. S R-44 Public Service Commission MISSOURI
	(G)	The address of the Company where the c or complaint regarding the bill as render	customer may initiate an inquiry
	(H)	License, occupation, gross receipts, frai	nchise, and sales taxes.
	(1)	The purchased gas adjustment cost in t	otal or cents per unit basis.
	(L)	For initiating customer inquiries or comp Company at 1-800-582-1234 outside of 221-4600 inside the Kansas City metro	the Kansas City Metro area. or
			FEB 1 1994 9 4 - 4 0 MO. PUBLIC SERVICE CO
	OF IS	SUE January 7 1994 DATE EFF	

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	P.S.C.	MO.	No.	<u>6</u>
Canceling	P.S.C.	MO.	No.	1

Laclede Gas Company

#### For: All Missouri Gas Energy Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

7.02 BILLING PERIOD: Except as otherwise provided in these General Terms and Conditions for Gas Service, the Company will read the customer's meter in accordance with its cycle billing procedure and bills based on such readings will be rendered at intervals of approximately one month. If the Company changes a meter reading route or schedule which results in a change of nine (9) days or more of a billing cycle, notice shall be given to the affected customer at least fifteen (15) days prior to the date the customer receives a bill based on the new cycle. The Company shall have the right to read meters bi-monthly and render bills at approximate one-month intervals. The interim bill shall be based on estimated consumption with any adjustments being made in the next billing month in which a meter reading is obtained.

Proration Rule - For billing periods less than twenty-six (26) days, the Customer Charge shall be calculated by dividing the number of days in the customer billing period by thirty (30) days, multiplied by the applicable Customer Charge.

7.03 BUDGET BILLING: The Company will permit residential and small commercial and industrial customers, served under SGS rate schedule and with no more than thirty days of arrears, to enroll in a Budget Billing Plan ("Budget") at any time during the year. Subject to the foregoing, the Company reserves the right to deny a Budget to a customer who has repeatedly failed to comply with a Budget or has violated other rules of the Company approved by the Commission.

Under the Budget, an account is billed levelized monthly amounts, approximately equal to one-twelfth of the customer's projected annual bill, plus or minus an amount reflecting any beginning utility account balance. A customer's Budget amount is based on the recent twelve months of historical annual usage at the location where the customer receives gas service as adjusted for weather conditions, changes in gas rates, or other factors, such as, but not limited to, customer load changes. Where a customer does not have a twelve month consumption history at such location, the Company may choose to utilize either the usage history of the former occupant or other available information or factors, such as, but not limited to, system averages.

DATE OF ISSUEJuly212015DATE EFFECTIVESeptember82015monthdayyearDATE EFFECTIVESeptember82015ISSUED BYL. Craig DowdySr.VP. Ext. Affairs Corp. Communications & Marketing

Laclede Gas Company, St. Louis, MO 63101

	P.S.C. MO. No.	1	Sixth Revised	SHEET No. <u>R-47</u>
Canceling	P.S.C. MO. No.	1	Fifth Revised	SHEET No. R-47

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

Kansas City, MO. 64111

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

7.02 BILLING PERIOD: Except as otherwise provided in these General Terms and Conditions for Gas Service, the Company will read the customer's meter in accordance with its cycle billing procedure and bills based on such readings will be rendered at intervals of approximately one month. If the Company changes a meter reading route or schedule which results in a change of nine (9) days or more of a billing cycle, notice shall be given to the affected customer at least fifteen (15) days prior to the date the customer receives a bill based on the new cycle. The Company shall have the right to read meters bi-monthly and render bills at approximate one-month intervals. The interim bill shall be based on estimated consumption with any adjustments being made in the next billing month in which a meter reading is obtained.

Proration Rule - For billing periods less than twenty-six (26) days, the Customer Charge shall be calculated by dividing the number of days in the customer billing period by thirty (30) days, multiplied by the applicable Customer Charge.

7.03 DESCRIPTION: This Average Bill Calculation (ABC) plan is designed so that, to the extent possible, each of a subscribing customer's bills over a twelve-month period, from August to July, will be the same amount. This ABC plan amount is based on historical billings, as adjusted to reflect expected prices and usage, and is reviewed twice each year and, if necessary, adjusted at that time for overcollections or undercollections. In special circumstances, such as significant rate changes or abnormal weather, additional reviews and, if necessary, adjustments will be allowed. The Commission Staff and the Office of the Public Counsel will be notified if additional adjustments are made.

AVAILABILITY: The ABC plan is available to customers who qualify to receive service under Sheet No. 25, Residential Gas Service. At Company's option, Small General Service customers, based on usage patterns and payment history, may be allowed to participate in the ABC plan under the same conditions. To qualify, the Company's Customer Service Department must receive a request to be placed on the plan, the customer must not have been disqualified by the provisions from being on the plan and the customer must have been in compliance with the General Terms and Conditions as approved by the Commission.

To qualify for the ABC plan, a new customer must establish an acceptable credit rating in compliance with the Company's General Terms and Conditions, which may include providing a deposit.

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 ISSUED BY
 Robert J. Hack
 Vice President, Pricing and Regulatory Affairs

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 Missouri Gas Energy

CANCELLED September 08, 2015 Missouri Public Service Commission JG-2016-0019

Fifth Revised Fourth Revised SHEET No. R-47 SHEET No. R-47

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Missouri Gas Energy, a Division of Southern Union Company

Missouri Public For: All Missouri Service Areas

# GENERAL TERMS AND CONDITIONS FOR GAS SERV

7.02 BILLING PERIOD: Except as otherwise provided in these General Terms and Conditions for Gas Service, the Company will read the customer's meter in accordance with its cycle billing procedure and bills based on such readings will be rendered at intervals of approximately one month. If the Company changes a meter reading route or schedule which results in a change of nine (9) days or more of a billing cycle, notice shall be given to the affected customer at least fifteen (15) days prior to the date the customer receives a bill based on the new cycle. The Company shall have the right to read meters bi-monthly and render bills at approximate one-month intervals. The interim bill shall be based on estimated consumption with any adjustments being made in the next billing month in which a meter reading is obtained.

Proration Rule - For billing periods less than twenty-six (26) days, the Customer Charge shall be calculated by dividing the number of days in the customer billing period by thirty (30) days, multiplied by the applicable Customer Charge.

7.03 DESCRIPTION: This Average Bill Calculation (ABC) plan is designed so that each of a subscribing customer's bills over a twelve-month period, from August to July, will be the same amount. This ABC plan amount is based on historical billings and is reviewed twice each year and, if necessary, adjusted at that time for ISSION overcollections or undercollections.

AVAILABILITY: The ABC plan is available to customers who qualify to receive service under Sheet No. 25, Residential Gas Service. At Company's option, Small General Service customers, based on usage patterns and payment history, may be allowed to participate in the ABC plan under the same conditions. To qualify, the Company's Customer Service Department must receive a request to be placed on the plan, the customer must not have been disgualified by the provisions from being on the plan and the customer must have been in compliance with the General Terms and Conditions as approved by the Commission.

To qualify for the ABC plan, a new customer must establish an acceptable credit rating in compliance with the Company's General Terms and Conditions, which may include providing a deposit. Missouri Public

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ISSUED BY Robert J. Hack

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Vice President, Pricing and Regulatory Affairs Missouri Gas Energy Kansas City, MO. 64111

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Fourth Revised Third Revised SHEET No. <u>R-47</u> SHEET No. <u>R-47</u>

Missouri Gas Energy, a Division of Southern Union Company

# For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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7.02 BILLING PERIOD: Except as otherwise provided in these General Terms and Conditions for Gas Service, the Company will read the customer's meter in accordance with its cycle billing procedure and bills based on such readings will be rendered at intervals of approximately one month. If the Company changes a meter reading route or schedule which results in a change of nine (9) days or more of a billing cycle, notice shall be given to the affected customer at least fifteen (15) days prior to the date the customer receives a bill based on the new cycle. The Company shall have the right to read meters bi-monthly and render bills at approximate one-month intervals. The interim bill shall be based on estimated consumption with any adjustments being made in the next billing month in which a meter reading is obtained.

Proration Rule - For billing periods less than twenty-six (26) days, the Customer Charge shall be calculated by dividing the number of days in the customer billing period by thirty (30) days, multiplied by the applicable Customer Charge.

7.03 AVAILABILITY: This Levelized Payment Plan is available to customers who qualify to receive service under Sheet No. 25, Residential Gas Service, who contact the Company's Customer Service Department, request to be placed on the plan and who are not disqualified by these provisions from being on the plan. At Company's option, certain nonresidential customers, based on usage patterns and payment history, may be allowed to participate in Missouri Gas Energy's levelized payment plan under these same conditions.

To qualify for the Levelized Payment Plan, a new customer must establish an acceptable credit rating in compliance with the Company's General Terms and Conditions, which may include providing a deposit.



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ISSUED BY Charles B. Hernandez

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

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Third Revised Second Revised

SHEET No. <u>R-47</u> SHEET No. <u>R-47</u>

Missouri Gas Energy, a Division of Southern Union Company

# For: All Missouri Service ReasCEIVED

MAR 1 2 1997 GENERAL TERMS AND CONDITIONS FOR GAS SERVICE MISSOURI Public Service Comm.81 7.02 BILLING PERIOD: Except as otherwise provided in these General Terms and Conditions for Gas Service, the Company will read the customer's meter in accordance with its cycle billing procedure and bills based on such readings will be rendered at intervals of approximately one month. If the Company changes a meter reading route or schedule which results in a change of nine (9) days or more of a billing cycle, notice shall be given to the affected customer at least fifteen (15) days prior to the date the customer receives a bill based on the new cycle. The Company shall have the right to read meters bi-monthly and render bills at approximate one-month intervals. The interim bill shall be based on estimated consumption with any adjustments being made in the next billing month in which a meter reading is obtained. Proration Rule - For billing periods less than twenty-six (26) days, the Customer Charge shall be calculated by dividing the number of days in the customer billing period by thirty (30) days, multiplied by the applicable Customer Charge. 7.03 AVAILABILITY: This Levelized Payment Plan is available to customers who qualify to receive service under Sheet No. 25, Residential Gas Service, who contact the Company's Customer Service Department, request to be placed on the plan and who are not disqualified by these provisions from being on the plan. At Company's option, certain nonresidential customers, based on usage patterns and payment history, may be allowed to participate in Missouri Gas Energy's levelized payment plan under these same conditions. To qualify for the Levelized Payment Plan, a new customer must establish an 1997 acceptable credit rating in compliance with the Company's General Terms and  $\gtrsim$  Conditions, which may include providing a deposit. Service An existing customer will qualify for the Levelized Payment plan provided the customer has not been late in paying his bill consecutively for two (2) times in the previous twelve (12) months and no arrears are registered against his account at à his current location, or previous location if the customer has not established aFILED twelve (12) month billing history. MARI 2 1 1997 96 285 DATE OF ISSUE March DATE EFFECTIVE 18 1997 March month day month day year year ISSUED BY Charles B. Hernandez Director, Pricing and Regulatory Affairs Missouri Gas Energy Kansas City, MO. 64111

Second Revised First Revised

# SHEET No. R-47 SHEET No. <u>R-47</u>

Missouri Gas Energy, a Division of Southern Union Company

For: All Missouri Servic

. . . . GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

Kansas City, MO. 64111

- BILLING PERIOD: Except as otherwise provided in these General Terms and 7.02 Conditions for Gas Service, the Company will read the customer's meter in accordance with its cycle billing procedure and bills based on such readings will be rendered at intervals of approximately one month. If the Company changes a meter reading route or schedule which results in a change of nine (9) days or more of a billing cycle, notice shall be given to the affected customer at least fifteen (15) days prior to the date the customer receives a bill based on the new cycle. The Company shall have the right to read meters bi-monthly and render bills at approximate one-month intervals. The interim bill shall be based on estimated consumption with any adjustments being made in the next billing month in which a meter reading is obtained.
- 7.03 AVAILABILITY: This Levelized Payment Plan is available to customers who qualify to receive service under Sheet No. 25, Residential Gas Service, who contact the Company's Customer Service Department, request to be placed on the plan and who are not disgualified by these provisions from being on the plan. At Company's option, certain nonresidential customers, based on usage patterns and payment history, may be allowed to participate in Missouri Gas Energy's levelized payment plan under these same conditions.

To gualify for the Levelized Payment Plan, a new customer must establish an acceptable credit rating in compliance with the Company's General Terms and Conditions, which may include providing a deposit.

An existing customer will qualify for the Levelized Payment plan provided the customer has not been late in paying his bill consecutively for two (2) times in the previous twelve (12) months and no arrears are registered against his account at his current location, or previous location if the customer has not established, FILED twelve (12) month billing history. CANCELLER

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7.02	Conditions for Gas Service, the with its cycle billing procedure a intervals of approximately one m schedule which results in a cha shall be given to the affected ca customer receives a bill based o read meters bi-monthly and rend	Company will rea and bills based onth. If the Com inge of nine (9) ustomer at least n the new cycle. er bills at approxi- consumption wi	vided in these General Terms and ad the customer's meter in accordance on such readings will be rendered at pany changes a meter reading route or days or more of a billing cycle, notice fifteen (15) days prior to the date the The Company shall have the right to imate one-month intervals. The interim th any adjustments being made in the ained.
7.03		der Sheet Nos. 2	ayment Plan is available to customers 5 and 27, Residential Gas Service and cation to join the plan.
	Completion of Company's application service under said plan.	ation for levelized	d payment shall constitute a request for
	· •	mpliance with	a new customer must establish an the Company's General Terms and t.
	•	onsecutively for th	Payment plan provided customer has wo (2) times in the previous twelve (12) account.
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a Division of Southern Union Company For <u>All Missouri Service Areas</u>

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE RECEIVED

# <u>JAN - 7-1994</u>

# MISSOURI Public Service Commission

- 7.02 BILLING PERIOD: Except as otherwise provided in these General Terms and Conditions for Gas Service, the Company will read the customer's meter in accordance with its cycle billing procedure and bills based on such readings will be rendered at intervals of approximately one month. If the Company changes a meter reading route or schedule which results in a significant alteration of a billing cycle, notice shall be given to the affected customer. The Company shall have the right to read meters by-monthly and render bills at approximate one-month intervals. The interim bill shall be based on estimated consumption with any adjustments being made in the next billing month in which a meter reading is obtained.
- 7.03 LEVELIZED PAYMENT PLAN: This Levelized Payment Plan is available to customers who qualify to receive service under Sheet Nos. 25 and 27, Residential Gas Service and General Gas Service and who make written application to join the plan.

Completion of Company's application for levelized payment shall constitute a request for service under said plan.

To qualify for the Levelized Payment Plan, a new customer must establish an acceptable credit rating in compliance with the Company's General Terms and Conditions, which may include providing a deposit.

An existing customer will qualify for the Levelized Payment plan provided customer has not been late in paying his bill consecutively for two (2) times in the previous twelve (12) montherander arrears are registered against his account.

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P.S.C. MO. No.	<u>6</u>
Canceling P.S.C. MO. No.	1

Laclede Gas Company

# For: All Missouri Gas Energy Service Areas

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7.04	ES	FIMATED BII	LLING: In	the event	: any m	eter is no		schedule	ed, the Co	mpany	may
	The	Company n	nay render	a bill base	ed on e	estimated	usage:				
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P.S.C. MO. No.	1	Third Revised	SHEET No. <u>R-48</u>
Canceling P.S.C. MO. No.	<u>1</u>	Second Revised	SHEET No. R-48

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
CALCULATIONS: The monthly ABC plan billing for service shall be based on actual billings during the most recent available 24-month period at the same service location, as adjusted to reflect expected prices, and usage based on typical weather. If there are fewer than 24 months of billing history at the same service location, the ABC plan billing shall be based on the most recent 12 month period at the same service location, as adjusted to reflect expected prices, and usage based on typical weather. If there are fewer than 12 months of history at the same service location, ABC plan billing may be based on the available history for the premise, or upon bills of similar residential units in the same area, as adjusted to reflect expected prices, and usage based on typical weather.
PAYMENT CRITERIA: ABC plan billings become due and payable as stated thereon. Failure to pay the monthly ABC plan billing amount within the time stated on the bill may be cause for discontinuance by the Company of the customer's participation in the ABC plan. The election to receive service under this plan shall not modify or revoke the provisions of these General Terms and Conditions for Gas Service concerning delayed payment charges and disconnection for non-payment.
Settlement Balance: Billings to customers participating in the ABC plan will contain the information specified in Subsection 7.01, and shall also show the amount owed to the Company ("undercollection") or the amount owed to the customer ("overcollection") based on the accumulated dollar amounts paid to date under the ABC plan as compared to the accumulated dollar amounts accrued based on actual usage and rates.
DATE OF ISSUEMarch12001DATE EFFECTIVEMay302001monthdayyearDATE EFFECTIVEMaydayyear
ISSUED BY <u>Robert J. Hack</u> <u>Vice President, Pricing and Regulatory Affairs</u> Missouri Gas Energy Kansas City, MO. 64111

Second Revised First Revised

SHEET No. <u>R-48</u> SHEET No. R-48

1999

Missouri Gas Energy, a Division of Southern Union Company

Missouri Public For: All Missouri Service Areas

# HECTO MAR 3 1 GENERAL TERMS AND CONDITIONS FOR GAS SERVI

CALCULATIONS: The monthly ABC plan billing for service shall be based on actual billings during the most recent available 24-month period at the same service location. If there are fewer than 24 months of billing history at the same service location, the ABC plan billing shall be based on the most recent 12 month period at the same service location. If there are fewer than 12 months of history at the same service location, ABC plan billing may be based on the available history for the premise, or upon bills of similar residential units in the same area.

PAYMENT CRITERIA: ABC plan billings become due and payable as stated thereon. Failure to pay the monthly ABC plan billing amount within the time stated on the bill may be cause for discontinuance by the Company of the customer's participation in the ABC plan. The election to receive service under this plan shall not modify or revoke the provisions of these General Terms and Conditions for Gas Service concerning delayed payment charges and disconnection for non-payment.

Settlement Balance: Billings to customers participating in the ABC plan will contain the information specified in Subsection 7.01, and shall also show the amount owed to the Company ("undercollection") or the amount owed to the customer ("overcollection") based on the accumulated dollar amounts paid to date under the ABC plan as compared to the accumulated dollar amounts accrued based on actual usage and rates.

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DATE EFFECTIVE April 30 1999 month

day year

ISSUED BY \_\_\_\_ Robert J. Hack

Vice President, Pricing and Regulatory Affairs Missouri Gas Energy Kansas City, MO. 64111



First Revised Original SHEET No. R-48 SHEET No. R-48

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

# For: All Missouri Service Areas

MISSUURI GENERAL TERMS AND CONDITIONS FOR GAS SERVICE Fublic Service Continission CALCULATIONS: Each month, Company shall calculate the customer's average usage based upon his available consumption history at the premises for a time period not to exceed the most recent twelve months currently ended. Where a customer does not have a twelve month consumption history at this residence, he will make the choice to utilize either the usage history of the former occupant or an average of his actual usage. The monthly bill will be prepared based on such average usage and calculated under current tariffs with all applicable adjustments and surcharges. The monthly billing amount shall apply only to the premises then occupied by that customer. PAYMENT CRITERIA: Levelized Monthly Billings become delinquent in accordance with Subsection 7.07. Failure to pay the Levelized Payment Bill within the time stated thereon may be cause for discontinuance by the Company of the Levelized Payment Plan with respect to the customer. The election to receive service under this plan shall not modify or revoke the provisions of these General Terms and Conditions for Gas Service concerning delayed payment charges and disconnection for non-payment. Billings to customers using the Levelized Payment Plan will contain the information specified in Subsection 7.01 hereof, and shall also show the overage and underage of the dollar amounts paid to date as compared to the dollar amounts of the accumulated actual billings. CANCELLED FILED FEB. 1 1997 1997 Jan. 30, DATE OF ISSUE March DATE EFFECTIVE February 1996 1997 month day month day year year Director, Pricing and Regulatory Affairs ISSUED BY Charles B. Hernandez Missouri Gas Energy Kansas City, MO. 64111

P.S.C.MO. No. \_\_1\_\_\_

<u>Original</u>

Missouri Gas Energy,

a Division of Southern Union Company For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

## jan - 7 1994

## MISSOURI | Public Service Commission

Each month Company shall calculate customer's average usage based upon his available consumption history at the premises not to exceed the twelve months currently ended. Where customer does not have a twelve month consumption history at his residence, he will make the choice to utilize either the usage history of the former occupant or an average of his actual usage.

The monthly bill will be prepared based on such average usage and calculated under current tariffs with all applicable adjustments and surcharges. The monthly billing amount shall apply only to the premises then occupied by customer, and that if such premises are vacated, the Levelized Payment Plan with respect to customer shall immediately be discontinued.

Levelized Monthly Billings become delinquent in accordance with Subsection 7.07. Failure to pay the Levelized Payment Bill within the time stated therein may be cause for discontinuance by the Company of the Levelized Payment Plan with respect to the customer. The election to receive service under this plan shall not modify or revoke the provisions of these General Terms and Conditions for Gas Service concerning delayed payment charge and disconnects for non-payment, except that a credit balance in the Levelized Payment Plan will be considered when a disconnect is indicated.

Billings to customers using the Levelized Payment Plan will contain the information specified in Subsection 7.01 hereof, and shall also show the overage and underage of the dollar amounts paid to date as compared to the dollar amounts of the accumulated actual billings.

FILED

FEB 11994 94 - 40

MO. PUBLIC SERVICE COMM

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994 month day year month day year

ISSUED BY \_

F. Jay Cummings

Vice President, Rate and Regulatory Affairs

P.S.C. MO. No. <u>6</u> Canceling P.S. C. MO. No. <u>1</u>

Laclede Gas Company

#### For: All Missouri Gas Energy Service Areas

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE										
(C)	When the utility does not obtain an accurate or correct meter reading due to equipment or mechanical failure, when the Company could not reasonably detect such failure given variability in usage at that customer location;										
(D)	When the Company in unable to accurately obtain a meter reading due to human or illing system error;										
(E)	When the Company does not obtain an accurate or correct meter reading due to equipment or mechanical failure, including a remote meter reading device's failure to transmit a reliable reading;										
(F)	When the Company does not obtain an accurate or correct meter reading due to failure to detect and verify usage at the customer's location, i.e., vacant with usage;										
(G)	When the Company has reason to believe that an actual reading is erroneous. Such reasons may include readings that indicate usage which is outside of the range of probability based on customer's historical usage and when the Company has a reasonable suspicion that the meter reading equipment has malfunctioned or a reasonable suspicion that the meter reader is producing unreliable results.										
	<ol> <li>If the previous three consecutive bills were based on estimated meter readings, the actual reading must be used unless another correcting reading is obtained.</li> </ol>										
	2. A second adjustment within a twelve-month period cannot be made without attempting to obtain a confirming or correcting reading by means of a special meter reading attempt, or a request of the customer to schedule an inspection of meter or reading device. If a reading (inspection) is not obtained, supervisory approval must be obtained to make a modification. A notice is to be attached to the bill informing the customer that the bill is estimated and does not reflect an actual meter reading.										
	3. Additional adjustments within a twelve-month period cannot be made without the approval of the customer. In cases which would otherwise indicate an additional adjustment, the Company shall promptly take the necessary actions to rectify the situation causing the erroneous reading, whether the cause was mechanical in nature or human error.										
DATE OF ISS	SUE <u>July 21 2015</u> DATE EFFECTIVE <u>September 8 2015</u> month day year month day year										
ISSUED BY_	L. Craig Dowdy Sr.VP. Ext. Affairs Corp. Communications & Marketing Laclede Gas Company, St. Louis, MO 63101										

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S. C. MO. No.	<u>1</u>

Third Revised Second Revised SHEET No. R-48A SHEET No. R-48A

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS S	<u>SERVICE</u>		
BILLING ADJUSTMENTS: The accounts participating in reviewed in February and July of each year, with any chang March and August. ABC accounts may also be reviewed times if circumstances warrant.	ges appearing	on bills	sin
The July review of accounts participating in the ABC pla follows:	an shall be h	andled	as
a) If the July settlement balance results in an undercolled and is less than or equal to the monthly ABC plan amount, the amount due to the Company and will be included in or year's monthly ABC plan billing effective with the August bill.	the ABC plan computing the	amoun	t is
b) If the July settlement balance results in an undercolled which is greater than the monthly ABC plan amount, the se amortized over twelve (12) months and included in comput monthly ABC plan billing effective with the August bill.	ettlement bala	nce will	be
c) If the July settlement balance results in an overcollection overcollection will be transferred to the customer's acc request, may be refunded.			
The February review of accounts participating in the ABC p follows:	plan shall be h	nandled	as
a) If the February settlement balance plus the accumulated based on expected usage and rates from the months of Ma months of the current ABC billing amount reflects an u customer greater than two (2) months of ABC billing, th amount will be adjusted effective with the March bill.	arch through ndercollectior	July less i from t	s 5 he
b) If the February settlement balance plus the accumulated based on expected usage and rates from the months of Ma months of the current ABC billing amount reflects an customer equal to or greater than two (2) months of ABC I billing may be adjusted effective with the March bill. The transferred to the customer's account balance or, upon requ	arch through overcollection billing, the mo e overcollection	July less from to onthly Al	s 5 the BC be
DATE OF ISSUE March 1 2001 DATE EFFECTIVE month day year	<u>May</u> month	<u>30</u> day	<u>2001</u> year
ISSUED BY Robert J. Hack Vice President, Pri	icing and Reg	ulatory /	Affairs

Vice President, Pricing and Regulatory Affairs Missouri Gas Energy Kansas City, MO. 64111

#### P.S.C. MO. No. <u>1</u> Canceling P.S. C. MO. No. <u>1</u>

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Second Revised First Revised SHEET No. R-48A SHEET No. R-48A

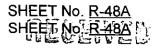
Missouri Public

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

1999 <del>rch Mar</del> GENERAL TERMS AND CONDITIONS FOR GAS SERVICE BILLING ADJUSTMENTS: The accounts participating in the ABC plan will be reviewed in February and July of each year, with any changes appearing on bills in March and August. The July review of accounts participating in the ABC plan shall be handled as follows: a) If the July settlement balance results in an undercollection from the customer and is less than or equal to the monthly ABC plan amount, the ABC plan amount is the amount due to the Company and will be included in computing the next plan year's monthly ABC plan billing effective with the August bill. b) If the July settlement balance results in an undercollection from the customer which is greater than the monthly ABC plan amount, the settlement balance will be amortized over twelve (12) months and included in computing the next plan year's monthly ABC plan billing effective with the August bill. c) If the July settlement balance results in an overcollection from the customer, the overcollection will be transferred to the customer's account balance or upon request, may be refunded. The February review of accounts participating in the ABC plan shall be handled as follows: a) If the February settlement balance plus the accumulated dollar amounts accrued based on actual usage and rates from the months of March through July nissior of the prior year less 5 months of the current ABC billing amount reflects an undercollection from the customer greater than two (2) months of ABC billing, the monthly ABC billing amount will be adjusted effective with the March bill. b) If the February settlement balance plus the accumulated dollar amounts accrued based on actual usage and rates from the months of March through July of the prior year less 5 months of the current ABC billing amount reflects an overcollection from the customer equal to or greater than two (2) months of ABC billing, the monthly ABC billing may be adjusted effective with the March bill. The overcollection will be transferred to the customer's account balance or upon request, may be refunded. Missouri Public BONICO Commission DATE OF ISSUE March 31 1999 DATE EFFECTIVE 30 1999 April month day year month day year ISSUED BY \_\_\_\_\_ Robert J. Hack Vice President, Pricing and Regulatory Affairs Missouri Gas Energy Kansas City, MO. 64111

#### P.S.C. MO. No. <u>1</u> Canceling P.S. C. MO. No. 1

First Revised Original



Missouri Gas Energy, <u>a Division of Southern Union Company</u>

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE Service Commission BILLING ADJUSTMENTS: The Levelized Payment Plan accounts will be reviewed by Company in January and July of each year. If the difference between the accumulated Levelized billing and the accumulated actual billing is greater than 2 times the current month's billing, the Levelized Monthly Billing amount shall be adjusted to bring the difference within the allowable limit of two (2) times the current month's billing. Failure of Customer to agree with Company's recommended adjustment shall be cause for discontinuance of the customer from the plan. The customer's payment of the new levelized amount shall constitute agreement to the new monthly levelized billing amount. If the customer contacts the Company and disagrees with the new levelized amount, the Company shall discontinue the customer from the plan and the account shall be brought to the current balance. TERMINATION AND DISCONTINUANCE: A customer may be removed from the Levelized Payment Plan for any of the following reasons: The customer is delinquent two (2) consecutive billing periods. Customers will be automatically removed from the plan after the customer has been delinquent for two (2) consecutive billing periods. Service to the customer is discontinued pursuant to Subsection 3.06. The customer requests termination of the plan. If any customer has been discontinued from the plan or terminated from the plan. reentry may be limited to once every twelve (12) months at the same location. The customer will be required to bring the account to the current balance upon termination or discontinuance of the plan. If a credit balance remains, customer may obtain a refund or apply the credit value to charges for future months' service. CANCELLED 15 || | **5** || APR 3 0 1999 ce Commission Public & 30, 1997 DATE EFFECTIVE Jan. DATE OF ISSUE February 1997 1 month day vear month dav year Director, Pricing and Regulatory Affairs **ISSUED BY\_** Charles B. Hernandez Missouri Gas Energy Kansas City, MO. 64111

P.S.C.MO. No. \_\_\_\_\_

<u>Original</u>

SHEET No. R-48A

Missouri Gas Energy, a Division of Southern Union Company For \_\_\_\_\_ All Missouri Semerated GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JAN - 7 1994 MISSOURI Public Service Commission The Levelized Payment Plan accounts will be reviewed by Company and if the difference between the accumulated Levelized billing and the accumulated actual billing is greater than 30% of the accumulated actual billings, or, if the difference between the accumulated Levelized billing and the accumulated actual billing is greater than 3 times the current month's billing, customer shall be contacted and the Levelized Monthly Billing amount shall be adjusted to bring the difference within the abovementioned range. Failure of Customer to agree with Company's recommended adjustment shall be cause for discontinuance of the customer from the plan. If the Levelized Payment Plan is discontinued pursuant to the abovementioned rules or terminated by customer, any amount(s) payable by or due customer on the account of the metered service during the period covered by the Levelized Payment Plan shall be billed to the customer or paid to the customer. CANCELLED FEB 1 1997 1 1 st RS R- 48-A Public Service Commission FILED MISSOURE FEB 1 1994 94 - 40 MO. PUBLIC SERVICE COMM DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1994 1 month day year month day year ISSUED BY Vice President, Rates and Regulatory Affairs F. Jay Cummings

	P.S.C.	MO.	No.	<u>6</u>	
Canceling	P.S.C.	MO.	No.	1	

Laclede Gas Company

For: All Missouri Gas Energy Service Areas

## GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

The Company will estimate a customer's usage by determining the actual usage at the customer's location in a prior comparable period and then adjusting such usage to reflect weather differences. Where actual usage data at the customer's location is not available for a comparable period, the estimation will be performed by determining actual usage at the customer's location in the previous billing period, and then adjusting such usage to reflect weather differences. Where actual usage data at the customer's location is not available for the previous billing period, the estimation will be performed by determining the relationship of actual usage at the customer's location to the average usage of comparable customers as determined by the Company in a prior period, and applying that relationship to the average usage of comparable customers in the estimation period. Where actual usage data at the customer's location is not available, the customer's use will be based on average usage for comparable customers.											
	obtained, an adjust ast previous reading	ed bill, if necessary, sh g of the meter.	all be rendere	d for	the						
Company may r	not render an estima r one (1) year, whi	ns (A), (B) and (C) at ated bill for; (a) more tha ichever is less, or (b) as	in three (3) co	nsecu	tive						
	pany renders an e ditions for Gas Serv	stimated bill in accordar rice, it shall:	nce with these	e Gen	eral						
	(A) Maintain accurate records of the reasons therefore and efforts made to secure an actual reading.										
	(B) Clearly and conspicuously note on the bill that it is based on estimated usage.										
(C) Use cu usage	<ul> <li>(C) Use customer supplied readings, whenever viable (i.e., in line with prior usage or seasonal usage), to determine usage.</li> </ul>										
DATE OF ISSUE July month	21 2015 day year	DATE EFFECTIVE	September month	8 day	<u>2015</u> year						

ISSUED BY L. Craig Dowdy Sr.VP. Ext. Affairs Corp. Communications & Marketing Laclede Gas Company, St. Louis, MO 63101

	P.S.C. MO. No.	<u>1</u>	Second Revised
Canceling	P.S.C. MO. No.	<u>1</u>	First Revised

Missouri Gas Energy, a Division of Southern Union Company

For: All Missouri Service Areas

Kansas City, MO. 64111

	<u>(</u>	GENERAL	. TERI	MS AND (		<u>IONS FO</u>	R GAS S	SERVICE		
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?		or more of	occurr	ences by	payme	nt of cheo	ck subse	quently retur	rned by	the
	? Serv							esection 3.06	<b>i</b> .	
								participate reinstated o		
te re	erminati emains	ion or disc	ontinu ninatio	uance of t	the ABC	plan. If a plan. If a	an amour e ABC p	e current ba It owed to th Ian, the cus rvice.	ie custor	mer
DATE OF I	SSUE	<u>March</u> month	1 day	<u>2001</u> year	D	ATE EFFE	CTIVE	<u>May</u> month	30 day	<u>2001</u> year

ISSUED BY Robert J. Hack Vice President, Pricing and Regulatory Affairs Missouri Gas Energy CANCELLED

P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u> First Revised Original SHEET No. <u>R-48B</u> SHEET No. <u>R-48B</u>

Missouri Gas Energy, a Division of Southern Union Company

## For: All Missouri Service Areas esion

RECT MAR 31 GENERAL TERMS AND CONDITIONS FOR GAS SERVI INTEREST: No interest shall be due from the customer or payable to the customer on the difference between the accumulated dollars accrued based on actual usage and rates and the amounts paid to date under the ABC plan. TERMINATION AND DISCONTINUANCE: A customer may be removed from the ABC plan for any of the following reasons: The customer fails to pay the full monthly ABC billing for two (2) billing periods while enrolled in the plan, the customer will be automatically removed from the plan. One or more occurrences by payment of check subsequently returned by the bank. Service to the customer is discontinued pursuant to Subsection 3.06. The customer requests termination of the plan. If any customer in the plan shall cease, for any reason, to participate in the plan, then the Company may require payment in full prior to being reinstated on the plan. The customer may be required to bring the account to the current balance upon termination or discontinuance of the ABC plan. If an amount owed to the customer remains upon termination or discontinuance of the ABC plan, the customer may obtain a refund or apply the amount to charges for future service. Effective with the approval of the ABC plan by the Commission, the Company will continue to honor the Levelized Payment Plan ("LPP") arrangement entered into between the Company and the customer until July 31, 1999. Effective with August 1999 billings, all LPP payment plans previously entered into with the Company will be converted to the ABC plan. Missouri Public Service Commission MAY 3 0 2001 2ND-R5 R-48B Public Service Commission FILED APR 3 0 1999 MISSOURI DATE OF ISSUE March DATE EFFECTIVE 31 1999 April 30 1999 month day year month day year ISSUED BY Robert J. Hack Vice President, Pricing and Regulatory Affairs Missouri Gas Energy Kansas City, MO. 64111 P.S.C. MO. No. 1

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<u>Original</u>

SHEET No. <u>R-48B</u>

Missouri Gas Energy, a Division of Southern Union Company

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE MISSOURI Public Service Commission Settlement of accounts will occur when participation in the Levelized Payment Plan is terminated or discontinued. No interest shall be due from the customer or payable to the customer on the difference between actual payments and the Levelized Monthly Billing amount. CANCELLED Commission Public S FILED MOPUSI CSERVICECOMM Jan. 30, 1997 DATE OF ISSUE DATE EFFECTIVE 1997 February 1 day year month day year month Director, Pricing and Regulatory Affairs ISSUED BY\_ Charles B. Hernandez Missouri Gas Energy Kansas City, MO. 64111

	P.S.C.	MO.	No.	6
Canceling	P.S.C.	MO.	No.	1

<u>Original</u> First Revised

Laclede Gas Company

For: All Missouri Gas Energy Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

All adjusted bills and bills covering more than a one month period shall be based on increasing the length of the rate blocks according to the number of months of service involved; that is to say, the rate blocks will be doubled for a two-month's reading and tripled for a three month's reading, etc. Irrespective of whether a bill is based on the Company's reading or the Company's estimate of consumption, the Company shall have the right to discontinue service for non-payment thereof as provided elsewhere in these General Terms and Conditions for Gas Service with respect to delinquent bills.

When the Company underestimates the customer's usage, the customer shall be given the opportunity, if requested, to make payment in installments.

- 7.05 RENDITION OF BILLS: The Company shall be required to render a bill by mailing, hand delivery or electronic posting.- The loss or non-receipt of a bill by the customer shall not release or diminish the obligation of the customer with respect to the full payment thereof, including additional charges as provided in Rule 7.07 hereof. In the event of loss of or failure to receive a bill, the Company shall, upon request of the customer, make a duplicate thereof.
- 7.06 FAILURE TO OBTAIN METER READING: If the Company is unable to obtain an actual meter reading for three (3) consecutive billing periods, the Company shall advise the customer by first class mail or personal delivery that the bills being rendered are estimated, that estimation may not reflect the actual usage, and that the customer may read and report gas usage to the Company on a regular basis. The procedure by which such reading and reporting may be initiated shall be explained. The Company shall attempt to secure an actual meter reading from customers reporting their own usage at least annually. Such attempts shall include personal contact with the customer to advise the customer of the regular meter reading day. The Company shall offer appointments for meter readings on Saturday or prior to 9:00 p.m. on weekdays at those charges provided for in Rule 14. Discontinuance of the service of a customer who is reading and reporting usage on a regular basis because of inability to secure an actual meter reading shall not be required.

DATE OF ISSUE	<u>July</u> month		<u>2015</u> year	DATE EFFECTIVE	<u>September</u> month	8 day	<u>2015</u> year
ISSUED BY L.	Craig Dow	/dy	<u>Sr.VP</u>	. Ext. Affairs Corp. Co Laclede Gas Com			

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

First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

Kansas City, MO. 64111

		(	GENERA		MS AND	OCON		NS FOR	GASS	ERVICE			
7.04			TED BIL ny may es									ed, tł	ne
	The	Cor	mpany ma	iy rend	er a bill	based	d on es	timated	usage:				
	(A)	stop	en extrer opages, c er readin	r othe									
	(B)	the read actu reas mai	en the Co purpose ding the r ual meter sonable a ling or tomer ma	of read neter L readin Ilternat leaving	ding the inneces ig for th ives to i postp	mete sarily ese r obtair aid,	r, or in difficult easons n a cus ore-ado	situatio If the where tomer ressed	ns whe Compar practic reading postca	re the cuny is unal able, it r of the n ards up	istomer ole to ol nay un neter, s on whi	mak otain derta uch ich t	es an ke as
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DATE OI	F ISS	UE	<u>June</u> month	9 day	<u>1995</u> year		DATE	EFFEC	TIVE	<u>July</u> month		<u>23</u> day	<u>1995</u> year
ISSUED	BY_							Dire	ctor, Ra	ates and			
			John M.	Ferna	ld					Mis	ssouri G	ias E	nergy

	P.S.C.	MO. No	Origin	al	SHEET No	<u>R-49</u>
	uri Gas En sion of So	ergy, uthern Union Company	For	<u>All Missour</u>	i s <b>RECEI</b> M	ED
		GENERAL TERMS A	ND CONDITIONS	FOR GAS SE	<u>ervlöðin - 719</u>	94
7.04	ESTIMAT may estir	FED BILLING: In the eve mate the customer's co	ent any meter is no ensumption and bi	Pub ot read as sch Il accordingly	MISSOU Isservice Co	ri Manişsion
	The Com	ipany may render a bill	based on estimat	ed usage:		
	(A)	When extreme weath work stoppages, or ot prevent actual meter	her conditions bey	• ·	<b>•</b>	
	(B)	When the Company is premises for the purport the customer makes re Company is unable to reasons, where practice to obtain a customer re postpaid, pre-address note the reading unle	ose of reading the eading the meter u to obtain an actu cable, it may unde eading of the mete sed postcards upo	meter, or in sit unnecessarily lal meter read rtake reasonal er, such as ma on which the	tuations where difficult. If the ding for these ble alternatives alling or leaving customer may	
	render ar (1) year,	as provided in subsection n estimated bill for; (a) r whichever is less, (b) a	nore than three (3 as a customer's ir	) consecutive itial or final b	billing periods ill for service.	or one
		e Company renders an e ditions for Gas Service,		cordance with	these General	lerms
	(A)	Maintain accurate rec to secure an actual re		s therefore an	d efforts made	
	(B)	Clearly and conspicues estimated usage.	uously note on t	he bill that i	it is based on	
	(C)	Use customer supplie usage.	ANCELINGEDwher	never possible	a, to determine	
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		BY	JUL 231995 JOL 231995 Lot R.S. # R Sarvice Commis MISSOURI MISSOURI	Sion Fl MO. PUB	eb 1 1994 4 - 4 0 <del>Lic Service Co</del>	64.35
DATE	of Issue	<u>January 7</u> month day	<u>1994</u> DATE E year	FFECTIVE_Fe		<u>1994</u> year
ISSUE		Jay Cummings	Vice President.			·

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P.S.C. MO. No. Canceling P.S.C. MO. No.		6
Canceling	P.S.C. MO. No.	1

Original Original

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Laclede Gas Company

For: All Missouri Gas Energy Service Areas

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
	If a customer fails to report usage, the Company shall obtain a meter reading at least annually. The Company shall notify the customer that if usage is not reported regularly by the customer and if the customer fails, after written request, to grant access to the meter, then service may be discontinued pursuant to Rules 3.06, 3.07, and 3.08 hereof.
7.07	PAYMENT OF BILLS: All bills for service are due and payable upon receipt and become delinquent on the date specified thereon. For residential customers, such date shall be 21 days from the date of rendition. For non-residential customers, such date shall be as specified in the Company's applicable rate schedules.
	If the last calendar day for payment falls on a Sunday, legal holiday, or any other days when the offices of the Company regularly used for the payment of customer bills are not open to the general public, the final payment date shall be extended through the next business day. The date of payment for remittance by mail or for remittance originated electronically is the date on which the Company receives the remittance.
7.08	DEFAULT: Failure of the customer to pay any amount due the Company under the customer's service agreement in the full amount due before the twenty-second (22nd) day after rendition shall constitute a default by the customer in his service agreement. The customer's obligation to pay the amount due to the Company under the customer's service agreement shall be separate from other claims by the customer against the Company. Failure of the Company to pay such claims or to give the customer credit therefore, shall not justify failure by the customer to pay the amount due the Company under the customer's service agreement nor prevent default by the customer.
7.09	EXTENSION AGREEMENT: The company may enter into an extension agreement upon the request of a customer who claims an inability to pay the bill in full.
DATE OI	F ISSUE <u>July 21 2015</u> DATE EFFECTIVE <u>September 8 2015</u> month day year month day year
ISSUED	BY L. Craig Dowdy Sr.VP. Ext. Affairs Corp. Communications & Marketing

<u>Original</u>

Missouri Gas Energy,	
a Division of Southern Union Company	

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE							
bill	ocal adjustment must not be made if the s were based on estimated meter read ist be used unless another correcting read	dings. The	e actual readi				
without of a sp schedule (inspect make a	nd adjustment within a twelve-month p attempting to obtain a confirming or corre ecial meter reading attempt, or a reque e an inspection of meter or reading on) is not obtained, supervisory approva modification. A notice is to be attached er that the bill is estimated and does not	ecting readi est of the device. al must be to the bill i	ng by means customer to If a reading obtained to informing the				
wit inc ne	ditional adjustments within a twelve-mor hout the approval of the customer. In ca licate an additional adjustment, the Comp cessary actions to rectify the situatio ading, whether the cause was mechanical	uses which bany shall p on causing	would otherwi promptly take to the erroned	se he jus			
may not rer	provided in subsections (A), (B) and (C) and the an estimated bill for; (a) more than the ar, whichever is less, or (b) as a custome	nree (3) cor	nsecutive billin	g perio	ds		
	ne Company renders an estimated bill ir nd Conditions for Gas Service, it shall:	n accordan	ce with these	Genei	ral		
(A)	Maintain accurate records of the reas made to secure an actual reading.	sons there	ore and effo	ts			
(B)	Clearly and conspicuously note on the estimated usage.	ne bill that	it is based	on			
(C)	Use customer supplied readings, when usage.	ever possil	ole, to determi	ne			
DATE OF ISSUE	June 9 1995 DATE EFF month day year	ECTIVE	<u>July</u> month	23 day	<u>1995</u> year		
ISSUED BY	John M. Fernald	<u>Director, Ra</u>	<u>tes and Regul</u> Missouri Kansas City,	Gas E	nergy		

<u>Original</u> Original

Laclede Gas Company

For: All Missouri Gas Energy Service Areas

GENERAL	TERMS AND	CONDITIONS	FOR GAS	SERVICE

7.10 RETURNED PAYMENT CHARGE: The Company shall assess a returned payment charge as set forth in Section 14, herein, whenever any check or electronic payment submitted to the Company by or on behalf of a customer has been returned unpaid by the financial institution through which such payment was to have been made.

DATE OF ISSU	E July	21	2015	DATE EFFECTIVI	E <u>September</u>	8	2015
	month	day	year		month	day	уеаг
ISSUED BY	L. Craig Dow	vdv		Sr.VP. Ext. Affairs Corp.	Communications	s & Ma	rketing

Laclede Gas Company, St. Louis, MO 63101

### Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE							
(D)	For residential customers served under the RS rate schedule and commercial customers served under the GS rate schedule, determine a customer's estimated usage through a formula which uses customer's historical consumption, current and historical consumption of similar customers for whom actual meter readings were obtained, and the length of the billing period. The Company has established peer groups compiled of similar customers which receive the same type of service within the same geographical area. A peer group shall contain a minimum of 100 customers. The estimation formula shall be:							
	$E = (A/B) \times C \times D$							
	Where:							
	E = Estimated usage for the customer in the current month,							
	A = Peer's per day usage in the current month,							
	B = Peer's per day usage for the same month last year,							
	C = Per day usage for the same month last year for the customer,							
	D = Number of days in the billing period.							
	If "C", customer's usage for the same month last year, is unavailable, "B", peer's usage for the same month last year, is used as an estimate.							
(E)	For all other commercial and industrial customers not covered in subsection (D) of this Rule, determine a customer's estimated usage based on customer's current and historical usage and, if the customer's usage is heating related, applicable current and historical heating degree days.							
	reading is obtained, an adjusted bill, if necessary, shall be rendered for the d since the last previous reading of the meter.							
DATE OF ISS	JE <u>January 7 1994</u> DATE EFFECTIVE <u>February 1 1994</u> month day year month day year							
ISSUED BY	Vice President, Rates and Regulatory Affairs							

F. Jay Cummings

P.S.C. MO. No. <u>6</u> Canceling P.S.C. MO. No. <u>1</u>

Original Second Revised

Laclede Gas Company

For: All Missouri Gas Energy Service Areas

	GENERAL	TERN	/IS AN	D CON	DITION	S FOR GAS	SERVICE		
		This	Sheet	Left B	lank Int	entionally.			
DATE OF ISSUE	July month	21 day	2015 year		DATE	EFFECTIVE	<u>September</u> month	8 day	<u>2015</u> year
ISSUED BY <u>L</u> .	Craig Dow	/dy		Sr.VP.	<u>Ext. Aff</u> Lacle	<u>airs Corp. Co</u> ede Gas Com	pmmunication pany, St. Lou	<u>s &amp; Ma</u> is, MO	63101

FILED Missouri Public Service Commission JG-2016-0019

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

Second Revised First Revised

Missouri Gas Energy, a Division of Southern Union Company

For: All Missouri Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

All adjusted bills and bills covering more than a one month period shall be based on increasing the length of the rate blocks according to the number of months of service involved; that is to say, the rate blocks will be doubled for a two-month's reading and tripled for a three month's reading, etc. Irrespective of whether a bill is based on the Company's reading or the Company's estimate of consumption, the Company shall have the right to discontinue service for non-payment thereof as provided elsewhere in these General Terms and Conditions for Gas Service with respect to delinquent bills.

When the Company underestimates the customer's usage, the customer shall be given the opportunity, if requested, to make payment in installments.

7.05 RENDITION OF BILLS: The Company shall be required to render a bill by mailing, hand delivery or electronic posting.- The loss or non-receipt of a bill by the customer shall not release or diminish the obligation of the customer with respect to the full payment thereof, including additional charges as provided in Rule 7.07 hereof. In the event of loss of or failure to receive a bill, the Company shall, upon request of the customer, make a duplicate thereof.

7.06 FAILURE TO OBTAIN METER READING: If the Company is unable to obtain an actual meter reading for three (3) consecutive billing periods, the Company shall advise the customer by first class mail or personal delivery that the bills being rendered are estimated, that estimation may not reflect the actual usage, and that the customer may read and report gas usage to the Company on a regular basis. The procedure by which such reading and reporting may be initiated shall be explained. The Company shall attempt to secure an actual meter reading from customers reporting their own usage at least annually. Such attempts shall include personal contact with the customer to advise the customer of the regular meter reading day. The Company shall offer appointments for meter readings on Saturday or prior to 9:00 p.m. on weekdays at those charges provided for in Rule 14. Discontinuance of the service of a customer who is reading and reporting usage on a regular basis because of inability to secure an actual meter reading shall not be required.

If a customer fails to report usage, the Company shall obtain a meter reading at least annually. The Company shall notify the customer that if usage is not reported regularly by the customer and if the customer fails, after written request, to grant access to the meter, then service may be discontinued pursuant to Rules 3.06, 3.07, and 3.08 hereof.

DATE OF ISS	UE <u>April 28, 2008</u> month day year	DATE EFFECTIVE	<u>Maγ</u> month	<u>28, 2008</u> day year
ISSUED BY	Michael R. Noack			gulatory Affairs , KCMO 64111

P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. 1

First Revised Original SHEET No. R-51 SHEET No. R-51

a Division of Southern Union Company

Missouri Gas Energy,

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

All adjusted bills and bills covering more than a one month period shall be based on increasing the length of the rate blocks according to the number of months of service involved; that is to say, the rate blocks will be doubled for a two-month's reading and tripled for a three month's reading, etc. Irrespective of whether a bill is based on the Company's reading or the Company's estimate of consumption, the Company shall have the right to discontinue service for non-payment thereof as provided elsewhere in these General Terms and Conditions for Gas Service with respect to delinquent bills.

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October	8	1994	DATE EFFECTIVE	December	10	1994
month	day	year		month	day	year
			Director, R	ates and Regu	latory <i>i</i>	Affairs
John M.	Ferna	ld	Missouri	Gas Energy, k	(CMO)	64111
	month	month day		month day year Director, R	month day year month Director, Rates and Regu	month day year month day Director, Rates and Regulatory

P.S.C.MO. No. \_\_1\_\_

<u>Original</u>

Missouri Gas Energy, a Division of Southern Union Company

For \_\_\_\_\_All Missouri Service Alle

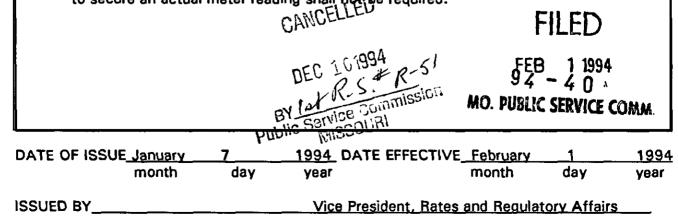
GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JAN - 7 1994

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P.S.C. MO. No. <u>6</u> Canceling P.S.C. MO. No. <u>1</u> <u>Original</u> Third Revised

Laclede Gas Company

For: All Missouri Gas Energy Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS	SERVICE		
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DATE OF ISSUE July 21 2015 DATE EFFECTIVE	September	9	2015
month day year	month	day	<u>2015</u> year
ISSUED BY L. Craig Dowdy Sr.VP. Ext. Affairs Corp. Co Laclede Gas Com	<u>mmunications</u> pany, St. Lou	<u>s &amp; Ma</u> is, MO	<u>rketina</u> 63101

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

Third Revised Second Revised SHEET No. <u>R-52</u> SHEET No. <u>R-52</u>

Missouri Gas Energy,

a Division of Southern Union Company

For: All Missouri Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

7.07 PAYMENT OF BILLS: All bills for service are due and payable upon receipt and become delinquent on the date specified thereon. For residential customers, such date shall be 21 days from the date of rendition. For non-residential customers, such date shall be as specified in the Company's applicable rate schedules.

If the last calendar day for payment falls on a Sunday, legal holiday, or any other days when the offices of the Company regularly used for the payment of customer bills are not open to the general public, the final payment date shall be extended through the next business day. The date of payment for remittance by mail or for remittance originated electronically is the date on which the Company receives the remittance.

- 7.08 DEFAULT: Failure of the customer to pay any amount due the Company under the customer's service agreement in the full amount due before the twenty-second (22nd) day after rendition shall constitute a default by the customer in his service agreement. The customer's obligation to pay the amount due to the Company under the customer's service agreement shall be separate from other claims by the customer against the Company. Failure of the Company to pay such claims or to give the customer credit therefore, shall not justify failure by the customer to pay the amount due the Company under the customer's service agreement nor prevent default by the customer.
- 7.09 EXTENSION AGREEMENT: The company may enter into an extension agreement upon the request of a customer who claims an inability to pay the bill in full.
- 7.10 RETURNED PAYMENT CHARGE: The Company shall assess a returned payment charge as set forth in Section 14, herein, whenever any check or electronic payment submitted to the Company by or on behalf of a customer has been returned unpaid by the financial institution through which such payment was to have been made.

DATE OF ISSUE	<u>April 28,</u>	2008	DATE EFFECTIVE May 28,	2008
	month day	year	month day y	/ear
ISSUED BY Mic	<u>:hael R. Noack</u>		Director, Pricing and Regulatory	Affairs
			Missouri Gas Energy, Kansas City, MO.	64111

	P.S.C. MO. No.	1	Second Revised	SHEET No. <u>R-52</u>
Canceling	P.S.C. MO. No.	1	First Revised	SHEET No. R-52

Missouri Gas Energy, a Division of Southern Union Company

For: All Missouri Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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16, 2001 DATE OF ISSUE DATE EFFECTIVE 2001 July August 06, month day year month day year ISSUED BY Robert J. Hack Vice President, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111

P.S.C. MO. No,	1	
Canceling P.S.C. MO. No.	<u>1</u>	

First Revised Original



Missouri Gas Energy, <u>a Division of Southern Union Company</u>

7.08

For

All Missouri Service Ateas

# GENERAL TERMS AND CONDITIONS FOR GAS SERVICE MISSOURI Public Service Commingion

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8. CLAIMS AND COMPLAINTS SETTLEMENTS - RESIDENTIAL ONLY

8.01 COMPLAINTS AND DISPUTED CLAIMS: When a customer advises the Company prior to the date of the proposed discontinuance of service that all or any billing as rendered is in dispute, the Company shall:

DEC 1 1994

DATE OF ISSUE October 8 1994	DATE EFFECTIVE <u>December 10, 1994</u> month day year
ISSUED BY John M Jan	month day year Director, Rates and Regulatory Affairs
John M. Fernald	Missouri Gas Energy Kansas City, MO. 64111

P.S.C.MO. No. \_\_1\_\_\_

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Original SHEET No. R-52

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	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE - 7 1994
	If a customer fails to report usage, the Company shall obtain a meter reading at reasion annually. The Company shall notify the customer that if usage is not reported regularly by the customer and if the customer fails, after written request, to grant access to the meter, then service may be discontinued pursuant to Rules 3.06, 3.07, and 3.08 hereof.
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	P.S.C. MO. No.	1
Canceling	P.S.C. MO. No.	1

Second Revised First Revised

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

	GENERAL TERMS AND CONDITIONS FOR GAS S	SERVICE		
	8. CLAIMS AND COMPLAINTS SETTLEMENTS - RESID	ENTIAL ON	LY	
8.01	COMPLAINTS AND DISPUTED CLAIMS: When a custome prior to the date of the proposed discontinuance of service to billing as rendered is in dispute, the Company shall:			
	(A) Immediately record the date, time and place the comple	aint is made		
	(B) Investigate the dispute promptly and completely.			
	(C) Attempt to resolve the dispute informally in a manner both parties.	mutually sa	itisfactory	y to
	A customer may advise the Company that a claim is in dis manner such as by written notice, in person or by a teleph appropriate personnel of the Company. A dispute must be at least twenty-four (24) hours prior to the date of propose customer to avoid discontinuance of service as provided b and Conditions for Gas Service.	ione call dir registered we d discontir	ected to vith the unuance for	the tility or a
	The Company, in attempting to resolve the dispute in inner, may employ telephone communication, personal me y other technique reasonably conducive to settlement of the c	etings, on-		
	The failure of a customer who has lodged a dispute to coope of that dispute, to respond to the Company's offer to negotia the company in efforts to resolve an inquiry which has the e in dispute shall constitute a waiver of the customer's right to and the Company may, not less than five days after provisio by Rule 8.06, proceed to discontinue service unless the cu complaint with the Commission within the five-day period.	ate, or to pa effect of place continuance on of the no	rticipate cing char ce of serv tice requ	with rges vice iired
	ISSUE <u>July 16, 2001</u> DATE EFFECTIVE month day year	<u>August</u> month	06, day	2001 year

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111

P.S.C. M Canceling P.S.C. M		<u>First Revised</u> Original		HEET No. <u>R-53</u> HEET No. <u>R-53</u>
Missouri Gas Energ a Division of South	iy, em Union Company	For	All Missouri	STECHIED
	GENERAL TERMS A	ND CONDITIONS F	······································	OCT 7 1994
				e Service Commit
(A)	Immediately record	the date, time and	place the complaint is	made.
(B)	Investigate the disp	ute promptly and co	ompletely.	
(C)	Attempt to resolve t both parties.	he dispute informa	lly in a manner mutu	ally satisfactory to
	reasonable manner directed to the app registered with the proposed discontinu	such as by written ropriate personnel utility at least twer uance for a custome	ny that a claim is i notice, in person or b of the Company. A nty-four (24) hours pi er to avoid discontinu. Conditions for Gas Se	by a telephone call dispute must be nor to the date of ance of service as
Si uo	manner, may empl	oy telephone com	e the dispute in a mu munication, personal nably conducive to	meetings, on-site
AUG 0.6 2001 AUG 0.6 2001 AUG R-53 AUG ROMINISSION	investigation of that or to participate wit the effect of placi customer's right to than five days after	dispute, to resport the company in the company in the company in the secontinuance of secont provision of the ne unless the custom	lodged a dispute to ad to the Company's efforts to resolve an pute shall constitute rvice and the Compa ptice required by Rule her files an informal o	offer to negotiate, inquiry which has a waiver of the any may, not less e 8.06, proceed to
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DATE OF ISSUE _	October 8 1994 month day year		FECTIVE <u>Decembe</u> month	<u>r 10, 1994</u> day year
ISSUED BY	John M. Fernald	M	rector, Rates and Re ssouri Gas Energy ansas City, MO. 641	

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P.S.C.MO. No. \_\_\_\_

**Original** 

Missouri Gas Energy, All Missouri Service Andas a Division of Southern Union Company For GENERAL TERMS AND CONDITIONS FOR GAS SERVICEN - 7 1994 MISSOURI Public Service Commission (A) Immediately record the date, time and place the complaint is made. **(B)** Investigate the dispute promptly and completely. (C) Attempt to resolve the dispute informally in a manner mutually satisfactory to both parties. A customer may advise the Company that a claim is in dispute in any reasonable manner such as by written notice, in person or by a telephone call directed to the appropriate personnel of the Company. A dispute must be registered with the utility at least twenty-four (24) hours prior to the date of proposed discontinuance for a customer to avoid discontinuance of service as provided by these General Terms and Conditions for Gas Service. The Company, in attempting to resolve the dispute in a mutually satisfactory manner, may employ telephone communication, personal meetings, on-site visits or any other technique reasonably conducive to settlement of the dispute. The failure of a customer who has lodged a dispute to cooperate in the investigation of that dispute, to respond to the Company's offer to negotiate, or to enter into a reasonable settlement agreement shall constitute a waiver of the customer's right to continuance of service and the Company may not, less than five days after provision of the notice required by Rule 8.06, proceed to discontinue service unless the customer files an informal complaint with the Commission within the five-day period. FILFD Public MISSOUR 1 1994 IC SERVICE COMM.994 MO. PUI DATE OF ISSUE January 7 1994 DATE EFFECTIVE Feb month day year month day year ISSUED BY\_ Vice President, Rates and Regulatory Affairs F. Jay Cummings

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	<u>1</u>

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First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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	F ISSUE	<u>October</u> month	8 day	<u>1994</u> year		DATE	EFFECTI	VE	<u>December</u> month	10 day	<u>1994</u> year
ISSUED	BY	John M.	Fernal	d			Directo	or, Rat	<u>es and Reg</u> Missou Kansas Cit <u>y</u>	ri Gas E	nergy

P.S.C.MO. No. \_\_\_\_

1

<u>Original</u>

Missouri Gas Energy,

a Division of Southern Union Company For \_\_\_\_\_ All Missouri Service Areas

## GENERAL TERMS AND CONDITIONS FOR GAS SERVI MISSOURI Public Service Commission 8.02 PAYMENT OF AMOUNT NOT IN DISPUTE: If a customer makes a complaint on a disputed bill, he shall pay to the Company an amount equal to that part of the bill not in dispute. The amount not in dispute shall be mutually determined by the parties. The parties shall consider the customer's prior consumption history, weather variations, the nature of the dispute and any other pertinent factors in determining the amount not in dispute. If the parties are unable to mutually determine the amount not in dispute, the customer shall pay to the Company, at the Company's option, fifty (50) percent of the bill in dispute on an amount based on usage during a like period under similar conditions which shall represent the amount not in dispute. Failure of the customer to pay the Company the amount not in dispute within four (4) working days from the date that the complaint is lodged shall constitute a waiver of the customer's right to continuance of service and the Company may then proceed to discontinue service as provided in Rules 3.06, 3.07 and 3.08. Customers presenting frivolous disputes shall have no right to continue service. The Company, before proceeding to discontinue the service of a customer presenting a dispute it deems frivolous, shall advise the Consumer Services Division of the Commission of the circumstances. The Consumer Services Division shall attempt to contact the customer by telephone and ascertain the basis of the dispute. If telephone contact cannot be made, the Consumer Services Division shall send the customer a notice by first class mail stating that service may be discontinued by the Company unless the customer contacts the CANCELLED FILED DIBLIC SERVICE COMM DATE OF ISSUE January 1994 DATE EFFECTIVE\_February 1994 month dav month day vear year

Vice President, Rates and Regulatory Affairs

ISSUED BY\_

F. Jay Cummings

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	1

April 19, 2018 Missouri Public Service Commission GR-2017-0216; YG-2018-0118 First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE									
	Consumer Services Department within twenty-four hours. If it appears to the Consumer Services Department that the dispute is frivolous or if contact with the customer cannot be made within seventy two (72) hours following the Company's report, the Company shall be advised that it may proceed to discontinue service. If it appears that the dispute is not frivolous, service shall not be discontinued until ten days after the notice required by Rule 3.08 has been sent the customer by the Company. The customer shall retain the right to lodge an informal complaint with the Commission.									
					ved in favor of the customer in whole or in part, any tomer shall be refunded promptly.					
	directly	with the c	ompa	ny as p	mal complaint, the customer shall pursue remedies provided in this rule. The commission specifically requirement when circumstances require.					
	compan	stomer files an informal complaint with the commission prior to advising the any that all or a portion of a bill is in dispute, the commission shall notify the her of the payment required by this rule.								
8.03 SETTLEMENT AGREEMENT: If the Company and the customer arriver mutually satisfactory settlement of any dispute or the customer does not d liability to the Company but claims inability to pay the outstanding bill in fu Company and the customer may enter into a settlement agreement. A settl agreement which extends beyond sixty (60) days shall be in writing and main otherwise delivered to the customer.					nt of any dispute or the customer does not dispute aims inability to pay the outstanding bill in full, the ay enter into a settlement agreement. A settlement ond sixty (60) days shall be in writing and mailed or					
	Every settlement agreement resulting from the customer's inability to pay the outstanding bill in full shall provide that service will not be discontinued if the customer pays the amount of the outstanding bill specified in the agreement and agrees to pay a reasonable portion of the remaining outstanding balance in installments until the bill is paid.									
DATE O	F ISSUE	<u>October</u> month	8 day	<u>1994</u> year	DATE EFFECTIVE <u>December 10 1994</u> month day year					
ISSUED	BY	1	<b>Fa</b>		Director, Rates and Regulatory Affairs					
	ED	John M.	⊢erna	ICI	Missouri Gas Energy Kansas City, MO. 64111					

P.S.C.MO. No. <u>1</u><u>Original</u>

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	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
<u> </u>	JAN - 7 1994
	MISSOURI Public Service Commiss
	Consumer Services Division within twenty-four hours. If it appears that the dispute is frivolous or if contact with the customer cannot be made within forty- eight hours following the Company's report, the Company shall be advised that it may proceed to discontinue service. If it appears that the dispute is not frivolous, service shall not be discontinued until five days after the notice required by Rule 3.08 has been sent the customer by the Company. The customer shall retain the right to lodge an informal complaint with the Commission.
	If the dispute is ultimately resolved in favor of the customer in whole or in part, any excess monies paid by the customer shall be refunded promptly.
8.03	SETTLEMENT AGREEMENT: If the Company and the customer arrive at a mutually satisfactory settlement of any dispute or the customer does not dispute liability to the Company but claims inability to pay the outstanding bill in full, the Company and the customer may enter into a settlement agreement. A settlement agreement which extends beyond sixty (60) days shall be in writing and mailed or otherwise delivered to the customer.
	Every settlement agreement resulting from the customer's inability to pay the outstanding bill in full shall provide that service will not be discontinued if the customer pays the amount of the outstanding bill specified in the agreement and agrees to pay a reasonable portion of the remaining outstanding balance in installments until the bill is paid.
	CANCELLED
	DEC 101994 BY 124 R.S. # R-35 Public Service Commission MISSOURI FEB 1 1994
	94 - 40 MO. PUBLIC SERVICE COMM
DATE O	FISSUE <u>January 7 1994</u> DATE EFFECTIVE <u>February 1 1994</u> month day year month day year

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	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	1

First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	-	GENERAL	TERN	<u>/IS AND</u>	CON	DITION	<u>S FOR GA</u>	AS SE	ERVICE		
	•	poses of ons for Gas		· ·					e General T owing:	erms a	nd
	(A) Sizo	e of the de	linque	nt accou	unt.						
	(B) Cus	stomer's at	oility to	pay.							
	(C) Cus	stomer's pa	aymen	t history	<b>/</b> .						
	(D) Time that the debt has been outstanding.										
	(E) Rea	asons why	debt h	nas beei	n outs	tanding.					
	(F) Any	v other rele	vant fa	actors re	elating	to the c	ustomer's	s serv	vice.		
8.04	terms a service	nd condition	ons of ring the	a settle e custor	ement	agreen	nent, the	Com	fails to comp pany may di rvice or first	scontin	ue
	(A) That the customer is in default of the settlement agreement.										
	(B) The	e nature of	the de	fault.							
	• •	at unless fu date of ma	• •						thin ten (10) 9.	days fr	om
DATE OF	= ISSUE	<u>October</u> month	8 day	<u>1994</u> year		DATE I	EFFECTIN	/E	<u>December</u> month	10 day	<u>1994</u> year
ISSUED	BY	John M.	Fernal	d		Director, Rates and Regulatory Affairs Missouri Gas Energy					
									Kansas City		

P.S.C.MO. No. \_\_1\_\_\_

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		SENERAL TERMS AN							
				RECEIVE	)				
	For pu Condit	rposes of determining ons for Gas Service,	ng reasonableness , the parties shall co	JAN - 7 1994 under these General Terms and onsider the following ISSOURI	d				
	(A)	Size of the deling	quent account.	Public Service Comr	niss				
	(B)	Customer's abilit	y to pay.						
	(C)	Customer's payn	nent history.						
	(D)	Time that the def	bt has been outstar	nding.					
	(E)	Reasons why del	bt has been outstar	nding.					
	(F)	Any other releva	nt factors relating t	o the customer's service.					
3.04	terms	and conditions of a s	ettlement agreeme	customer fails to comply with th nt, the Company may discontinu by personal service or first clas	e				
	(A)	That the custom	er is in default of th	e settlement agreement.					
	(B)	The nature of the	e default.						
	(C)	(C) That unless full payment of all balances due is made within five (5) days from the date of mailing, the Company will discontinue service.							
		C	ANCELLED						
		1	DEC 101994 Let R.S.# R- Service commissi MISSOURI	56 c.:. FILED					
		BY. Public	Service Commission						
		1.00	lillon-	FEB 1 1994 94 - 40 MO DURING SEDVICE COMM					
	ISSUE J		1994 DATE EFF	ECTIVE Enhrund	199				

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	1

Service Commission GR-2017-0216; YG-2018-0118 First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
	(D) The date upon or after which service will be discontinued.
8.05	RES JUDICATA: The Company may treat a customer complaint or dispute involving the same question or issue based upon the same facts as already adjudged and is not required to comply with these General Terms and Conditions for Gas Service more than once prior to discontinuance of service.
8.06	FAILURE TO REACH AGREEMENT: If the Company does not resolve the complaint to the satisfaction of the customer, the Company representative shall advise the customer:
	<ul> <li>(A) That each party has a right to register an informal complaint with the Commission; and,</li> </ul>
	(B) Of the address and telephone number where the customer may file an informal complaint with the Commission.
8.07	OTHER REMEDIES: Nothing in these provisions shall be construed to prevent a party from pursuing appropriate legal and equitable remedies at any time prior to or after the issuance of any informal Commission staff opinion.
8.08	DISCONTINUANCE PENDING DECISION: The Company shall not discontinue residential service or issue a notice of discontinuance relative to the matter in dispute pending the decision of the hearing examiner or other Commission personnel except pursuant to the terms of an interim determination.
8.09	RECORD KEEPING: The Company shall maintain records on its customers for at least two (2) years which is to contain information concerning:
	(A) The payment performance of each of its customers for each billing period;
	(B) The number and general description of complaints registered with the Company;

DATE OF ISSUE	<u>October</u>	8	<u>1994</u>	DATE EFFECTIVE	<u>December</u>	10	<u>1994</u>
	month	day	year		month	day	year
ISSUED BY				Director, F	lates and Regu	latory	Affairs
	John M.	Ferna	ld		Missour	i Gas E	nergy
					Kansas City	, MO. (	64111
CANCELLED							
April 19, 2018							
Missouri Public							

P.S.C.MO. No. \_\_1\_\_\_

Missouri Gas Energy,

a Division of Southern Union Company For All Missouri Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE CEIVED

JAN - 7 1994

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		GANCELLED		
		DEC 101994 BY Lot R. S. # R-57 Public Service Co. nimissic MISSOL 31	FILED	
		MO. PUBL	<del>ic service c</del>	OMM.
DATE OF ISSUE January	7	1994 DATE EFFECTIVE Februar	v. 1	1994
month	day	year month	day	year
ISSUED BY		Vice President, Rates and I	Regulatory A	ffairs

F. Jay Cummings

<u>Original</u>

### Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	GENERAL TERM	S AND CON	DITIONS FOR GAS S	SERVICE		
(C) Th	e number of settle	ment agreen	nents made by the Co	mpany;		
	e actual number c tegories of reason		ances of service due	to each of the	e followi	ng
(1)	The customer's rule payment ag		ep a settlement agre	eement or col	d weath	ıer
(2)	The customer's f	ailure to mal	ke any other required	utility payment	t;	
(3)	Unauthorized int	erference, di	version or use of utility	y service; and		
(4)	All other reasons	s combined.				
(E) Ac	tual number of rec	onnections;	and			
(F) Re	fund of deposits.					
	rmation required b		nmission, upon reque	st, a written st	ann nary	o
DATE OF ISSUE		<u>1994</u> year	DATE EFFECTIVE	December month	10 day	199 yea
ISSUED BY	John M. Fernald	1	Director, Ra	ates and Regu		
CANCELLED April 19, 2018 Missouri Public	John W. Fernald	I		Missour Kansas City		
ervice Commission 17-0216; YG-2018-011	8					

Laclede Gas Company

For: All Missouri Gas Energy Service Areas

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
	9. EXTENSION OF DISTRIBUTION FACILITIES
9.01	GENERAL: The Company will make extensions of its gas distribution facilities where such extensions are necessary to serve an applicant(s) for service, whose premises are located within the Company's service area, in accordance with the terms and conditions hereinafter set forth. Applicant(s) as used in this Rule 9 shall mean a person(s) applying for gas service to a conventional establishment. Extension allowances and refunds for mobile homes which are connected directly to main extensions made under this Rule 9 shall be in accordance with the provisions of Rule 10 hereof.
	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. When necessary, the Company shall endeavor to secure franchise rights from the municipality to cover extensions requested, but will not undertake to make extensions on streets or alleys not covered by lawful franchise grants.
	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.
DATE OI	FISSUE July 21 2015 DATE EFFECTIVE September 8 2015 month day year month day year
ISSUED	BYL. Craig Dowdy Sr.VP. Ext. Affairs Corp. Communications & Marketing Laclede Gas Company, St. Louis, MO 63101

FORM NO. 13 P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u>

or City

First Revised Original SHEET No. <u>R-58</u> SHEET No. R-58

Missouri Gas Energy, <u>a Division of Southern Union Company</u> Name of Issuing Corporation

For: All Missouri Service Areas Community, Town

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

### 9. MAIN EXTENSION POLICY CONVENTIONAL

- 9.01 GENERAL: The Company will make extensions of its gas distribution mains where such extensions are necessary to serve an applicant(s) for service, whose premises are located within the Company's service area, in accordance with the terms and conditions hereinafter set forth. Applicant(s) as used in this Rule 9 shall mean a person(s) applying for gas service to a conventional establishment. Extension allowances and refunds for mobile homes which are connected directly to main extensions made under this Rule 9 shall be in accordance with the provisions of Rule 10 hereof.
- 9.02 EXTENSIONS NOT REQUIRING CUSTOMER DEPOSITS: Except as otherwise provided in these General Terms and Conditions for Gas Service, the Company will extend its gas distribution mains without cost to an applicant(s) whose total requirements are on a firm basis and where annual consumption is less than 6,000 Ccf, provided the necessary extension is not greater than 75 feet of main per applicant applying for immediate service. Where the cost of making such extension is prohibitive due to unusual construction conditions or barriers, the Company may require a deposit even though the length of extension does not exceed 75 feet per applicant. This provision shall not be applicable to reinforcing high or intermediate pressure mains.

DATE OF ISSUE <u>August 28</u> month d

<u>st 28 1998</u> n day year DATE EFFECTIVE:

September 02 1998 month day year

ISSUED BY: Charles B. Hernandez

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

CANCELLED Sept. 08, 2016 Missouri Public Service Commission JG-2016-0020 P.S.C.MO. No. \_\_1\_\_\_

<u>Original</u>

Missouri Gas Energy, a Division of Southern Union Company

For \_\_\_\_\_All Missouri Bernge ANED

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

<u>\_\_\_\_\_MISSOURI\_\_</u>

9. MAIN EXTENSION POLICY CONVENTIONAL

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- 9.02 EXTENSIONS NOT REQUIRING CUSTOMER DEPOSITS: Except as otherwise provided in these General Terms and Conditions for Gas Service, the Company will extend its gas distribution mains without cost to an applicant(s) whose total requirements are on a firm basis and where annual consumption is less than 600 MCF, provided the necessary extension is not greater than 75 feet of main per applicant applying for immediate service. Where the cost of making such extension is prohibitive due to unusual construction conditions or barriers, the Company may require a deposit even though the length of extension does not exceed 75 feet per applicant. This provision shall not be applicable to reinforcing high or intermediate pressure mains.

Missouri Public Service Commission CANC SEP 0 2 1998, R.58 by 1 St RW. Sht. R.58 FILED 9<sup>FEB</sup>- 2<sup>1994</sup> MO. PUBLIC SERVICE COMM. DATE OF ISSUE January 1994 DATE EFFECTIVE February 1994 month day vear month dav vear

Vice President, Rates and Regulatory Affairs

ISSUED BY\_

F. Jay Cummings

P.S.C. MO. No. <u>6</u> Canceling P.S.C. MO. No. <u>1</u> <u>Original</u> <u>First Revised</u>

Laclede Gas Company

For: All Missouri Gas Energy Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- 9.02 SIZING OF THE 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 standard size facilities which will adequately distribute the gas load to be served.
- 9.03 ESTIMATED COST OF CUSTOMER EXTENSION: Upon receipt of application from a prospective customer, the Company will prepare an estimate, with an administratively reasonable level of detail, of 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, with an administratively reasonable level of detail, 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.

9.04 FREE EXTENSIONS: The Company will furnish, at its own expense, such meters, regulators, and accessories as may be necessary to measure the consumption of gas by the customer, or prospective customer. The Company will also furnish, at its own expense, that portion of the service pipe which lies in the public street or right-of-way, and which extends from the gas main to the customer's, or prospective customer's, property line.

DATE OF ISSUE	July	21	2015	DATE EFFECTIVE	<u>September</u>	8	2015
	month	day	year		month	day	year
ISSUED BY L.	<u>Craig Dow</u>	/dy		Sr.VP. Ext. Affairs Corp. Cor Laclede Gas Compar		-	

FORM NO. 13 P.S.C. MO. No. 1 Canceling P.S.C. MO. No. 1

First Revised Original

SHEET No. R-58a SHEET No. R-58a

Missouri Gas Energy,

a Division of Southern Union Company Name of Issuing Corporation

For: All Missouri Service Areas

Community, Town or City

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

9.03 EXTENSIONS REQUIRING CUSTOMER DEPOSITS: The Company will extend its gas distribution mains where the extension required is greater than 75 feet per applicant, whose total requirements are on a firm basis and where annual consumption is ess than 6,000 Ccf, provided the applicant(s) shall deposit in advance with the Company an amount sufficient to cover the cost of that portion of the extension in excess of 75 feet per applicant. Included in such cost shall be the Company's cost of labor, overheads and material used. For purposes of these rules, overheads shall include administrative and general salaries, payroll taxes and insurance, pensions and other employee benefits, and stores issuance expenses. Labor related overheads are transferred to construction based on the percentage relationship that construction payroll bears to total payroll while stores overheads are transferred to construction based on the percentage relationship that stores expense bears to the total cost of material. A copy of the Company's estimate showing the costs of labor, overheads and material required to perform the work hereunder shall be furnished to the customer upon request prior to construction.

Applicants requesting to be connected to a gas distribution main which was installed according to an agreement made after January 1, 1987, for which a construction deposit was required, shall pay as a nonrefundable sum a main tap charge if the request is made within a period of 5 years from the date of the main extension agreement. The main tap charge shall be an amount determined by dividing the total cost of the main extension by the number of potential customers reasonably expected to take service from the extension, less the cost-free allowance per potential customer as determined in Section 9.02. For purposes of this calculation, the number of potential customers shall be that number established by the Company based on, but not limited to, information supplied by the applicant, a legal description of the area, maps, and the Company's experience in similar developments.

DATE OF ISSUE: August 28 DATE EFFECTIVE: 1998 September 02 1998 month day year month day year ISSUED BY: Charles B. Hernandez Director, Pricing and Regulatory Affairs

Missouri Gas Energy, Kansas City, MO. 64111

P.S.C.MO. No. \_\_1\_\_\_

<u>Original</u>

SHEET No.\_\_R-58a

Missouri Gas Energy, a Division of Southern Union Company

For \_\_\_\_\_ All Missouri Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE IISSOURI Public Service Commission

9.03 EXTENSIONS REQUIRING CUSTOMER DEPOSITS: The Company will extend its gas distribution mains where the extension required is greater than 75 feet per applicant, whose total requirements are on a firm basis and where annual consumption is less than 600 MCF, provided the applicant(s) shall deposit in advance with the Company an amount sufficient to cover the cost of that portion of the extension in excess of 75 feet per applicant. Included in such cost shall be the Company's cost of labor, overheads and material used. For purposes of these rules, overheads shall include administrative and general salaries, payroll taxes and insurance, pensions and other employee benefits, and stores issuance expenses. Labor related overheads are transferred to construction based on the percentage relationship that construction payroll bears to total payroll while stores overheads are transferred to construction based on the percentage relationship that stores expense bears to the total cost of material. A copy of the Company's estimate showing the costs of labor, overheads and material required to perform the work hereunder shall be furnished to the customer upon request prior to construction.

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Missouri Public Service Commission CANC SEP 021998 by 1st RW. Sont. R.589 F FILFD FEB 7 1994 94 - 40 MO. PUBLIC SERVICE <u>1994</u> 1994\_DATE EFFECTIVE\_February DATE OF ISSUE January day year month vear month dav ISSUED BY Vice President, Rates and Regulatory Affairs

F. Jay Cummings

P.S.C. MO. No. <u>6</u> Canceling P.S.C. MO. No. <u>1</u> <u>Original</u> First Revised

Laclede Gas Company

For: All Missouri Gas Energy Service Areas

		<u>GENERA</u>	L TER	<u>MS AN</u>	D CON	<u>IDITIONS</u>	FOR GAS	<u>SERVICE</u>		
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DATE OF	ISSUE	<u>July</u> month	<u>2</u> 1 day	<u>2015</u> year		DATE EI	FECTIVE	<u>September</u> month	8 day	<u>2015</u> year
SSUED	BY <u>L.</u>	Craig Dov	wdy		Sr.VP.			<u>mmunications</u> ny, St. Louis,		
						Lavieue		ny, St. Louis,		Mis

FORM NO. 13 P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u>

First Revised Original SHEET No. <u>R-59</u> SHEET No. R-59

Missouri Gas Energy,

a Division of Southern Union Company Name of Issuing Corporation

City

For: All Missouri Service Areas

Community, Town o

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

If within a period of 5 years from the date of an agreement made prior to January 1, 1987, to install a main extension for which a deposit was required, additional customers are connected directly to the extension and not to a further extension, the Company shall refund to the customers who made the deposit an amount equal to the cost of 75 feet of main extension per additional customer added, but at no time shall the aggregate refunds exceed the original deposit. At the end of this 5 year period, any remaining portion of the customers' deposit shall become a nonrefundable contribution in aid of construction.

If, within a period of 5 years from the date of an agreement made on and after January 1, 1987, to install a main extension for which a deposit was required, additional customers are connected directly to the extension, and not to a further extension, the Company shall refund to the customers who made the deposit a pro rata share of an amount equal to the cost of 75 feet of main extension, plus the main tap charge collected from the additional customers as required by this Section. This refunding procedure is intended to equalize the required deposit per customer after all potential customers are connected to and served from the main extension within a period of 5 years from the date of the main extension agreement. At the end of this 5 year period, any remaining portion of customers' deposit shall become a nonrefundable contribution in aid of construction and no additional main tap charges from new applicants or extension allowances from the Company will be applicable to the extension.

9.04 EXTENSIONS TO INTERRUPTIBLE SERVICE AND LARGE FIRM SERVICE CUSTOMERS: When an extension of the Company's distribution system is requested by an applicant desiring to receive interruptible service or firm service in excess of 6,000 Ccf annually, the amount of investment in distribution mains which the Company will make without a deposit will be determined by the Company from an analysis of the character of service requested, the estimated revenue to be derived from the applicant, and the estimated expense of providing such service. A main extension necessary to provide interruptible or large firm service shall be subject to such other terms and conditions as may be mutually agreed to be the Company and the applicant.

DATE OF ISSUE: <u>August 28 1998</u> month day year DATE EFFECTIVE:

September 02 1998 month day year

ISSUED BY: Charles B. Hernandez

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

CANCELLED Sept. 08, 2016 Missouri Public Service Commission JG-2016-0020 P.S.C.MO. No. \_\_\_\_\_

<u>Original</u>

SHEET No. R-59

Missouri Gas Energy, a Division of Southern Union Company

For <u>All Missouri Service Areas</u>

JAN - 7 1994

# GENERAL TERMS AND CONDITIONS FOR GAS SERVICESOURI

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ISSUED BY\_

F. Jay Cummings

Vice President, Rates and Regulatory Affairs

P.S.C. MO.	No.			<u>6</u>
Canceling	P.S.C.	MO.	No.	1

<u>Original</u> Original

Laclede Gas Company

Service Commission GR-2017-0216; YG-2018-0118 For: All Missouri Gas Energy Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

9.06 REFUND ON CONTRIBUTIONS FOR MAIN EXTENSIONS: Only in those cases where the total number of prospective customers is uncertain, the Company may require a deposit for the Company's estimated investment cost in excess of that provided by the free allowance as determined under Section 9.04. If the number of customers connected within four years of the completion of the extension exceeds the number of customers estimated to be connected at the time the deposit was derived, all or a portion of such deposit will be refunded to the original contributor(s) in proportion to the amount of the original contribution(s). The refund(s) to be made will be determined by a survey of the additional customers connected to the extension. Such survey will be made within one year of the attachment of such customers. However, this Section 9.06 shall not apply to any contributions-in-aid-of-construction made pursuant to Section 9.05, with respect to which no refunds will be made.

There shall be no refunds based on the attachments of customers to facilities which are main extensions of the customer extension for which contribution was originally made.

- 9.07 REFUND NOT TO EXCEED ORIGINAL CONTRIBUTION: In no event shall refund made to the applicant exceed the original contribution.
- 9.08 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.
- 9.09 EXTENSIONS IN UNIMPROVED STREETS AND ALLEYS: The Company shall not be required to construct any extensions of gas mains in any streets or alleys for which the property lines, sidewalk lines, and curb lines have not been previously graded, except where, although the street or alley is ungraded, the grade or ditch lines shall have been established and the existing contour of the ground shall not be more than twelve (12) inches above or below the established grade at the proposed locations of the Company's mains. Free and safe access to and through such streets and alleys must be provided.

DATE OF ISS	UE	<u>July</u> month	21 day	<u>2015</u> year	DATE EFFECTIVE Septement	<u>ember</u> h	8 day	<u>2015</u> year	
ISSUED BY	<u>L.</u>	Craig Dov	vdy		<u>Sr.VP. Ext. Affairs Corp. Communi</u> Laclede Gas Company, St.				FILED
CANCELLED April 19, 2018 Missouri Public								Servic	souri Public ce Commission -2016-0020

JG-2016-0020

<u>Original</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

		-	GENERAL	TERN	<u>/IS AND</u>	CONDITIONS	FOR GAS S	SERVICE		
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	9.06	extensio	on as prov	vided	herein	ne Company s unless the a ervice for at le	pplicant(s) 1	o be serve		
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	9.08	case be extension When n municipa	e required ons of gas ecessary, f ality to co	to s mains the Co over e	secure s or othe ompany extension	SE LIMITATIC private right-c er facilities to p shall endeavo ns requested, pt covered by b	f-way for th premises of r to secure f but will n	ne purpose prospective ( ranchise righ ot undertake	of maki custome its from t	ing rs. :he
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CANCELLE Sept. 08, 20 Missouri Pul ervice Comm	)16 blic	BY	F. Jay Cu	mmin	gs	Vice	President, R	ates and Rec Missou Kansas Cit	ıri Gas E	nergy

<u>Original</u> <u>Original</u>

Laclede Gas Company

For: All Missouri Gas Energy Service Areas

		GENERA		<u>/IS AN</u>	D CON	DITION	S FOR G	AS SER	VICE		
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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

Kansas City, MO. 64111

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

9.09 EXTENSIONS IN UNIMPROVED STREETS AND ALLEYS: The Company shall not be required to construct any extensions of gas mains in any streets or alleys for which the property lines, sidewalk lines, and curb lines have not been previously graded, except where, although the street or alley is ungraded, the grade or ditch lines shall have been established and the existing contour of the ground shall not be more than twelve (12) inches above or below the established grade at the proposed locations of the Company's mains. Free and safe access to and through such streets and alleys must be provided.

### 10. MOBILE HOME SERVICE

10.01 AVAILABILITY: Natural gas service, except that which is temporary or seasonal in character, is available to mobile homes in all communities served by the Company at applicable rates under all other provisions of these General Terms and Conditions for Gas Service subject, however, to the modifications and additions set forth in this Rule 10.

DATE OF ISSUE	<u>January</u> month	7 day	<u>1994</u> year	DATE EFFECTIVE	<u>February</u> month	1 day	1994 yea
ISSUED BY				Vice President, Ra	ates and Reg	ulatory /	Affairs
 _	F. Jay Ci	ummir	nas		Missou	ıri Gas E	nera

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

Service Commission GR-2017-0216; YG-2018-0118

		GENER	AL TERI	MS AND (	CONE	ITIONS	FOR G	AS S	ERVICE			
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CANCELL April 19, 2 Missouri Pi	018											

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	GENERAL TERMS AND	CONDITIONS FOR GAS S	ERVICE
(D)	The court owner or operator specified by the Company, and regulator installation, w inspection, and testing at a meter set location shall be Any work associated with th thereto must be performed individuals that have been p therefore is paid in advance	suitable meter set piping a vith such location readily ill times. The cost related the responsibility of the co e provision of suitable meter by the Company or Con prequalified by the Compar	nd space for the meter accessible for reading, I to any change in the ourt owner or operator. er set piping or changes npany's agent or other ny. The estimated cost
(E)	The Company may assume mobile home court distributi owner or operator or require Repiping requested or require extension provisions of Sect	on systems when such is ed by the provisions of Sec red shall be performed pu	requested by the Court ction 10.05 of this Rule.
(F)	When service to individual pursuant to the provisions service shall be subject to Section 10.03 of this Rule.	of Paragraphs (D), or (E)	, of this Section, such
(G)	The existence of company- Paragraphs (C) and (D) of the provisions of Paragraph (A) between the outlet of the matrix	this Section, shall not affect of this Section, with regar	t the application of the d to court-owned piping
DATE OF ISS	UE <u>January 10 1994</u> month day year	DATE EFFECTIVE	<u>February 1 1994</u> month day year
ISSUED BY_	F. Jay Cummings	Vice President, Ra	<u>ates and Regulatory Affairs</u> Missouri Gas Energy Kansas City, MO. 64111

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

GR-2017-0216; YG-2018-0118

For: All Missouri Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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CANCELLED April 19, 2018 Missouri Public Service Commission	r. Jay G		iyə		Kansas City		•••

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

GR-2017-0216; YG-2018-0118

		<u>GENERAL</u>	. TERN	MS AND	COND	ITIONS F	OR GAS S	SERVICE				
10.03	AFTER	—	1985,	AND FC			-	COURTS IN HOMES LOC	-			
	loc fac the	ated on cit ilities owne Company	y or si ed, ins <sup>.</sup> / in th	uburban talled, op e same	lots or perated mann	in mobile I, and mai er as ser	home co ntained by vice is pr	ndividual mob urts through o y and at the e ovided to co t of this Rule.	distributi expense	ion of		
	SU		shall	be subje	ect to	the execu	ition of th	oplied by the e Company's d location.				
	(C) Service will be billed at each metered location under the Company's applicable tariffs, including the minimum bill provisions thereof, and payment of such billings shall be the responsibility of the applicant for service at the respective metered locations.											
	co the the Vic	urt owner o court own amount of	or his o ler or h the C this c	operator his opera ompany's ondition	for use ator sha s billing	e by the c all collect g for gas c	occupant c no more fr lelivered to	and in the na of the mobile from such occi o such metere owner or o	home si upant th ed location	ite, nan on.		
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ISSUED	BY	F. Jay Cı	ummin	gs		Vice Pr	<u>esident, R</u>	<u>ates and Reg</u> Missou	<u>ulatory /</u> ri Gas E			
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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

April 19, 2018 Missouri Public Service Commission GR-2017-0216; YG-2018-0118

		<u>GENERAL</u>		MS AND	ID CONDITIONS FOR GAS SERVICE
10.04	incl by	uding extensio the Company	ns for , are i	repiping necessa	I RULES: When extensions of Company facilities ng mobile home court distribution systems not owned sary pursuant to the provisions of this Rule, such pursuant to the following conditions.
	(A)	conventional pursuant to t	estat he pro	olishmer ovisions	deposit requirements, and deposit refunds for ents connected to main extensions necessary s of this Rule shall be determined pursuant to the ule 9 of these General Terms and Conditions for Gas
	(B)	purposes, sha of the exten	all be r sion.	eviewed The a	e extension contracts for mobile homes, for refund ed annually on the anniversary date of the installation aggregate refunds made under any mobile home xceed the amount of the original advance for
	(C)	required purs regulators, n repiping shall	suant neters I be o	to the , and/o wned, i	rms repiping of a mobile home court requested or provisions of this Rule, all mains, service lines, for other related appurtenances required for the installed, operated and maintained by and at the y, except as proved for in Paragraphs (E) and (F)
	(D)	blanket easer not in any cas the purpose of to any individ purpose of re Rule. All new	ment te se be i of mak lual m epiping cessar	o install required ing exte nobile he g a mot y right-o	n of service that the Company has been granted a II and maintain all gas facilities. The Company shall ed to obtain private right-of-way and/or easements for tensions of gas mains, service lines, or other facilities home or within any mobile home court, or for the obile home court pursuant to the provisions of this t-of-way and/or easements, within any mobile home y the owner without cost to the Company.
DATE OF	= ISS	UE <u>January</u> month	10 day	<u>1994</u> year	DATE EFFECTIVE <u>February 1 1994</u> month day year
ISSUED	BY_	F. Jay Ci	ummin	as	Vice President, Rates and Regulatory Affairs Missouri Gas Energy
CANCELL	.ED			3-	Kansas City, MO. 64111

<u>Original</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE										
(E) The	e following special conditions shall be applicable to main extensions:										
(1)	For the purposes contained herein main extension costs will consist of the following three segments, with the sum of the three segments equaling the total cost of the main extension.										
	<ul> <li>(a) The cost of installing up to seventy-five (75) feet of main for each occupied pad under ideal conditions (no rock, paving, drives, or other obstructions);</li> </ul>										
	(b) The cost in excess of installing up to seventy-five (75) feet of main for each occupied pad under ideal conditions (no rock, paving, drives, or other obstructions); and										
	(c) The cost of installing in excess of seventy-five (75) feet of main for each occupied pad.										
	Included in such cost shall be the Company's cost of labor, overheads and material. For purposes of these rules, overheads shall include administrative and general salaries, payroll taxes and insurance, pensions, and other employee benefits, and stores issuance expenses. Labor related overheads are transferred to construction based on the percentage relationship that construction payroll bears to total payroll while stores overheads are transferred to construction based on the percentage relationship that stores expense bears to the total cost of material. A copy of the Company's estimate showing the costs of labor, overheads and material required to perform the work hereunder shall be furnished to the customer upon request prior to construction.										
(2)	For individual mobile homes located either on city or suburban lots or in mobile home courts, extensions will be made with the mobile home or mobile home court owner paying segments (b) and (c) as advances for construction, with such advances being subject to the following refund provisions:										
DATE OF ISSUE	January 101994DATE EFFECTIVEFebruary11994monthdayyearmonthdayyear										
ISSUED BY	Vice President, Rates and Regulatory Affairs										

F. Jay Cummings

Missouri Gas Energy Kansas City, MO. 64111

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

GR-2017-0216; YG-2018-0118

<u>(</u>	GENERAL TERMS AND CONDITIONS FOR GAS SI	ERVICE							
	a) The Company shall refund to the mobile home owner an amount equal to the cost of sevent extension installed under ideal conditions for eac installed mobile home service line connected direc (b)Extension contracts for individual mobile hom courts shall terminate five (5) years from the date o the end of this (5) year period any unrefunded poil shall be credited to the appropriate plant account(se Uniform System of Accounts.	y-five (75) feet of main th additional company ctly to such extension; nes and mobile home f installation; and (c) at tion of such advances							
(F) The	following special conditions shall be applicable to se	ervice line extensions:							
(1) For the purposes contained herein, service line extension consist of the following three segments, with the sum of segments equaling the total cost of the service line extension.									
	(a) The cost of installing up to sixty (60) feet of s conditions (no rock, paving, drives, or other obs								
(b) The cost in excess of installing up to sixty (60) feet of service under ideal conditions (no rock, paving, drives, or other obstruct and									
	(c) The cost of installing in excess of sixty (60) feet of service line.								
	Included in such cost shall be the Company's cost of labor, overheads and material. For purposes of these rules, overheads shall include administrative and general salaries, payroll taxes and insurance, pensions and other employee benefits, and stores issuance expenses. Labor related overheads are transferred to construction based on the percentage relationship that construction payroll bears to total payroll while stores overheads are transferred to construction based on the percentage relationship that stores expense bears to the total cost of material. A copy of the Company's estimate showing the costs of labor, overheads and material required to perform the work hereunder shall be furnished to the customer upon request prior to construction.								
DATE OF ISSUE	January 10 1994 DATE EFFECTIVE month day year	<u>February 1 1994</u> month day year							
ISSUED BY		tes and Regulatory Affairs							
CANCELLED April 19, 2018 Missouri Public Service Commission	F. Jay Cummings	Missouri Gas Energy Kansas City, MO. 64111							

### Missouri Gas Energy, <u>a Division of Southern Union Company</u>

Service Commission GR-2017-0216; YG-2018-0118

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		(3)	for cons are occu shall be	nome c tructior upied fo credite	unoccup ourt owr n, with s or a peri ed to the n of Acce	ner p egm iod o appi	ayir ent of or ropr	ng se (a) c ne ye	egme costs ear.	nts( sub Segi	a), (t ject 1 nent	o), an to ref s (b)	d (c) und a and	as a after (c) a	dvano the pa dvano	ces ads ces	
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	(A)	gas	e Compar distribut e and fec	ion sys	tems (sy	/stem	ns)	in its	certi								
	(B)	prop age owr Cor The cos fran ope Sho imn owr	system le visions of visions o ent. All med facili mpany or e court ow results o ts will be ne in whi erator's of ould the mediate h mer and/o rt owner	this S f applic existing ties du Compa ner an f all lea incurr ch the oligatio Compa azard r opera	ection sh cable Co g and/or uring the any's ag d/or ope ak survey red to co actions n to pay uny or C to public tor is no	nall b mmi potese le lent a rator ys co orrec are t y suc compa c saf	pe c issic enti- eak and sha bndi sha c to b c to b to b to b to b to b to b to b to b	classif on ru al sa sur at th all be ucted ny sa be co cost a cost a cost a cost a cost a cost a	fied, fety veys ne ex notif I. Th afety mple as a gent airs ack o	and by th haza sha pens ied b is no prot ted, cond disco may of not	reche rds ( II als e of by the btifica blems and blems be r be r tificat	ecked ompa discov so be the c e Com tion s s disc the c condi made tion sl	acc ny o vered rep wner pany shall cover ourt ontin tions befc nall n	cordir r Co on airec r or c r, in v indic red, f owne ued that ore th ore th ore th	ng to mpan privat l by perat vriting ate w the tin er and servic t are ne co ccuse	the ny's tely tor. tor. y, of that d/or e. an ourt the	
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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

GR-2017-0216; YG-2018-0118

	GENERAL	TERN	IS AND	CONDITIONS FOR G	GAS SE	RVICE		
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Cor	mpany, or provisions	may re of thi	emain in s and o	ovisions of this Section operation as a master ther applicable Gener Commission.	er mete	ered system	n subject	to
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DATE OF ISSUE	<u>January</u> month	10 day	<u>1994</u> year	DATE EFFECT		<u>February</u> month	1 day	<u>1994</u> year
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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

GR-2017-0216; YG-2018-0118

For: All Missouri Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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ISSUED BY	F. Jay Ci	ımmir		Vice President, Rates and Regulatory Affairs Missouri Gas Energy
CANCELLED April 19, 2018 Missouri Public Service Commission	1. July 01		93	Kansas City, MO. 64111

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

GR-2017-0216; YG-2018-0118

For: All Missouri Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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ISSUED BY	F. Jay C	ummir	as	Vice President, R		<u>ulatory /</u> ri Gas E	
CANCELLED April 19, 2018 Missouri Public Service Commission		2	.90		Kansas City		<b>U</b>

P.S.C. MO. No. 1 Canceling P.S.C. MO. No. 1 **First Revised** Original

SHEET No. R-73 SHEET No. R-73

Director, Rates and Regulatory Affairs

Kansas City, MO. 64111

Missouri Gas Energy, 3420 Broadway

## Missouri Gas Energy,

#### a Division of Southern Union Company For: All Missouri Service Areas GENERAL TERMS AND CONDITIONS FOR GAS SERVICE CUSTOMER APPLICATION FIRST NAME: MIDDLE NAME: LAST NAME: CUST SUFFIX: LICENSE NO: SOC SEC NO: OWNS: SPOUSE NAME: SOC SEC NO: HOME PHONE: WORK PHONE: EXT: EMPLOYMENT: DBA: COMPANY NAME: PREVIOUS ADDRESS: EMPLOYEE (Y/N): BUILDER V.I.P. CUSTOMER MEDICAL EQUIPMENT: DIVERSION CUSTOMER SPECIAL NOTE (1) : REGISTERED CUSTOMER SPECIAL NOTE (2) : LIFE SUPPORT CUSTOMER SPECIAL NOTE (3) : REMARKS: ADDRESS: SN: KEY INFO: KEY USE: KEY: NO: REMARKS: RURAL LOC: CURB BOX LOCATION: CUSTOMER NAME: DATE WANTED: TIME WANTED: REQUESTED BY: CONTACT PHONE: FIELD ORDER NO: SERVING OFFICE: COMPLETED BY: TIME ARRIVED: DATE: TIME LEFT: METER STATUS INDEX ORDER LAST DEMAND BILLING MTR MTR MTR TYPE SVC NUMBER FND LFT FOUND/OK READ INDEX CONSTANT PHA DESC LOC FIELD RMKS: CAN'T GET IN DATE: CAN'T GET IN TIME: WORKED BY: CGI REASON: Form 650-2 (2/94) DATE OF ISSUE October 27 1995 DATE EFFECTIVE November 26 1995 month month day year day year

John M. Fernald CANCELLED April 19, 2018 **Missouri Public** Service Commission GR-2017-0216; YG-2018-0118

ISSUED BY

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	GENER	AL TERMS	AND CONE	DITIONS FOR		RECEIVED
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	application for p rules and regulation	ons of the Company e. Any gas hereafter	emises. The unders and to pay for all	ivistate ligned hereby agrees gas delivered at the Co other location shall b	to comply with the ompany's prescribed	
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· • Missouri Gas Energy, <u>a Division of Southern Union Company</u>

Service Commission GR-2017-0216; YG-2018-0118 For: All Missouri Service Areas

DATE OF ISSUE	<u>January</u>	7	<u>1994</u>	DATE EFFECTIVE	<u>February</u>	1	1994			
	month	day	year		month	day	year			
ISSUED BY				Vice President, F	Rates and Reg	ulatory /	Affairs			
	F. Jay Cu	ımmir	igs		Missouri Gas Energy					
	-		•	Kansas City, MO. 64111						
CANCELLED					· · · · · · · · · · · · · · · · · · ·	,				
April 19, 2018										
Missouri Public										

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

Service Commission GR-2017-0216; YG-2018-0118 For: All Missouri Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

DATE OF ISSUE	January 7	1994	DATE EFFECTIVE	February	1	1994
	month day	year		month	day	year
ISSUED BY			Vice President, R	ates and Reg	ulatory	Affairs
	F. Jay Cummin	igs		Missou	ri Gas E	nergy
		-		Kansas City	ι, MO. (	34111
				•	-	
CANCELLED April 19, 2018 Missouri Public		, 	Vice President, R	Missou	ulatory / ri Gas E	Aff Ine

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

Service Commission GR-2017-0216; YG-2018-0118 For: All Missouri Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

DATE OF ISSUE	January	7	1994	DATE EFFECTIVE	February	1	1994
	month	day	year		month	day	year
ISSUED BY				Vice President, R	ates and Reg	ulatory	Affairs
	F. Jay Cu	mmin	gs		Missou	ri Gas E	inergy
			-		Kansas City	γ, MO. (	64111
CANCELLED April 19, 2018							
Missouri Public							

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

Service Commission GR-2017-0216; YG-2018-0118 For: All Missouri Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

DATE OF ISSUE	January	7	1994	DATE EFFECTIVE	February	1	1994
	month	day	year		month	day	year
ISSUED BY				Vice President, R	ates and Reg	ulatory	Affairs
	F. Jay Cummings				Missou	ri Gas E	nergy
	-		•		Kansas City	, MO. (	54111
CANCELLED					,		
April 19, 2018							
Missouri Public							

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

Service Commission GR-2017-0216; YG-2018-0118 For: All Missouri Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

DATE OF ISSUE	January 7 19 month day ye	94 DATE EFFECTIVE	February month	1 dav	<u>1994</u> year
ISSUED BY	monar day yo	Vice President,		,	
	F. Jay Cummings		Missour		
CANCELLED			Kansas City	, MO. (	64111
April 19, 2018 Missouri Public					

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

Service Commission GR-2017-0216; YG-2018-0118 For: All Missouri Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

DATE OF ISSUE	<u>January 7</u> month day	<u>1994</u> year	DATE EFFECTIVE	February month	1 day	<u>1994</u> year
ISSUED BY	F. Jay Cummi	ngs	Vice President, Ra	i Gas Energy		
CANCELLED April 19, 2018 Missouri Public				Kansas City	, IVIO. 1	54111

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

GR-2017-0216; YG-2018-0118

For: All Missouri Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

DATE OF ISSUE	<u>January</u> month	7 day	<u>1994</u> year	DATE EFFECTIVE	<u>February</u> month	1 day	<u>1994</u> year		
ISSUED BY	<b>F</b> 10			Vice President, R					
	F. Jay Cı	ummir	igs	Missouri Gas Energ					
CANCELLED					Kansas City	у, MO.	64111		
April 19, 2018									
Missouri Public									
Service Commission									

FORM NO. 13

P.S.C. MO. No.1 Cancelling P.S.C. MO. No. $\overline{1}$  First Revised Original

SHEET No.R-81 SHEET No.R-81

Missouri Gas Energy, <u>a Division of Southern Union Company</u> Name of Issuing Corporation

For: All Missouri Service Areas Community, Town or City

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE	
	13. PRIORITY OF SERVICE	
13.01	PURPOSE: The purpose of this rule is to establish the priority of service required to be provided by Company during periods of natural gas supply deficiencies and/or capacity constraints on the Company's distribution system.	
13.02	CURTAILMENT: During periods of natural gas supply deficiencies and/or capacity constraints on the Company's distribution system, the Company will curtail or limit gas service to its customers (or conversely, allocate its available supply of gas) as provided in this Rule 13. Curtailment may be initiated due to a supply deficiency or limitation of pipeline capacity or a combination of both. For purposes of this Rule, interruption of service to a particular customer due to the failure of the customer's transportation volumes to be delivered to Company does not constitute curtailment under this rule.	
13.03	PRIORITY CATEGORIES: Each customer's requirements shall be classified into priority categories. The priority categories to be utilized by the Company for allocating available gas service, listed in their order of priority, with Category 3 being of the lowest priority and Category 1 being the highest priority of service to be retained, are listed below:	
	For an MGE Sales Service Supply Deficiency	
	Category 1.	
	Sales service to residential customers, public housing authorities, public schools, hospitals, and other human needs customers receiving firm sales service from the Company	
	Category 2.	
	Commercial sales service	
	Category 3.	
	Industrial sales service	
DATE	OF ISSUE January 30 1997 DATE EFFECTIVE February 1 1997	]
CANC April 1	month day year month day year ED BY: <u>Charles B. Hernandez</u> <u>Director, Pricing and Regulatory Affairs</u> ELLED 9, 2018 ri Public Missouri Gas Energy, Kansas City, MO. 64111	

	P.S.C.MO. No.	1	<u>Original</u>	SHEET No.	<u>R-81</u>
	Gas Energy, n of Southern Univ			uri Service Areas	
	<u>GENERA</u>	L TERMS AND	CONDITIONS FOR G	<u>AS SERVICE</u> JAN -	7 1994
		13. <u>PR</u> I	ORITY OF SERVICE	MISS Public Service	
13.01	PURPOSE: The periods of supply		is Rule is to establish	the priority of servic	e during
13.02	supply, the Comp allocate its avail	pany will curtai able supply of supply deficie	s of limitation of pipelin il or limit gas service to gas) as in this Rule p ncy or due to weather	o its customers (or con provided. Curtailment	nversely, t may be
13.03	priority categorie	es. The prior	h customer's require ity categories, to be , listed in descending c	utilized by the Com	pany for
	1,000 MC uses the	CF per month, curtailment of	requirements; comme schools, hospitals and which the Secretary maintenance of phys	l similar institutions; a of Energy determine	ind othei
	less than requireme	a 3,000 MCF ents of less t	al requirements of 1,00 per month; industr han 3,000 MCF per ercial, industrial and es	ial and essential ag month; and plant p	ricultura rotectior
		CÂNC	ELLED		
		FEB B) let	1 1997 <u>RSR-8/</u> ce Commission	FILE	)
		Public Service	ce Commission SOURI	FEB -1 19 MO. PUBLIC SERVIC	194 U , E CON10
L	F ISSUE January	7	1994 DATE EFFECT		
DATE O	month	day	year	month day	

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FORM NO. 13

Service Commission GR-2017-0216; YG-2018-0118

P.S.C. MO. No.1 Cancelling P.S.C. MO. No.1 First Revised Original SHEET No.<u>R-82</u> SHEET No.<u>R-82</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u> Name of Issuing Corporation

For: All Missouri Service Areas Community, Town or City

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE	
For	an MGE Distribution System Capacity Deficiency	
	Category 1.	
	Sales or transportation service to residential customers, public housing authorities, public schools, hospitals, and other human needs customers receiving firm sales service from the Company	
	Category 2.	
	Commercial sales service and commercial transportation service	
	Category 3.	
	Industrial sales service and industrial transportation service	
custo custo	RTAILMENT PROCEDURES: Notice shall be given to all affected LVS omers by telephone or in writing. Notice shall be given to all other affected omers via mass media (radio and television). Notice shall be given as far in ance as possible and may be changed by the company as conditions ant.	
and servi custe such cate	ailment shall be assigned initially to the lowest priority category (Category 3) successively to each higher priority category as required. Should partial ice only be available to an affected category, deliveries to individual omers shall be limited to the customer's pro rata share of available supply, a allocation to be based on the ratio of the customer's requirements in the gory for which partial service is available to the aggregate requirements of the Company's customers in the same category.	
custe exce volui	UTHORIZED USE CHARGE: If during any period of curtailment, any omer takes, without the Company's advance approval, a volume of gas in ess of the volumes authorized to be used by such customer, said excess mes shall be considered "unauthorized use" and will be billed pursuant to Jnauthorized Use Charges as set forth in the Company's approved tariff.	
DATE OF IS ISSUED BY CANCELLED April 19, 2018 Missouri Public	month day year month day y : <u>Charles B. Hernandez</u> <u>Director, Pricing and Regulatory Affa</u> Missouri Gas Energy, Kansas City, MO. 64	ear <u>irs</u>

P.S.C.MO. No. \_\_\_1\_\_

<u>Original</u>

Missouri Gas Energy,

a Division of Southern Union Company For \_\_\_\_\_ All Missouri Service Areas CENED

## GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN - 7 1994

## MISSOURI Public Service Commission

<u>Category 3.</u> All other essential agricultural requirements for which no determination has been made by the Federal Energy Regulatory Commission, in consultation with the Secretary of Agriculture, that an alternate fuel is economically practicable and reasonably available.

<u>Category 4.</u> Essential industrial process and feedstock requirements which have been designated by the Secretary of Energy and which the Federal Energy Regulatory Commission had determined do not have a reasonably available and economically practicable alternate fuel.

<u>Category 5.</u> All other industrial or commercial feedstock or process requirements.

<u>Category 6.</u> All commercial and industrial requirements not otherwise specified.

<u>Category 7.</u> All other commercial and industrial requirements of more than 300 MCF per day but less than 1,500 MCF per day, where alternate fuel capabilities can meet such requirements.

<u>Category 8.</u> All other commercial and industrial requirements of 1,500 MCF per day or more but less than 3,000 MCF per day, where alternate fuel capabilities can meet such requirements.

## CANCELLED

FEB 1 1997 B) 1 of RS R-82 Public Service Commission MISSOURI

FILED

FEB 1 1994 94 - 40 s MO. PUBLIC SERVICE COMM

DATE OF ISSU	JE <u>January</u>	7	<u>1994</u> DATE	EFFECTIVE Februar	y 1	1994
	month	day	year	month	day	year
ISSUED BY			Vice Pres	ident, Rates and Reg	ulatory A	Affairs

F. Jay Cummings

FORM NO. 13

April 19, 2018 Missouri Public Service Commission GR-2017-0216; YG-2018-0118

P.S.C. MO. No.<u>1</u> Cancelling P.S.C. MO. No.1

First Revised Original

SHEET No.R-83 SHEET No.R-83

Missouri Gas Energy, <u>a Division of Southern Union Company</u> Name of Issuing Corporation

For: All Missouri Service Areas Community, Town or City

	GENERAL TERMS AND CONE	DITIONS FOR GAS SERVICE	
13.06	penalties, charges, payments and cla otherwise, resulting from or arising out any portion of the volumes of gas desire customers to the extent that such failur priority of service plan or curtailment pr	pany shall be relieved of all liabilities, aims of whatever kind, contractual or of the Company's failure to deliver all or ed by any particular customer or group of e results from the implementation of the rocedures herein prescribed or from any instituted authorities, including, but not g jurisdiction in the premises.	
13.07	conflict with any other provision(s) of th	his Rule 13, or any provision(s) hereof, ne Company's filed tariff, General Terms ntracts, this Rule shall take precedence	
DATE	OF ISSUE <u>January 30 1997</u> month day year	DATE EFFECTIVE <u>February 1 199</u> month day y	<u>7</u> ⁄ear
		Director, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64	111

P.S.C.MO. No. <u>1</u><u>Original</u>

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SHEET No. R-83

Missouri Gas Energy, <u>a Division of Southern Union Company</u> For <u>All Missouri Ser**REQEWED**</u>

GENERAL TERMS AND CONDITIONS FOR GAS	<u>s service</u> JAN - 7 1994
	MISSOURI
	Public Service Commis
<u>Category 9.</u> All other commercial and industrial r per day or more but less than 10,000 MCF per capabilities can meet such requirements.	-
<u>Category 10.</u> All other commercial and industri MCF per day or more, where alternate fuel c requirements.	-
For the purpose of this Rule the definition of terms de shall be those set forth by the Federal Power Commissi 493-A, Docket No. R-474 and in Opinion No., 805 i modified by the Federal Energy Regulatory Commission' the definitions of "essential agricultural requirements process and feedstock requirements" shall be those spe the responsible Federal agencies under the Natural Gas	ion in Orders Nos. 493 and in Docket No. RP75-62 as 's Order No. 29 except that " and "essential industrial ecified from time to time by
The volumes utilized in classifying customer's requirement of shall be customer's maximum monthly requirement of requirement in the month of maximum demand, all occur April 30.	r customer's average daily
CURTAILMENT PROCEDURES: Monthly allocations or c a period beginning on the first day of any month and ext of the month. Notice shall be given to each affected c writing as far in advance as practicable and may be ch conditions warrant.	ending through the last day ustomer by telephone or in
CANCELLED	
FEB 1 1997 By $lat Rs R - 8^3$	FILED
	MO. PUBLIC SERVICE COMM
F ISSUE <u>January 7 1994</u> DATE EFFECTIVE <u>Februa</u> month day year month	ary 1 1994 day year
BY \/ice President E	Rate and Regulatory Affairs
BY Vice President, F F. Jay Cummings	Rate and Regulatory Affairs
	Category 9. All other commercial and industrial in per day or more but less than 10,000 MCF per capabilities can meet such requirements.         Category 10. All other commercial and industri MCF per day or more, where alternate fuel or requirements.         For the purpose of this Rule the definition of terms definitions of terms definitions of terms definition of terms definitions of "essential agricultural requirements process and feedstock requirements" shall be those spit the responsible Federal agencies under the Natural Gas         The volumes utilized in classifying customer's requirement or requirement in the month of maximum demand, all occur April 30.         CURTAILMENT PROCEDURES: Monthly allocations or ca of the month. Notice shall be given to each affected or writing as far in advance as practicable and may be canditions warrant.         CANCELLED         FEB 1 1997         BY         MCS DUBL         FISUE_January 7       1994 DATE EFFECTIVE Februare month         Month       day year

FORM NO. 13 P.S.C. MO. No.1 Cancelling P.S.C. MO. No.1

Service Commission GR-2017-0216; YG-2018-0118 First Revised Original SHEET No.<u>R-84</u> SHEET No.<u>R-84</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u> Name of Issuing Corporation

For: All Missouri Service Areas Community, Town or City

GENERAL TERMS AND CO	NDITIONS FOR GAS SERVICE
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DATE OF ISSUE <u>January 30 1997</u> month day year	DATE EFFECTIVE <u>February 1 1997</u> month day year
ISSUED BY: <u>Charles B. Hernandez</u>	Director, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111
CANCELLED April 19, 2018 Missouri Public	

P.S.C.MO. No. \_\_1\_\_\_

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<u>Original</u>

SHEET No. R-84

	uri Gas Energy, sion of Southern Union Company ForAll M	RECEIVED
	GENERAL TERMS AND CONDITIONS FOR (	JAN -7 1334-1
		MISSOURI
		Public Service Commiss
	Curtailment shall be assigned initially to those best effort transportation arrangements where the Company is no continuous service except to the extent that curtailment be useful in maintaining deliveries to other customers in a Additional curtailment shall be assigned initially to the (Category 10) and successively to each higher priority ca- partial service only be available to an affected categor customers shall be limited to the customer's pro rata sha allocation to be based on the ratio of the customer's require customers in the same category.	ot responsible for providing of such services would not accordance with these rules. The lowest priority category ategory as required. Should ory, deliveries to individual are of available supply, such uirements in the category for
13.05	UNAUTHORIZED OVERRUN DELIVERIES: If during a customer takes, without the Company's advance approv of the volumes authorized to be used by such customer be considered unauthorized overrun deliveries.	al a volume of gas in excess
	If cumulative unauthorized overrun delivery quantities ta a continuous curtailment period exceed 5% of authorize customer shall pay to the Company an Overrun Penalty fo overrun delivery quantities as follows:	ed daily delivery levels, said
	\$5 for each MCF which exceeds authorized delive through 10%;	ery levels by more than 5%
	\$10 for each MCF which exceeds authorized delive through 15%;	ry levels by more than 10%
	\$15 for each MCF which exceeds authorized deliver	ry levels by more than 15%.
	FEB 1 1997 B: let R.S. R-84	FILED
	Public Service Commission	FEB 1 1994
DATE (	HISSOUR OF ISSUE <u>January 7 1994</u> DATE EFFECTIVE month day year	Feb <b>MarypligLIC SERVICE CO994</b> month day year
	D BY Vice President, R	ates and Regulatory Affairs

FORM NO. 13

P.S.C. MO. No.<u>1</u> Cancelling P.S.C. MO. No.<u>1</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u> Name of Issuing Corporation

For: All Missouri Service Areas Community, Town or City

## GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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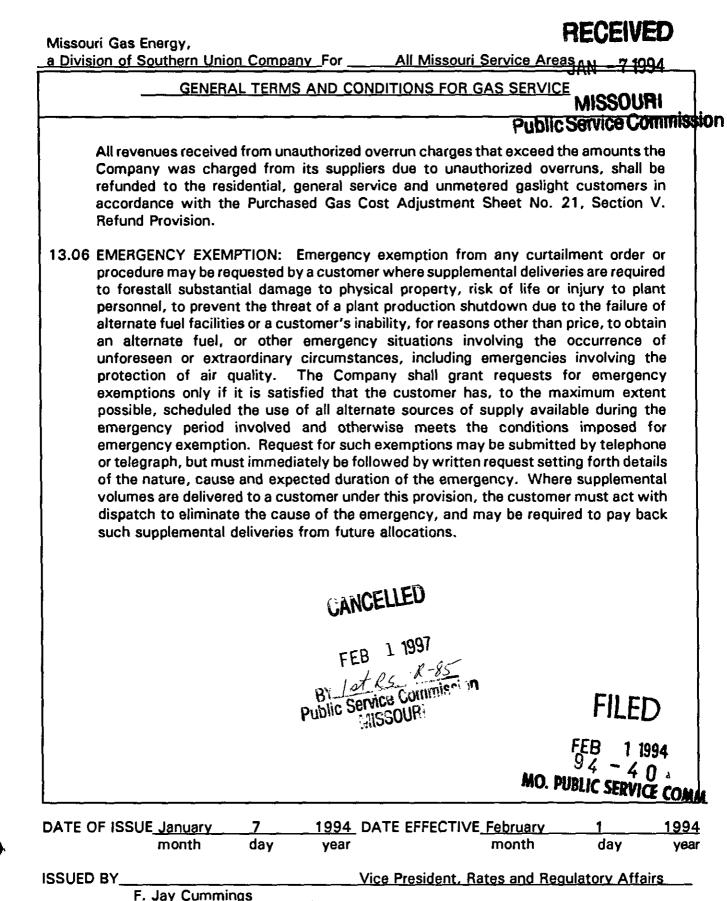
DATE OF ISSUE <u>January 30 1997</u> month day year	DATE EFFECTIVE <u>February 1 1997</u> month day yea
ISSUED BY: Charles B. Hernandez	Director, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 6411

CANCELLED April 19, 2018 Missouri Public Service Commission GR-2017-0216; YG-2018-0118 SHEET No.<u>R-85</u> SHEET No.<u>R-85</u>

First Revised Original P.S.C.MO. No. \_\_1\_\_\_

<u>Original</u>

SHEET No. \_\_\_ R-85\_



FORM NO. 13

P.S.C. MO. No.<u>1</u> Cancelling P.S.C. MO. No.<u>1</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u> Name of Issuing Corporation

For: All Missouri Service Areas Community, Town or City

## GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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DATE OF ISSUE DATE EFFECTIVE January 30 1997 February 1997 1 month day year month day year ISSUED BY: Charles B. Hernandez Director, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111

First Revised Original SHEET No.<u>R-86</u> SHEET No.<u>R-86</u> P.S.C.MO. No. \_\_1\_\_\_

Original

SHEET No. R-86

Missouri Gas Energy,	
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All Missouri Service CENED a Division of Southern Union Company For \_\_\_\_

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE AN - 7 1994

## MISSOURI Public Service Commission

- 13.07 RELIEF FROM LIABILITY: 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 priority of service plan or curtailment procedures 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.
- 13.08 PRECEDENCE: To the extent that this Rule 13, or any provision(s) hereof, conflict with any other provision(s) of the Company's filed tariff, General Terms and Conditions for Gas Service, or contracts, this Rule shall take precedence.

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DATE OF ISSUE January	7	1994 DATE	EFFECTIVE February	1	1994
month	day	year	month	day	year
ISSUED BY		Vice Pr	esident, Rates and R	equlatory A	ffairs

F. Jay Cummings

FORM NO. 13 P.S.C. MO. No.<u>1</u> Canceling P.S.C. MO. No.<u>1</u>

Fourth Revised Third Revised SHEET No. <u>R-87</u> SHEET No. <u>R-87</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

	14. <u>OTHE</u>	ER CHARGES		
14.0	SCHEDULE OF OTHER CHARGES:			
	Description of Charge	Section F	Ref. <u>Amour</u>	<u>nt</u>
	Collection or disconnection	3.11	\$24.00	)
	New connection charge	3.03	\$32.00	)
	Transfer charge	3.03	\$32.00	)
	Revert to owner Landlord to tenant transfer Tenant to landlord transfer	4.11 3.03 3.03	\$15.00 \$15.00	
	Reconnection charge:			
	Failure to furnish deposit	2.05	\$65.00	)
	At customer's request	3.12	\$65.00	)
	Reselling or redistributing gas	4.09	\$65.00	)
	Fraudulent or unauthorized use of gas	4.10	\$65.00	)
	Meter removal and reinstallation at Customer's request	5.02	\$65.00	
	Failure to provide access for meter reading	5.05	\$65.00	
	Tampering with Company property	4.05 & 4.	08 \$65.00	
	Cut off at curb (unpaved) Disconnection & reconnection	4.10	\$56.00	D
	Cut off at main (paved) Disconnection & reconnection	4.10	\$106.0 February 28, 2010	
TE OF	FISSUE <u>February 16, 2010</u> month day year	DATE EFFECTIVE	March 18, 2 month day	<del>2010</del> year
UED	BY: <u>Michael R. Noack</u>	Director, Pricing a Missouri Gas Energy	and Regulatory Affai /. Kansas City, MO.	<u>irs</u> . 64111

Missouri Public Service Commission GR-2017-0216; YG-2018-0118 Missouri Public Service Commission GR-2009-0355; YG-2010-0500 FORM NO. 13 P.S.C. MO. No.<u>1</u> Canceling P.S.C. MO. No. 1

### <u>Third Revised</u> Second Revised

## SHEET No. <u>R-87</u> SHEET No. <u>R-87</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

## For: All Missouri Service Areas

	14. <u>OTHE</u>	<u>R CHARGES</u>	·
14.0	SCHEDULE OF OTHER CHARGES:		
	Description of Charge	Section Ref.	<u>Amount</u>
	Collection or disconnection	3.11	\$ 8.00
	Connection charge	3.03	\$45.00
	Transfer charge	3.03	\$ 6.50
	Reconnection charge:		·
	Failure to furnish deposit	2.05	\$45.00
	At customer's request	3.12	\$45.00
	Reselling or redistributing gas	4.09	\$45.00
	Fraudulent or unauthorized use of gas	4.10	\$45.00
	Meter removal and reinstallation at Customer's request	5.02	\$45.00
	Failure to provide access for meter reading	5.05	\$45.00
	Tampering with Company property	4.05 & 4.08	\$45.00
	Cut off at curb (unpaved) Disconnection & reconnection	4.10	\$56.00
	Cut off at main (paved) Disconnection & reconnection	4.10	\$106.00
DATE O	F ISSUE <u>September 24 2004</u> month day year	DATE EFFECTIVE Octo month	

#### Service Commission GR-2009-0355; YG-2010-0500

# CANCELLED

FORM NO. 13 P.S.C. MO. No.<u>1</u> Canceling P.S.C. MO. No. PS P. St Second Revised By Canceling By Cancel Solution Missouri Gas Energy in Service Commission A Division of Southern Union Company

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SHEET No. <u>R-87</u> SHEET No. <u>R-87</u>

For: All Missouri Service Arteris Public

GENERAL TERMS AND CONDITIONS F	OR GAS SERVIC	E RECD JUL 1 6 2001
14. OTHER CHARGES	<u>6</u>	Service Commission
14.0 SCHEDULE OF OTHER CHARGES:		
Description of Charge	Section Ref.	Amount
Collection or disconnection	3.11	\$ 8.00
Connection charge Missouri Public	- 3.03	\$20.00
Transfer charge FILED AUG 06 2001	3.03	\$ 5.00
Reconnection charge: 01 - 292 Service Commissio	n	
Failure to furnish deposit	2.05	\$35.00
At customer's request	3.12	\$35.00
Reselling or redistributing gas	4.09	\$35.00
Fraudulent or unauthorized use of gas	4.10	\$35.00
Meter removal and reinstallation at Customer's request	5.02	\$35.00
Failure to provide access for meter reading	5.05	\$35.00
Tampering with Company property	4.05 & 4.08	\$35.00
Cut off at curb (unpaved) Disconnection & reconnection	4.10	\$56.00
Cut off at main (paved) Disconnection & reconnection	4.10	\$106.00
DATE OF ISSUE <u>July 16, 2001</u> DATE EF month day year	FECTIVE Mont	<u>- 3001</u> day year
	sident Pricing an	AUG 0 6 2001 d Regulatory Affairs
		sas City, MO. 64111

FORM NO. 13 P.S.C. MO. No.1 Canceling P.S.C. MO. No. 1

#### First Revised Original

SHEET No. <u>R-87</u> SHEET No. <u>R-87</u>

Missouri Gas Energy, a Division of Southern Union Company

For: All Missouri Service Areas

<u>Missouri Public</u>

	GENERAL TERMS AND CONDIT	IONS FOR GAS SERVICE	ice Commission	
		RECT	D AUG 2 8 1998	
	14. OTHER CH	IARGES		
14.0	SCHEDULE OF OTHER CHARGES:			
	Description of Charge	Section Ref.	Amount	
	Collection or disconnection	3.10	\$ 8.00	
	Reconnection charge:			
	Failure to furnish deposit	2.05	\$29.00	
	<b>.</b>	0.44		

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At customer's request 3.11 \$29.00 Reselling or redistributing gas 4.09 \$29.00 Fraudulent or unauthorized use of gas 4.10 \$29.00 SSIO Meter removal and reinstallation 5.02 at Customer's request \$29.00 Failure to provide access for meter reading 5.05 \$29.00 Tampering with Company property 4.05 & 4.08 \$29.00 Cut off at curb (unpaved) Disconnection & reconnection 4.10 \$50.00 Cut off at main (paved) **Disconnection & reconnection** 4.10 \$100.00 DATE OF ISSUE August DATE EFFECTIVE <u>28 1998</u> n day ye SEP 02 1998 month day year month year ISSUED BY: \_\_\_\_Charles B. Hernandez\_ Director. Pricing and Regulatory Affairs

Missouri Gas Energy, Kansas City, MO. 64111 Missouri Public Service Commission 98-140

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Misso: Service	Southern Union Company For	FOR GAS SER	VICE RECEIVED
CANC SEL	RW 251998 RW 2531 14. <u>OTHER CHAR</u>		JAN - 7 1994 MISSOURI
V	EDULE OF OTHER CHARGES:	P	ublic Service Commis
	Description of Charge	Section Ref.	Amount
C	Collection or disconnection	3.10	\$ 8.00
F	Reconnection charge:		
	Failure to furnish deposit	2.05	\$15.00
	At customer's request	3.11	\$15.00
	Reselling or redistributing gas	4.09	\$15.00
	Fraudulent or unauthorized use of gas	4.10	\$15.00
	Meter removal and reinstallation Customer's request	5.02	\$15.00
	Failure to provide access for meter reading	5.05	\$15.00
	Tampering with Company property	4.05 & 4.08	\$15.00
	Cut off at curb (unpaved)		
	Disconnection & reconnection	4.10	FileD
	Cut off at main (paved)		FEB _1,1994
	Disconnection & reconnection	4.10 MO	PURLIC STRATCP COMAL

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Service Commission GR-2017-0216; YG-2018-0118 First Revised Original

## Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

GENERAL TERMS AND CC	NDITIONS FOR GAS SEF	RVICE
Description of Charge	Section Ref	<u>. Amount</u>
To mobile home court after disconnection for reselling of gas by court owner	10.03 (A)	Greater of 5.00/unit or \$25.00
Request for meter reading during normal working hours:		
A.M P.M. reading Monday through Friday	5.05	\$5.00
Specific hourly appointment or weekdays between 5:00 and 9:00 P.M.	5.05	\$10.00
Request for meter reading on Saturday between 8:00 A.M. & 5:00 P.M.	5.05	\$10.00
Returned Payment Charge	7.10	\$15.00
DATE OF ISSUE July 16, 2001 month day year		<u>August 06, 2001</u> nonth day year
ISSUED BY Robert J. Hack		g and Regulatory Affairs
CANCELLED April 19, 2018 Missouri Public	Missouri Gas Energy, K	ansas Oity, MO. 64111

Missouri Gas Energy, <u>a Division of Southern Union Company</u>	For	All Missouri	Service Arnas	<b>n</b>
GENERAL TERMS A	AND CONDITIONS	FOR GAS SEI		
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Description of Charge	<u>s</u>	ection Relub	lic Service Con	nmis
To mobile home court after			Greater o	f
disconnection for reselling			\$5.00/un	
of gas by court owner	1	0.03(A)	or \$25.00	-
Request for meter reading durin	a			
normal working hours	0			
A.M P.M. reading				
Monday through Friday	!	5.05	\$ 5.00	
Specific hourly appointment				
or weekdays between				
5:00 and 9:00 P.M.	!	5.05	\$10.00	
Request for meter reading				
on Saturday between				
8:00 A.M. & 5:00 P.M.	!	5.05	\$10.00	
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DATE OF ISSUE January 7	1994 DATE EFFEC	CTIVE <u>Februa</u>	ary <u>1</u>	199
month day	year	month		y.

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	P.S.C. MO. No.	<u>6</u>
Canceling	P.S.C. MO. No.	1

Laclede Gas Company

For: All Missouri Gas Energy Service Areas

#### Red-Tag Repair Program

The <u>Red-Tag Repair Program</u> is an experimental program for customers to receive minor repairs of their gas appliances and piping in order to obtain or retain gas service. The Program has two components: (i) Heating Only for Lower Income, and (ii) Avoid Red Tags.

**Heating Only for Lower Income** provides payment assistance to eligible residential customers of the Company, with a household income equal to or less than 185% of the Federal Poverty Level, who require repairs of customer-owned natural-gas appliances and/or piping to obtain or retain space heating services to their homes. Customers receiving natural gas service to operable space heating equipment do not qualify; this program is designed to assist only those lower income customers who would otherwise be eligible to commence or maintain service, but whose facilities receive a warning tag or "red-tag," that is, whose service will be or is disconnected at the meter or to the space heating appliance, and are without space heating, due to unsafe natural gas space heating equipment, unsafe piping or unsafe non-space heating appliance where there is no shut off valve to the non-space heating appliance.

<u>Terms and Conditions</u>: The Company will provide up to \$100,000 annually to credit customers or reimburse qualified social service agencies within its service territory that can provide or arrange to provide and pay for such emergency service work consistent with the terms set forth herein and at an administrative cost not to exceed 10% of the funds provided. No customer shall receive assistance greater than \$450.00 under this Program. The customer may use any licensed repair service provider that is willing to accept payment according to the terms of the program.

<u>Avoid Red Tags</u> permits MGE field service representatives (FSR) who are already on-site to spend a nominal amount of time to perform minor repairs of the customer's gas appliances and piping when doing so would result in the customer gaining or keeping use of service rather than having the piping or appliance "red-tagged" as unsafe. If an FSR determines that any gas appliance should be "red-tagged" as unsafe or out of compliance with applicable codes, but the FSR believes that the problem can be repaired in no more than 15 minutes using parts that cost \$20 or less, the FSR may, with the customer's consent, attempt to effect such repairs in conjunction with utility service at no cost to the customer. At any time that the FSR determines that the repair will fall outside of these parameters, the FSR shall cease the repair effort and proceed in accordance with the Company's safety practices and the Utility Promotional Practices rules.

						May 1, 20	14
DATE OF ISSUE	April	24	2014	DATE EFFECTIVE	May	24	2014
	month	day	year		month	day	year
ISSUED BY:	L. Craig D	owdy,	Sr. VP, I	<u>Ext. Affairs, Corp. Com</u>	municatio	ns & Marl	<u>keting</u>

Laclede Gas Company, St. Louis, MO. 63101

P.S.C. MO. No. <u>1</u> <u>Original</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

## GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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DATE OF ISSUE	<u>January</u> month	7 day	<u>1994</u> year	DATE EFFECTIVE	<u>February</u> month	1 day	<u>1994</u> year
ISSUED BY				Vice President, Ra	tes and Reg	ulatory /	Affairs
	F. Jay Cı	ummir	ngs		Missou	ıri Gas E	nergy
			-		Kansas City	у, MO. 🤅	54111
CANCELLED May 1 2014							

P.S.C. MO. No. <u>1</u> <u>Original</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

Service Commission GR-2017-0216; YG-2018-0118 For: All Missouri Service Areas

## GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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	F. Jay Cummings		Missour		
CANCELLED			Kansas City	ν, MO. (	64111
April 19, 2018 Missouri Public					

P.S.C. MO. No. <u>1</u> Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

Service Commission GR-2017-0216; YG-2018-0118 For: All Missouri Service Areas

## GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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DATE OF ISSUE	January	7	<u> 1994</u>	DATE EFFECTIVE	February	1	1994
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ISSUED BY				Vice President, R	ates and Regi	ulatory /	Affairs
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					Kansas City	ν, MO. θ	54111
CANCELLED April 19, 2018							
Missouri Public							

P.S.C. MO. No. <u>1</u>

<u>Original</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

GR-2017-0216; YG-2018-0118

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SE	ERVICE	
16. <u>GENERAL CLAUSES</u>		
16.01 CONFIDENTIALITY: All customer specific information will be and will not be released to any other party outside of the Co customer approval. Customer specific information will inclu- information, usage data and customer supplier/broker inf provided below, the Company shall notify the customer of a such information and shall not disclose such information ex- the customer. This section shall not be construed as pre- from providing information regarding customer status to emergency personnel acting in their official capacity pu- established by the Company, in which case the Company s notify the customer or obtain the customer's consent. N customer or customer consent be required when customer released pursuant to court order, subpoena or other order or a duly constituted authority, or when release of such inform provide service. In addition neither notice to the customer shall be required when customer-specific information is request by the Missouri Public Service Commission or the Public Service Commission.	mpany without specified de all billing statement ormation. Except a supprequest to disclose accept upon consent bill cluding the Company of law enforcement of resuant to procedure hall not be required to hall not be requir	ic nt is e y y or e is y on to
DATE OF ISSUE January 7 1994 DATE EFFECTIVE month day year	<u>February 1</u> month day	<u>1994</u> year
	tes and Regulatory A	
F. Jay Cummings CANCELLED April 19, 2018 Missouri Public	Missouri Gas Er Kansas City, MO. 6	

First Revised Original

SHEET No. R-<u>93</u> SHEET No. R-93 For all Missouri Gas Energy Service Areas

Name of Issuing Corporation or Municipality

Community, Town or City

#### RULES AND REGULATIONS

Temporary Low-Income Energy Affordability Program

This temporary low-income energy affordability program (this "Program") is established because the unusually cold winter of 2013-14 has created a hardship for the Company's low-income customers. The Company shall permit customers to enroll in the Program from May 1, 2014 through August 31, 2014 pursuant to the terms set forth below.

- 1. All households with incomes equal to or less than 185% of the Federal Poverty Level and who are active or disconnected MGE Customers shall be eligible to participate in the Program. The Program will be jointly administered by the Company and selected Community Action Agencies (CAA) in the MGE service territory. All customers who received federal or state energy assistance within the last 12 months shall be deemed eligible and to have qualified for the Program. All eligible customers shall apply for any other energy assistance funds for which they might be entitled, and shall be deemed to have agreed to allow their account information to be used in any program evaluation. The CAA may use household registration from other assistance programs for the sole purpose of determining eligibility for the Program.
- 2. Qualified customers may apply for enrollment in the Program between May 1 and August 31, 2014. Upon acceptance to the Program, MGE will reactivate service or suspend disconnection and a Customer's account with MGE shall be credited with the lesser of (i) one-half of the customer's then outstanding balance; (ii) the amount required to bring the customer current on any Cold Weather Rule (CWR) payment plan; or (iii) \$600. For Customers on a CWR payment plan, the customer will be expected to comply with the terms of such plan after receiving the credit. For other eligible Customers, the Company will establish a payment arrangement ("PA") under which the Customer will pay at a minimum, the amount of the current usage plus one-fifth of the remaining balance on the account by the end of the program period. A Customer who is current on the PA will not incur late payment charges on the outstanding arrearage balance amounts covered under the Program. Credits funded through the Program shall not be used to pay for a disconnected customer's reconnection charge.
- 3. It is intended that the Customer eliminate the balance owed by the end of the CWR payment plan or the five monthly installment PA period. The Company may terminate a Customer's participation in the Program if the customer fails to make timely payments. Until service is discontinued, a Customer who has defaulted on a PA shall be permitted to maintain or reinstate the PA by paying all amounts due to bring the PA current.
- 4. Compensation to the CAA for its duties will be negotiated between the Company and the CAA subject to an overall limitation of no more than 5% of the total funding of the Program. The CAA shall use Utilicare funding to the extent it is available before using Company funds in the Program. The Company's customers shall not receive less Utilicare funding than they would otherwise receive absent the Program. The Program shall be funded with up to \$400,000 in Company funds, exclusive of administrative costs. Any Company funds used in the Program, plus administrative funds, shall be deferred into a low-income asset account for recovery over a five-year period in the Company's next rate case. The Company shall not charge or recover fees for its own work administering the program.

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DATE OF ISSUE	_August	1,	2014	DATE EFFECTIVE	August	31,	2014
	month	day	year		month	day	year
ISSUED BY I ED L	. Craig Do	<u>wdy,</u>	Sr. VP,	Ext. Affairs, Corp. Co	mmunication	is & Mar	keting FILED
April 19, 2018	-		l	Laclede Gas Compan	y, St. Louis,	MO. 63	
Missouri Public				-	-		Service Commission
Service Commission							GO-2015-0031, JG-2015-00
GR-2017-0216; YG-2018-	0118						

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Missouri Public

Service Commission GO-2015-0031, JG-2015-0041

Laclede Gas Company, Name of Issuing Corporation or Municipality

## For For all Missouri Gas Energy Service Areas Community, Town or City

_	rary Low-Income Energy Affordability Program
unu froi	s temporary low-income energy affordability program (this "Program") is established because the usually cold winter of 2013-14 has created a hardship for low-income customers. For the period m May 1, 2014 through November 30, 2014, the Company shall implement the Program for the lefit of its customers pursuant to the terms set forth below.
1.	All households with incomes equal to or less than 185% of the Federal Poverty Level shall be eligible to participate in the Program. The Program will be jointly administered by the Company and selected Community Action Agencies (CAA) in the MGE service territory. All customers enrolling in the Program will be required to register with a CAA, apply for any energy assistance funds for which they might be eligible, and be deemed to have agreed to allow their account information to be used in any program evaluation. The CAA may use household registration from other assistance programs for the sole purpose of determining eligibility for the Program.
2.	Customers may register for the program between May 1 and June 30, 2014. Upon acceptance to the Program, a Customer's account with MGE shall be credited with the lesser of (i) one-half of the customer's then outstanding balance; (ii) the amount required to bring the customer current on any Cold Weather Rule (CWR) payment plan; or (iii) \$600. For Customers on a CWR payment plan, the customer will be expected to comply with the terms of such plan after receiving the credit. For other eligible Customers, the Company will establish a five-month payment arrangement ("PA") under which the Customer will pay the amount of current usage plus one-fifth of the remaining balance on the account. A Customer who is current on the PA will not incur late payment charges on the outstanding arrearage balance amounts covered under the Program.
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