

UNION ELECTRIC COMPANY GAS SERVICE

Applying to MISSOURI SERVICE AREA

VIII. Billing Practices

*A. Monthly Billing Periods

Company will render bills over twelve (12) monthly billing periods in a year, with each bill based upon the service used between regularly scheduled meter readings. While Company's work schedules provide for the orderly reading of all meters over intervals of approximately 30 days, holidays, weekends, inclement weather and other operating constraints may cause the billing interval to vary during various portions of the year. Likewise, a customer exercising Section VIII.I. Preferred Delinquent Date Selection may result in either a longer or shorter period between meter readings for the first bill after the election. (This section reflects a variance from Rules 4 CSR 240-13.015(1)(C) and 4 CSR 240-13.020(6) granted by Commission in Case GE-2019-0386.)

B. Inaccessible Meters

Where a meter is inaccessible to the meter reader during scheduled working hours on repeated occasions, such that a customer must arrange for meter reading by appointment to avoid discontinuance of service, the customer may at his own expense have Company relocate the meter to an accessible location, if feasible.

C. Estimated Bills for Full Billing Periods

Monthly bills may be rendered to the Company's natural gas customers based upon estimated gas usage (which may include the use of readings furnished by the customer), where conditions reasonably beyond the control of the Company prevented it from obtaining actual meter readings. These conditions include extreme weather, operating and other emergencies, labor agreements, work stoppages, and the Company's inability to gain access to the meter. The Company will provide a copy of customer's estimate, upon request. All estimates are subject to the provisions of Section VII.G. Billing Adjustments, of these Rules and Regulations, and will be determined as follows:

a. Single-Month Estimated Bills

A single billing month's estimated natural gas usage will be determined on the basis of the customer's prior month's usage, adjusted by a factor reflecting the difference in weather between the prior and current monthly billing periods. This

* Indicates Change

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VIII. Billing Practices (Cont'd.)

* I. Preferred Delinquent Date Selection

Customers receiving service under the Residential Service Rate or the General Service Rate may select the date their bill will become delinquent provided their service is equipped with an advanced meter reading device. If the customer's preferred date is not available, they will be given the option of selecting a different delinquent date or retaining their existing delinquent date.

Customer's selected delinquent date will become effective no later than the second bill issued after customer's selection and cannot be implemented for bills already issued.

The first bill issued following implementation of a delinquent date selected by customer may result in a bill period that is either longer or shorter than normal and may also be prorated.

Customer may not make a delinquent date selection more frequently than once every 12 months except by Company approval.

(This section reflects a variance from Rules 4 CSR 240-13.015(1)(C) and 4 CSR 240-13.020(6) granted by Commission in Case GE-2019-0386.)

IX. Resale of Service

Except as specifically provided for in customer's contract for service or in rate schedules, customer shall not resell the service purchased from Company to any other customer, company or person, and customer shall not deliver the service purchased from Company to any connection wherein said service is to be used off of customer's premises or by persons over whom that customer has no control.

* Indicates Change.

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ISSUED BY Martin J. Lyons Chairman & President St. Louis, Missouri
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