

MO.P.S.C. SCHEDULE NO. 64th RevisedSHEET NO. 95.1CANCELLING MO.P.S.C. SCHEDULE NO. 63rd RevisedSHEET NO. 95.1

APPLYING TO

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*Indicates Addition.

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NAME OF OFFICERPresident
TITLESt. Louis, Missouri
ADDRESS

APPLYING TO MISSOURI SERVICE AREA

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES

***A. MONTHLY BILLING PERIODS**

Each customer billed by the Company for an entire calendar year will be billed for twelve (12) periods of approximately thirty (30) days each. For any given customer, the first five (5) and the last three (3) billing periods of each calendar year will be billed on the Company's applicable winter rate schedule. The sixth (6th) through the ninth (9th) billing periods of each calendar year will be billed on the Company's applicable summer rate schedule. Each customer billed by the Company for an entire calendar year will, thus, receive eight (8) billings based upon the Company's winter rates and four (4) billings based upon the Company's summer rates.

A customer exercising Section V.O. Residential Due 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 EE-2019-0385.)

B. COMBINATION BILLING OPTION

Customers regularly being the responsible party for service at ten or more premises may submit a written request for a single bill with a due date, designated by the Company, for the bills for all such premises. Such single bill will have an attached statement of charges for each account.

C. 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 customer's expense have the meter relocated to an accessible location, if feasible.

D. CUSTOMER READINGS

The Company will provide all customers the opportunity to read and report monthly energy usage so long as such reports are regular and accurate. The Company will provide pre-addressed, post-paid postcards for this purpose upon request. At least annually Company will attempt to obtain an actual meter reading to verify the accuracy of customer reading and customer must grant Company access for obtaining such reading. Such attempts shall include personal contact to advise the customer of the regular meter reading day. The Company shall offer appointments during normal working hours Monday through Saturday. Nothing in this provision precludes the Company from obtaining regular meter readings where it is feasible to do so.

*Indicates Change.

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CANCELLING MO.P.S.C. SCHEDULE NO. _____ SHEET NO. _____

APPLYING TO MISSOURI SERVICE AREA

GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

O. RESIDENTIAL DUE DATE SELECTION

Customers receiving service under the Service Classification 1M - Residential Service Rate may select the date their bill will become due provided they are not in active collections, subject to an active deferred payment agreement, and 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 due date or retaining their existing due date.

Customer's selected due 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 due 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 due 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 EE-2019-0385.)

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