

Laclede Gas Company

Refer to Sheet No. R-1

..... For
Names of Issuing Corporation or Municipality Community, Town or City

..... RULES AND REGULATIONS
.....

AUG 21 1992

20. Limitations Upon Company's Obligation To Supply Gas Service
(Continued).

MO. PUBLIC SERVICE COMMISSION

- (b) Any customer during off-peak periods under the terms of the Company's Interruptible Rate or Seasonal Air Conditioning Rate, or by
- (c) Resale customers to provide service for uses as described under (a) and (b) above.

Category Two

As sufficient pipeline gas supplies are available over and above those required to serve Category One uses, the Company will provide new or additional gas service requested for use under its Large Volume Service Rate or any individual large user contract. Such additional pipeline supplies will be allocated to the applicants within this Category Two in the order of priority as set forth below:

First Priority: All applicants where the maximum daily new requirement does not exceed 100 Mcf.

Second Priority: All applications where the maximum daily new requirement exceeds 100 Mcf and at least 50% of such requirement results from new or additional construction.

Third Priority: All applications in existing construction resulting from conversion of coal fired equipment or new processing use and such requirements are not included within either the First or Second Priority.

FILED

SEP 1 1992
92 - 165
Public Service Commission

DATE OF ISSUE August 21, 1992
month day year

DATE EFFECTIVE September 1, 1992
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ISSUED BY *K.J. Neises*
K.J. Neises, Vice President, 720 Olive St., St. Louis, MO 63101
name of officer title address

Cancelling All Previous Schedules.

Laclede Gas Company
Name of Issuing Corporation or Municipality

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

RULES AND REGULATIONS

21. Emergency Curtailment Plan

DEC 17 1980

In the event the Company is unable to meet total natural gas requirements due to extreme weather conditions, reduction in supply or other system operating conditions, or a combination thereof, the Company shall temporarily curtail natural gas loads to the extent necessary to maintain service required to protect basic human needs. This reduction shall be accomplished through the following steps which are designed to protect industry, commercial enterprise, and basic human needs to the extent possible during such periods of supply deficiency.

Company reserves the right to deviate from the prescribed steps on a system wide basis in the event that it becomes necessary to protect isolated areas from a supply deficiency. This deviation shall be limited to the extent required to protect basic human needs within such areas.

21.1 Curtailment Steps

Step 1. All service to seasonal and interruptible customers is to be interrupted.

Step 2. Service to firm customers with alternate fuel capabilities is to be curtailed to the extent of such alternate fuels.

Step 3. Before implementing further curtailment steps, the Company shall request voluntary load reduction of all customers.

Step 4. Curtail all schools using natural gas for heating to the lowest temperature levels consistent with building protection and suspend operations of all industrial customers with firm contracts with gas usage to be reduced to minimum volumes essential only for dormant plant and product protection. Such curtailment shall not be applicable to essential food processors and applications or uses required for the maintenance of essential public services.

Step 5. Curtail remaining commercial and industrial customers to minimum building protection volumes. Such curtailment shall not be applicable to hospitals, nursing homes, apartments, and other human needs applications.

CANCELLED

SEP 1 1992

By at h.s.#1
Public Service Commission
MISSOURI

78-38

DATE OF ISSUE December 17, 1980
month day year

DATE EFFECTIVE December 23, 1980
month day year

ISSUED BY R. C. Jaudes
R. C. Jaudes, Senior Vice President 720 Olive St., St. Louis, Mo. 63101
name of officer title address

Laclede Gas Company For Refer to Sheet No. R-1
Name of Issuing Corporation or Municipality Community, Town or City

..... RULES AND REGULATIONS FILED

20. Limitations Upon Company's Obligation To Supply Gas Service REG 21 1992
(Continued).

MO. PUBLIC SERVICE COMMISSION

Fourth Priority: All other applications including applications in existing construction resulting from conversion of oil fired equipment.

Within each of the priority groups set out above, preference will be given to applications in the order of maximum daily new requirement, from smallest to largest as follows:

Maximum Daily Requirement (Mcf per Day)
0 - 100
101 - 200
201 - 400
401 - 1,000
1,001 - 2,000
Over - 2,000

Applicants will be attached within each priority and each daily requirement group on a "first come - first served" basis.

20.1 Applications

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

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ISSUED BY *K.J. Neises* K.J. Neises, Vice President, 720 Olive St., St. Louis, MO 63101
name of officer title address

Laclede Gas Company For
Name of Issuing Corporation or Municipality Community, Town or City

Refer to Sheet No. R-1

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..... RULES & REGULATIONS
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JUL 11 1990

21. Emergency Curtailment Plan (Continued)

MISSOURI
Public Service Commission

21.2 Emergency Exemption

Emergency exemptions may be requested by customers for 24 - 48 hour periods to complete work in process. Granting of these exceptions will be based on the severity of supply deficiency with primary regard for human need.

21.3 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 Emergency Curtailment Plan herein prescribed or from any other orders or directives of duly constituted authorities, including, but not limited to, all regulatory agencies having jurisdiction in the premises.

21.4 Precedence

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

22. Special Meter Readings

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

23. Collection Trip Charge

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

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AUG 1 1990

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ISSUED BY *D. L. Godiner*
D. L. Godiner, Vice President, 720 Olive Street, St. Louis, MO 63101
name of officer title address

CANCELLED

SEP 1 1992

BY 2008 R.S. # R-22

Public Service Commission
MISSOURI

Cancelling All Previous Schedules.

Laclede Gas Company
Name of Issuing Corporation or Municipality

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

RULES AND REGULATIONS

DEC 17 1980

21. Emergency Curtailment Plan (Continued)

21.2 Emergency Exemption

Emergency exemptions may be requested by customers for 24 - 48 hour periods to complete work in process. Granting of these exceptions will be based on the severity of supply deficiency with primary regard for human need.

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The Company shall be relieved of all liabilities, penalties, charges, payments, and claims of whatever kind, contractual or otherwise, resulting from or arising out of the Company's failure to deliver all or any portion of the volumes of gas desired by any particular customer or group of customers to the extent that such failure results from the implementation of the Emergency Curtailment Plan herein prescribed or from any other orders or directives of duly constituted authorities, including, but not limited to, all regulatory agencies having jurisdiction in the premises.

21.4 Precedence

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BY let. P.S. # R-22

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MISSOURI

78-38

DATE OF ISSUE... December 17, 1980
month day year

DATE EFFECTIVE... December 23, 1980
month day year

ISSUED BY... R. C. Jaudes, Senior Vice President 720 Olive St., St. Louis, Mo. 63101
name of officer title address

CANCELLING All Previous Schedules

.....
Laclede Gas Company For Refer to Sheet No. R-1
Name of Issuing Corporation or Municipality Community, Town or City

.....**RULES AND REGULATIONS**.....
.....**RECEIVED**.....

20. Limitations Upon Company's Obligation To Supply Gas Service **AUG 21 1992**
(Continued).

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

MO. PUBLIC SERVICE COM. 2

20.2 Notice of Acceptance

1. Any applicant who receives a notice of eligibility for gas service shall notify the Company in writing, within thirty (30) days after the notice of eligibility, of his intention to accept gas service. In the event such notice of acceptance is not so received by the Company then applicant's eligibility shall be void and transferred to another applicant in accordance with the priorities set out herein.
2. Any applicant who becomes eligible for gas service shall present to the Company, within ninety (90) days of the notice of eligibility sufficient evidence that the necessary equipment has or is being installed or that applicant has otherwise committed to the purchase and installation of such equipment. In the event such evidence is not so presented to the Company, then applicant's eligibility shall be void and transferred to another applicant in accordance with the priorities set out herein.

20.3 Existing Commitments

1. Notwithstanding the provisions hereinabove set out, gas service will be supplied to any customer who has received specific approval for such service from the Company prior to the effective date hereof provided that the customer submits satisfactory evidence that prior to the effective date

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ISSUED BY K. J. Neises, Vice President, 720 Olive St., St. Louis, MO 63101
name of officer title address

CANCELLED
April 19, 2018
Missouri Public
Service Commission

CANCELLING All Previous Schedules

Laclede Gas Company For Refer to Sheet No. R-1
Name of Issuing Corporation or Municipality Community, Town or City

..... RULES AND REGULATIONS RECEIVED

AUG 21 1992

20. Limitations Upon Company's Obligation To Supply Gas Service
(Continued).

MO. PUBLIC SERVICE COM.

hereof: (a) an expense has been incurred specifically for the design, purchase or installation of gas equipment, or (b) that gas equipment has been ordered prior to said date, or (c) that detailed engineering plans for the use of gas equipment has been prepared prior to said date.

21. Emergency Curtailment Plan

In the event the Company is unable to meet total natural gas requirements due to extreme weather conditions, reduction in supply, or other system operating conditions, or a combination thereof, the Company shall temporarily curtail natural gas loads to the extent necessary to maintain service required to protect basic human needs. This reduction shall be accomplished through the following steps which are designed to protect industry, commercial enterprise, and basic human needs to the extent possible during such periods of supply deficiency.

Company reserves the right to deviate from the prescribed steps on a system-wide basis in the event that it becomes necessary to protect isolated areas from a supply deficiency. This deviation shall be limited to the extent required to protect basic human needs within such areas.

21.1 Curtailment Steps

Step 1. All sales service to seasonal, interruptible and basic transportation customers is to be interrupted.

Step 2. All sales service to both firm sales customers and firm transportation customers with alternate fuel capabilities is to be curtailed to the extent of such alternate fuels.

Step 3. Before implementing further curtailment steps, the Company shall request voluntary load reduction of all customers.

Step 4. Curtail all schools using natural gas for heating to the lowest temperature levels consistent with building protection and suspend operations of all industrial customers with firm contracts with

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DATE OF ISSUE August 21, 1992 DATE EFFECTIVE September 1, 1992

ISSUED BY K.J. Neises, Vice President, 720 Olive St., St. Louis, MO 63101

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..... Laclede Gas Company For Refer to Sheet No. R-1
Name of Issuing Corporation or Municipality Community, Town or City

..... RULES AND REGULATIONS
.....

AUG 21 1992

21. Emergency Curtailment Plan (Continued).

gas usage to be reduced to minimum volumes essential only for dormant plant and product protection. Such curtailment shall not be applicable to essential food processors and applications or uses required for the maintenance of essential public services.

MO PUBLIC SERVICE COMMISSION

Step 5. Curtail remaining commercial and industrial customers to minimum building protection volumes. Such curtailment shall not be applicable to hospitals, nursing homes, apartments, and other human needs applications.

21.2 Emergency Exemption

Emergency exemptions may be requested by customers for 24 - 48 hour periods to complete work in process. Granting of these exceptions will be based on the severity of supply deficiency with primary regard for human need.

21.3 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 Emergency Curtailment Plan herein prescribed or from any other orders or directives of duly constituted authorities, including, but not limited to, all regulatory agencies having jurisdiction in the premises.

21.4 Precedence

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

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CANCELLED
April 19, 2018
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Service Commission

ISSUED BY *K. J. Neises*
K. J. Neises, Vice President, 720 Olive St., St. Louis, MO 63101
name of officer title address

Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-1

Community, Town or Missouri Public

RULES AND REGULATIONS

REC'D JUN 26 2002

Service Commission

22. Meter Reading Non-Access Charge

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

23. Collection Trip Charge

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

Missouri Public
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K.J. Neises, Executive Vice President, 720 Olive St., St. Louis, MO 63101
Name of Officer Title Address

CANCELLING All Previous Schedules

Laclede Gas Company

Refer to Sheet No. R-1

Name of Issuing Corporation or Municipality

For

Community, Town or City

RULES AND REGULATIONS

AUG 21 1992

22. Meter Reading Non-Access Charge

MO. PUBLIC SERVICE COMMISSION

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JUL 27 2002
By ISRS R-26
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M. J. [Signature]

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ISSUED BY K. J. Neises, Vice President, 720 Olive St. St. Louis, MO 63101
name of officer title address

Laclede Gas Company
Name of Issuing Corporation or Municipality

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

RULES AND REGULATIONS

REC'D JUL 08 2002

Service Commission

24. Insulation Financing Program

The Insulation Financing Program is a program whereby Laclede, subject to certain restrictions, will grant loans to eligible residential customers for the purpose of making certain home energy conservation improvements, some of which must entail, where feasible, a specified increase in the customer's ceiling insulation. The major provisions of the program are as follows:

- (A) The maximum loan per dwelling unit is \$2,000.

A customer can make a loan for attic, floor, wall and duct insulation; attic ventilation; caulking and weatherstripping; storm doors and storm windows; provided the amount of insulation in the customer's attic when the customer applies for a loan is less than R-38 and part of the loan funds are used to increase the insulation level to at least an R-38 level. A minimum of R-38 ceiling insulation shall be required before other measures will be financed unless it is demonstrated that such R-38 level is not feasible.

In all cases where the total amount of the contract including the financing cost is \$500 or more, a Uniform Commercial Code Financing Statement (UCC-1) must be prepared and submitted with the appropriate sales contract. The UCC-1 will be filed for a lien on the property until the loan is repaid in full.

- (B) A residential customer must meet the following requirements to be eligible:

- 1) The applicant must be a residential customer of Laclede Gas Company or Missouri Natural Gas Company.
- 2) The applicant must own or be purchasing the residence for which the loan is requested and the installation is to be made, and the applicant must reside in that building. The residence cannot contain more than four (4) dwelling units; that is, be larger than a four-family building.

- 3) Gas service at the residence must be in the applicant's name.

Missouri Public

FILED AUG 08 2002

Service Commission

DATE OF ISSUE July 8, 2002 DATE EFFECTIVE August 8, 2002
Month Day Year Month Day Year
ISSUED BY K.J. Neises, Executive Vice President, 720 Olive St., St. Louis, MO 63101
Name of Officer Title Address

ISSUED BY
CANCELLED
April 19, 2018
Missouri Public
Service Commission

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Laclede Gas Company

Refer to Sheet No. R-1

Name of Issuing Corporation or Municipality

For

JUL 08 2002

Community, Town or City

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RULES AND REGULATIONS
By: Public Service Commission
MISSOURI

OCT. 7 1994

MISSOURI
Public Service Commission

24. Insulation Financing Program

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A customer can make a loan for attic, floor, wall and duct insulation; attic ventilation; caulking and weatherstripping; storm doors and storm windows; provided the amount of insulation in the customer's attic when the customer applies for a loan is less than R-38 and part of the loan funds are used to increase the insulation level to at least an R-38 level. A minimum of R-38 ceiling insulation shall be required before other measures will be financed unless it is demonstrated that such R-38 level is not feasible.

In all cases where the total amount of the contract including the financing cost is \$500 or more, a Uniform Commercial Code Financing Statement (UCC-1) must be prepared and submitted with the appropriate sales contract. The UCC-1 will be filed for a lien on the property until the loan is repaid in full.

(B) A residential customer must meet the following requirements to be eligible:

- 1) The applicant must be a residential customer of Laclede Gas Company, St. Charles Gas Company, Midwest Gas Company or Missouri Natural Gas Company.
- 2) The applicant must own or be purchasing the residence for which the loan is requested and the installation is to be made, and the applicant must reside in that building. The residence cannot contain more than four (4) dwelling units; that is, be larger than a four-family building.
- 3) Gas service at the residence must be in the applicant's name.

FILED

OCT 31 1994

DATE OF ISSUE October 7, 1994
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DATE EFFECTIVE October 31, 1994
month day year

ISSUED BY *Gerald T. McNeive, Jr.*
Gerald T. McNeive, Jr., Vice President, 720 Olive, St. Louis, MO 63101
name of officer title address

94-22

MO. PUBLIC SERVICE COMM.

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Laclede Gas Company
Name of Issuing Corporation or Municipality

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

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OCT 7 1994

RULES AND REGULATIONS

**MISSOURI
Public Service Commission**

24. Insulation Financing Program (Continued)

4) The applicant must meet the following credit requirements:

a) The applicant's gas account must have no more than 30 days arrears.

b) Within the past 12 months the applicant must not have:

- 1) had service disconnected for non-payment; or
- 2) submitted an unhonored check; or
- 3) received more than four (4) delinquent notices.

c) If the applicant has been a customer for less than 12 months, a commercial credit report must show open credit and the timely meeting of payments in order to be considered as having a satisfactory credit rating.

(C) The interest rate on loans made on and after October 31, 1994 is 3% per annum.

(D) The repayment period is 5 years for loans of \$875 and less and 7 1/2 years for loans over \$875. The customer is billed for the loan on his or her monthly gas bill.

(E) The maximum amount of loans to be outstanding at any one time, regardless of applicable interest rate, is \$2,000,000.

Laclede does not assume any responsibility for the prices bid or the prices charged by contractors participating in this program. Nor will Laclede in any way warrant, guarantee or imply any energy savings as a result of participation in this residential insulation financing program.

Loan applications must be submitted to Laclede by an authorized contractor and must be accompanied by a sales agreement form specifying work to be done. (Applications are not accepted directly from customers.) Applications are processed on a first-come, first-served basis as funds are available. Customers should direct any questions regarding the status of their loan application to their contractor.

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94 - 220
MO. PUBLIC SERVICE COMM.

DATE OF ISSUE October 7, 1994
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Gerald T. McNeive, Jr.
name of officer

ISSUED BY Gerald T. McNeive, Jr., Vice President, 720 Olive, St. Louis, MO 63101
name of officer title address

CANCELLED
April 19, 2018

Missouri Public
Service Commission

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.....Laclede Gas Company..... For Refer to Sheet No. R-1007..... 7 1994.....
Name of Issuing Corporation or Municipality Community, Town or City

..... RULES AND REGULATIONS
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MO:PUBLIC SERVICE COMM.

25. Disputes (Continued)

(5) If a customer disputes a charge, s/he shall pay to the Company an amount equal to that part of the charge 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.

(6) 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, an amount not to exceed fifty percent (50%) of the charge in dispute or an amount based on usage during a like period under similar conditions which shall represent the amount not in dispute.

(7) Failure of the customer to pay to the Company the amount not in dispute within four (4) working days from the date that the dispute is registered or by the delinquent date of the disputed bill, whichever is later, 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 this rule.

(8) 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.

(9) If the Company does not resolve the dispute to the satisfaction of the customer, the Company representatives shall notify the customer that each party has a right to make an informal complaint to the Commission, and of the address and telephone number where the customer may file an informal complaint with the commission. If a customer files an informal complaint with the commission prior to advising the Company that all or a portion a bill is in dispute, the commission shall notify the customer of the payment required by sections (5) or (6) of this rule.

(10) The Company may treat a customer complaint or dispute involving the same question or issue based upon the same facts as already determined and is not required to comply with these rules more than once prior to discontinuance of service.

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NOV - 7 1994

DATE OF ISSUE October 7, 1994 DATE EFFECTIVE November 7, 1994
month day year month day year
Gerald T. McNeive, Jr.
ISSUED BY Gerald T. McNeive, Jr., Vice President, 720 Olive, St. Louis, MO 63101
name of officer title address
Public Service Commission

P.S.C. MO. No. 5 Consolidated, Second Revised Sheet No. R-32
CANCELLING P.S.C. MO. No. 5 Consolidated, First Revised Sheet No. R-32

Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-1

Community, Town or City

RULES AND REGULATIONS

27. Cold Weather Maintenance of Service:
Provision of Residential Heat-Related Utility Service During Cold Weather

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

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

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

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

(D) Registered Elderly or Disabled Customer. A customer where at least one member of the customer's household has filed with the utility a form approved by the utility attesting to the fact that such household member is sixty-five (65) years old and above, or is disabled to the extent that s/he has filed with the Company a medical form submitted by a medical physician attesting that such customer's household must have natural gas or electric service provided in the home to maintain life or health or has a formal award letter issued from the federal government of disability benefits. In order to retain his/her status as a registered elderly or disabled customer, each such customer must renew his/her registration with the utility annually. Such registration should take place by October 1st of each year following his/her initial registration.

(E) Low Income Customer. One whose household income is equal to or less than 150% of the federal poverty guidelines, and who has, within the past twelve months, submitted a signed affidavit attesting to that fact with the Company or been deemed eligible for LIHEAP assistance by a social service agency. The Company may periodically audit the incomes of low-income customers. If, as a result of an audit, a low-income customer is found to have materially misrepresented his/her income at the time the affidavit was signed, that customer's service may be discontinued per the provisions of this rule that apply to non low-income customers and payment of all amounts due as well as a deposit may be required before service is reconnected.

DATE OF ISSUE October 21, 2004
Month Day Year

DATE EFFECTIVE November 21, 2004
Month Day Year

ISSUED BY R.L. Sherwin, Assistant Vice President, 720 Olive St., St. Louis, MO 63101
Name of Officer Title Address

CANCELLED
April 19, 2018
Missouri Public
Service Commission

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MO PSC

Laclede Gas Company
Name of Issuing Corporation or Municipality

For Refer to Sheet No. Missouri Public
Community, Town or City

REC'D JUN 26 2002

RULES AND REGULATIONS

Service Commission
CANCELLED

27. Cold Weather Maintenance of Service:
Provision of Residential Heat-Related Utility Service During Cold Weather

NOV 21 2004

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

by *And RSR 32*
Public Service Commission
MISSOURI

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

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

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

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

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

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

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

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

Missouri Public
FILED JUL 27 2002

DATE OF ISSUE June 26, 2002
Month Day Year

DATE EFFECTIVE July 27, 2002 Service Commission
Month Day Year

ISSUED BY K.J. Neises, Executive Vice President, 720 Olive St., St. Louis, MO 63101
Name of Officer Title Address

CANCELLING All Previous Schedules **CANCELLED**

RECEIVED

Laclede Gas Company
Name of Issuing Corporation or Municipality
For Refer to Sheet No. R-OCT 7 1994
Community, Town or City
BY *[Signature]* Commissioner

JUL 27 2002

..... RULES AND REGULATIONS MO. PUBLIC SERVICE COMM.

27. Cold Weather Maintenance of Service:
Provision of Residential Heat-Related Utility Service During Cold Weather

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

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

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

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

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

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

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

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

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

FILED

NOV - 7 1994

DATE OF ISSUE October 7, 1994
DATE EFFECTIVE November 7, 1994
ISSUED BY *Gerald T. McNeive, Jr.* Vice President, 720 Olive St. Louis, MO 63101
name of officer title address

MISSOURI
Public Service Commission

P.S.C. MO. No. 5 Consolidated, First Revised Sheet No. R-33
CANCELLING P.S.C. MO. No. 5 Consolidated, Original Sheet No. R-33

Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-1

Community, Town or City

RULES AND REGULATIONS

27. Cold Weather Maintenance of Service (Continued):

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

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

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

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

(B) Make further attempts to contact the customer within ninety-six (96) hours preceding discontinuance of service either by a second written notice as in subsection (3)(A), sent by first class mail; or a door hanger, or at least two (2) telephone call attempts to the customer.

(C) Attempt to contact the customer at the time of the discontinuance of service in the manner specified by 4 CSR 240-13.050(8).

(D) Make a personal contact on the premises with a registered elderly or disabled customer or some member of the family above the age of fifteen (15) years, at the time of the discontinuance of service.

(E) Ensure that all of the notices and contacts required in this section shall describe the terms for provisions of service under this rule, including the method of calculating the required payments, the availability of financial assistance from the Missouri Family Support Division and social service or charitable organizations that have notified the Company that they provide that assistance and the identify of those organizations.

DATE OF ISSUE October 21, 2004
Month Day Year

DATE EFFECTIVE November 21, 2004
Month Day Year

ISSUED BY R.L. Sherwin, Assistant President, 720 Olive St., St. Louis, MO 63101
Name of Officer Title Address

CANCELLED
April 19, 2018
Missouri Public
Service Commission

GX-2004-0496

FILED
MO PSC

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OCT 7 1994

Laclede Gas Company
Name of Issuing Corporation or Municipality

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

MO. PUBLIC SERVICE COMMISSION

..... RULES AND REGULATIONS

NOV 21 2004

By ISARS R-33

Public Service Commission
MISSOURI

27. Cold Weather Maintenance of Service: (Continued)

(B) Make further attempts to contact the customer within ninety-six (96) hours preceding discontinuance of service either by a second written notice as in subsection (3)(A), sent by first class mail; or a door hanger, or at least two (2) telephone call attempts to the customer.

(C) Attempt to contact the customer at the time of the discontinuance of service in the manner specified by 4 CSR 240-13.050(8)

(D) Make a personal contact on the premises with a registered elderly or handicapped customer or some member of the family above the age of fifteen (15) years, at the time of the discontinuance of service.

(E) Ensure that all of the notices and contacts required in this section shall describe the terms for provisions 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 the Company that they provide that assistance and the identify of those organizations.

(4) Weather Provisions. Discontinuance of gas and electric service to all residential users including all residential tenants of apartment buildings for nonpayment of bills where gas or electricity is used as the source of space heating or to control or operate the only space heating equipment at the residence is prohibited--

(A) On any day when the National Weather Service local forecast between 6:00 a.m. and 9:00 a.m., for the following twenty-four (24) hours, predicts that the temperature will drop below thirty degrees Fahrenheit (30°F); and

(B) On any day when Company personnel will not be available to reconnect utility service during the immediately succeeding day(s) (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 thirty degrees (Fahrenheit 30°F).

(C) Nothing in this section shall prohibit the Company from establishing a higher temperature threshold below which it will not discontinue utility service.

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NOV - 7 1994

DATE OF ISSUE October 7, 1994

DATE EFFECTIVE November 7, 1994

ISSUED BY Gerald T. McNeive, Jr., Vice President, 720 Olive, St. Louis, MO 63101

MISSOURI
Public Service Commission

P.S.C. MO. No. 5 Consolidated, First Revised Sheet No. R-34
CANCELLING P.S.C. MO. No. 5 Consolidated, Original Sheet No. R-34

Laclede Gas Company
Name of Issuing Corporation or Municipality

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

RULES AND REGULATIONS

27. Cold Weather Maintenance of Service (Continued):

(4) The Company shall not make oral representations of service termination for non-payment when termination would occur on a known no-cut day as governed by the temperature moratorium.

(5) Weather Provisions. Discontinuance of gas and electric service to all residential users including all residential tenants of apartment buildings for nonpayment of bills where gas or electricity is used as the source of space heating or to control or operate the only space heating equipment at the residence is prohibited--

(A) On any day when the National Weather Service local forecast between 6:00 a.m. and 9:00 a.m., for the following twenty-four (24) hours, predicts that the temperature will drop below thirty-two degrees Fahrenheit (32° F); and

(B) On any day when Company personnel will not be available to reconnect utility service during the immediately succeeding day(s) (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 thirty-two degrees (Fahrenheit 32° F).

(C) From November 1 through March 31, for any low income registered elderly or low income registered disabled customer (as defined in this rule), provided that such customer has entered into a cold weather rule payment plan, made the initial payment required by Section (10) of this rule and has made and continues to make payments during the effective period of this rule that are at a minimum the lesser of 50% of either the customer's actual bill for usage in that billing period or levelized payment amount agreed to in the cold weather rule payment plan. Such reductions in payment amounts may be recovered by adjusting the customer's subsequent levelized payment amounts for the months following March 31.

(D) Nothing in this section shall prohibit the Company from establishing a higher temperature threshold below which it will not discontinue utility service.

DATE OF ISSUE October 21, 2004 DATE EFFECTIVE November 21, 2004
Month Day Year Month Day Year
ISSUED BY R.L. Sherwin, Assistant Vice President, 720 Olive St., St. Louis, MO 63101
Name of Officer Title Address

CANCELLING All Previous **CANCELLED**

RECEIVED

Laclede Gas Company

NOV 21 2004 Refer to Sheet No. R-1

Name of Issuing Corporation or Municipality

Community, Town or City

OCT 7 1994

Public Service Commission

MISSOURI RULES AND REGULATIONS

MO. PUBLIC SERVICE COMM.

27. Cold Weather Maintenance of Service: (Continued)

(5) Discontinuance of Service. From November 1 through March 31, the Company may not discontinue heat-related residential utility service due to nonpayment of a delinquent bill or account provided--

(A) The customer contacts the Company and states his/her inability to pay in full;

(B) The customer applies for financial assistance in paying his/her heat-related utility bill from any federal, state, local or other heating payment fund program for which s/he may be eligible;

(C) The Company receives an initial payment and the customer enters into a payment agreement both of which are in compliance with section (8) of this rule;

(D) The customer complies with the Company's requests for information regarding the customer's monthly or annual income; and

(E) There is no other lawful reason for discontinuance of utility service.

(6) Deposit Provisions. The 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.

(7) Reconnection Provisions. If the Company has discontinued heat-related utility service to a residential customer due to nonpayment of a delinquent account, the Company, from November 1 through March 31, shall reconnect service to that customer without requiring a deposit; provided--

(A) The customer contacts the Company, requests the Company to reconnect service and states an inability to pay in full;

(B) The customer applies for financial assistance in paying his/her heat-related utility bill from any federal, state, local or other heating payment fund program for which s/he may be eligible.

(C) The Company receives an initial payment and the customer enters into a payment agreement both of which are in compliance with section (8) of this rule;

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NOV - 7 1994

DATE OF ISSUE October 7, 1994

DATE EFFECTIVE November 7, 1994

ISSUED BY *Gerald T. McNeive, Jr.*
Gerald T. McNeive, Jr., Vice President, 720 Olive, St. Louis, MO 63101

MISSOURI
Public Service Commission

P.S.C. MO. No. 5 Consolidated, First Revised Sheet No. R-35
CANCELLING P.S.C. MO. No. 5 Consolidated, Original Sheet No. R-35

Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-1

Community, Town or City

RULES AND REGULATIONS

27. Cold Weather Maintenance of Service (Continued):

(6) Discontinuance of Service. From November 1 through March 31, the Company may not discontinue heat-related residential utility service due to nonpayment of a delinquent bill or account provided--

(A) The customer contacts the Company and states his/her inability to pay in full;

(B) The Company receives an initial payment and the customer enters into a payment agreement both of which are in compliance with section (10) of this rule;

(C) The customer complies with the Company's requests for information regarding the customer's monthly or annual income; and

(D) There is no other lawful reason for discontinuance of utility service.

(7) Whenever a customer, with a cold weather rule payment agreement, moves to another residence within the Company's service area, the Company shall permit the customer to receive service at the new address if the customer pays in full the amounts that should have been paid pursuant to the agreement up to the date service at the new address is requested, as well as, amounts not included in a payment agreement that have become past due. No other change to the terms of service to the customer by virtue of the change in the customer's residence with the exception of an upward or downward adjustment to payments necessary to reflect any changes in expected usage between the old and new residence may be made.

(8) Deposit Provisions. The 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.

(9) Reconnection Provisions. If the Company has discontinued heat-related utility service to a residential customer due to nonpayment of a delinquent account, the Company, from November 1 through March 31, shall reconnect service to that customer without requiring a deposit; provided--

DATE OF ISSUE

October 21, 2004

Month Day Year

DATE EFFECTIVE

November 21, 2004

Month Day Year

ISSUED BY

R.L. Sherwin, Assistant Vice President,

Name of Officer

Title

720 Olive St.,

St. Louis, MO 63101

Address

CANCELLED
April 19, 2018
Missouri Public
Service Commission

GX-2004-0496

FILED
MO PSC

GR-2017-0215; YG-2018-0117

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NOV 21 2004

Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-35 OCT 7 1994

Community, Town or City

Public Service Commission

MISSOURI

RULES AND REGULATIONS

MO. PUBLIC SERVICE COMM.

27. Cold Weather Maintenance of Service: (Continued)

(D) The customer complies with the requests of the Company for information regarding the customer's monthly or annual income.

(E) None of the amount owed is an amount due as a result of unauthorized interference, diversion or use of the Company's service, and the customer has not engaged in such activity since last receiving service; and

(F) There is no other lawful reason for continued refusal to provide utility service.

(8) Payment Agreements. The payment agreement for service under this rule shall comply with the following:

(A) A pledge of an amount equal to any payment required by this section by the agency which administers LIHEAP, Utilicare or ECIP, or a combination of these, shall be deemed to be the payment required. The Company shall confirm in writing the terms of any payment agreement under this rule, unless the extension granted the customer does not exceed two (2) weeks.

(B) Payment Calculations.

1. The Company shall first offer a twelve (12)-month budget plan which is designed to cover the total of all pre-existing arrears, current bills and the Company's estimate of the ensuing bills.

2. If the customer states an inability to pay the budget plan amount, the Company and the customer may upon mutual agreement enter into a payment agreement which allows payment of pre-existing arrears over a reasonable period in excess of twelve (12) months. In determining a reasonable period of time, the Company and the customer shall consider the amount of the arrears, the time over which it developed, the reasons why it developed, the customer's payment history and the customer's ability to pay.

3. A Company shall permit a customer to enter into a payment agreement to cover the current bill plus arrearages in fewer than twelve (12) months if requested by the customer.

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DATE OF ISSUE October 7, 1994

DATE EFFECTIVE November 7, MISSOURI Public Service Commission

ISSUED BY Gerald T. McNeive, Jr., Vice President, 720 Olive, St. Louis, MO 63101

P.S.C. MO. No. 5 Consolidated, Second Revised Sheet No. R-36
CANCELLING P.S.C. MO. No. 5 Consolidated, First Revised Sheet No. R-36

Laclede Gas Company
Name of Issuing Corporation or Municipality

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

RULES AND REGULATIONS

27. Cold Weather Maintenance of Service (Continued):

(A) The customer contacts the Company, requests the Company to reconnect service, meets the requirements of section 1(E) of this rule and states an inability to pay in full;

(B) The Company receives an initial payment and the customer enters into a payment agreement both of which are in compliance with section (10) of this rule;

(C) The customer complies with the requests of the Company for information regarding the customer's monthly or annual income.

(D) None of the amount owed is an amount due as a result of unauthorized interference, diversion or use of the Company's service, and the customer has not engaged in such activity since last receiving service; and

(E) There is no other lawful reason for continued refusal to provide utility service.

(10) Payment Agreements. The payment agreement for service under this rule shall comply with the following:

(A) A pledge of an amount equal to any payment required by this section by the agency which administers LIHEAP, Utilicare or ECIP, or a combination of these, shall be deemed to be the payment required. The Company shall confirm in writing the terms of any payment agreement under this rule, unless the extension granted the customer does not exceed two (2) weeks.

(B) Payment Calculations.

1. The Company shall first offer a twelve (12)-month budget plan which is designed to cover the total of all pre-existing arrears, current bills and the Company's estimate of the ensuing bills.

DATE OF ISSUE October 21, 2004
Month Day Year

DATE EFFECTIVE November 21, 2004
Month Day Year

ISSUED BY R.L. Sherwin, Assistant President, 720 Olive St., St. Louis, MO 63101
Name of Officer Title Address

Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-1

Community, Town or City

Missouri Public

RULES AND REGULATIONS

REC'D NOV 21 2001

27. Cold Weather Maintenance of Service (Continued):

Service Commission
CANCELLED

4. The Company may revise the required payment in accordance with its budget or levelized payment plan.

NOV 21 2004

(C) Initial Payments.

by *Shelby R-36*
Public Service Commission
MISSOURI

1. For a customer who has not defaulted on a payment plan under the cold weather rule, the initial payment shall be the amount of the monthly payment calculated in subsection (8)(B) of this rule.

2. For a customer who has defaulted on a payment plan under the cold weather rule, the initial payment shall be an amount equal to the total of the delinquent installments, unless the Company and customer agree to a lesser amount.

(9) If the Company refuses to provide service pursuant to this rule and the reason for refusal of service involves unauthorized interference, diversion or use of the Company's service situated or delivered on or about the customer's premises, the Company shall maintain records concerning the refusal of service which, at a minimum, shall include: the name and address of the person denied reconnection, the names of all Company personnel involved in any part of the determination that refusal of service was appropriate, the facts surrounding the reason for the refusal and any other relevant information.

(10) The commission shall recognize and permit recovery of reasonable operating expenses incurred by the Company because of this rule.

(11) The Company may apply for a variance from this rule by filing an application for variance with the commission pursuant to the commission's rules of procedure.

(12) (Reserved)

(13) The special provisions for the restoration of service for the 2001-2002 heating season shall be in effect from November 18, 2001 through March 31, 2002 and shall be as follows:

Missouri Public

FILED DEC 01 2001

DATE OF ISSUE November 21, 2001
Month Day Year

DATE EFFECTIVE 01-6-29
Month Day Year

ISSUED BY R. L. Sherwin
Name of Officer Title
Assistant Vice President, 720 Olive St., St. Louis, MO 63101
Address

CANCELLING All Previous Schedules

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OCT 7 1994

..... Laclede Gas Company
Name of Issuing Corporation or Municipality

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

..... RULES AND REGULATIONS MO. PUBLIC SERVICE COMM.

27. Cold Weather Maintenance of Service: (Continued)

4. The Company may revise the required payment in accordance with its budget or levelized payment plan.

(C) Initial Payments.

1. For a customer who has not defaulted on a payment plan under the cold weather rule, the initial payment shall be the amount of the monthly payment calculated in subsection (8)(B) of this rule.

2. For a customer who has defaulted on a payment plan under the cold weather rule, the initial payment shall be an amount equal to the total of the delinquent installments, unless the Company and customer agree to a lesser amount.

(9) If the Company refuses to provide service pursuant to this rule and the reason for refusal of service involves unauthorized interference, diversion or use of the Company's service situated or delivered on or about the customer's premises, the Company shall maintain records concerning the refusal of service which, at a minimum, shall include: the name and address of the person denied reconnection, the names of all Company personnel involved in any part of the determination that refusal of service was appropriate, the facts surrounding the reason for the refusal and any other relevant information.

(10) The commission shall recognize and permit recovery of reasonable operating expenses incurred by the Company because of this rule.

(11) The Company may apply for a variance from this rule by filing an application for variance with the commission pursuant to the commission's rules of procedure.

CANCELLED

FILED

DEC 01 2001
By *Lot RS 2-36*
Public Service Commission
MISSOURI

NOV 7 1994

MISSOURI
Public Service Commission

DATE OF ISSUE October 7, 1994
month day year

DATE EFFECTIVE November 7, 1994
month day year

ISSUED BY Gerald T. McNeive, Jr., Vice President, 720 Olive, St. Louis, MO 63101
name of officer title address

P.S.C. MO. No. 5 Consolidated, First Revised Sheet No. R-36-a
CANCELLING P.S.C. MO. No. 5 Consolidated, Original Sheet No. 36-a

Laclede Gas Company
Name of Issuing Corporation or Municipality

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

RULES AND REGULATIONS

27. Cold Weather Maintenance of Service (Continued):

2. If the customer states an inability to pay the budget plan amount, the Company and the customer may upon mutual agreement enter into a payment agreement which allows payment of pre-existing arrears over a reasonable period in excess of twelve (12) months. In determining a reasonable period of time, the Company and the customer shall consider the amount of the arrears, the time over which it developed, the reasons why it developed, the customer's payment history and the customer's ability to pay.

3. A Company shall permit a customer to enter into a payment agreement to cover the current bill plus arrearages in fewer than twelve (12) months if requested by the customer.

4. The Company may revise the required payment in accordance with its budget or leveled payment plan.

5. If a customer defaults on a cold weather rule payment agreement but has not yet had service discontinued by the Company, the Company shall permit such customer to be reinstated on the payment agreement if the customer pays in full the amounts that should have been paid pursuant to the agreement up to the date service is requested, as well as, amounts not included in a payment agreement that have become past due.

(C) Initial Payments.

1. For a customer who has not defaulted on a payment plan under the cold weather rule, the initial payment shall be no more than twelve percent (12%) of the annual amount of the twelve (12) month budget plan calculated in subsection (10)(B) of this rule unless the Company and the customer agree to a different amount.

DATE OF ISSUE October 21, 2004
Month Day Year

DATE EFFECTIVE November 21, 2004
Month Day Year

ISSUED BY R.L. Sherwin, Assistant Vice President, 720 Olive St., St. Louis, MO 63101
Name of Officer Title Address

GX-2004-0496

FILED
MO PSC

NOV 21 2004

Laclede Gas Company
Name of Issuing Corporation or Municipality

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

Public Service Commission
MISSOURI
RULES AND REGULATIONS

Missouri Public

REC'D NOV 21 2001

27. Cold Weather Maintenance of Service (Continued):

Service Commission

(A) Notwithstanding paragraph (8)(C)(2) of Rule 27 to the contrary, the Company shall restore service for those customers who have defaulted on a payment plan under the cold weather rule upon initial payment of twenty-five (25) percent of the preexisting arrears or \$250, whichever is less, with the deferred balance to be paid in equal installments over the following eighteen (18) months and with the Company's estimate of the ensuing bills on a twelve-month level payment basis. The customer and the Company may by mutual agreement reduce or extend the installment period. Any reconnection fee, trip fee, collection fee or other fee related to reconnection, disconnection or collection shall also be deferred. Any customer who has defaulted on a payment plan under the cold weather rule and is threatened with disconnection may retain service by entering into a payment plan as described in this paragraph, and all disconnect notices shall inform customers of this option. Any payment plan entered into under this emergency amendment shall remain in effect (as long as its terms are adhered to) for the term of the payment plan even after the effective period of this amendment has expired.

(B) Default on an agreement entered into under this paragraph can be cured by payment of all installments delinquent under the agreement.

(C) No deposits shall be required of any customer under this paragraph except for amounts owed due to unauthorized interference, diversion or unauthorized use of the gas utilities service.

(D) Notwithstanding paragraph (5) of Rule 27 to the contrary, before discontinuance of service for nonpayment of a delinquent amount, the Company shall take into consideration to the extent feasible the balance of any of the customer's security deposit plus accrued interest to the delinquent amount to eliminate or reduce the amount required to avoid the discontinuance. This provision shall not apply to customers who have an amount owed due to unauthorized interference, diversion or unauthorized use of the gas utilities service.

(E) Late payment charges shall not be assessed on the deferral amount of any agreements entered into under this section, nor shall the Company charge customers interest on the account balance for the deferral period.

(F) The cost of complying with the special provisions of this paragraph (13) of this rule shall be recovered by the Company in accordance with the Stipulation and Agreement in Case No. GR-2001-629.

(G) This section shall be in effect through March 31, 2002.

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01-629

Service Commission

DATE OF ISSUE November 21, 2001
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DATE EFFECTIVE December 21, 2001
Month Day Year
DEC 01 2001

ISSUED BY R. L. Sherwin
R. L. Sherwin, Assistant Vice President, 720 Olive St., St. Louis, MO 63101
Name of Officer Title Address

P.S.C. MO. No. 5 Consolidated, First Revised Sheet No. R-36-b
CANCELLING P.S.C. MO. No. 5 Consolidated, Original Sheet No. R-36-b

Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-1

Community, Town or City

RULES AND REGULATIONS

27. Cold Weather Maintenance of Service (Continued):

2. Subject to the provisions of Section 14 (A) below, for a customer who has defaulted on a payment plan under the cold weather rule, the initial payment shall be an amount equal to eighty percent (80%) of the customer's balance, unless the Company and customer agree to a different amount, provided that customers who have repeatedly defaulted on payment plan agreements, with at least one of those defaults occurring after the effective date of this tariff, may be required to pay the total of all delinquent installments.

(11) If the Company refuses to provide service pursuant to this rule and the reason for refusal of service involves unauthorized interference, diversion or use of the Company's service situated or delivered on or about the customer's premises, the Company shall maintain records concerning the refusal of service which, at a minimum, shall include: the name and address of the person denied reconnection, the names of all Company personnel involved in any part of the determination that refusal of service was appropriate, the facts surrounding the reason for the refusal and any other relevant information.

(12) The commission shall recognize and permit recovery of reasonable operating expenses incurred by the Company because of this rule.

(13) The Company may apply for a variance from this rule by filing an application for variance with the commission pursuant to the commission's rules of procedure.

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Month Day Year

DATE EFFECTIVE October 30, 2006
Month Day Year

CANCELLED BY
ISSUED BY
April 19, 2018
Missouri Public
Service Commission

K. J. Neises, Executive Vice President, 720 Olive St., St. Louis, MO 63101
Name of Officer Title Address

GT-2007-0141

Filed
Missouri Public
Service Commission

P.S.C. MO. No. 5 Consolidated, Original Sheet No. R-36-b
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Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-1

Community, Town or City

RULES AND REGULATIONS

27. Cold Weather Maintenance of Service (Continued):

2. For a customer who has defaulted on a payment plan under the cold weather rule, the initial payment shall be an amount equal to eighty percent (80%) of the customer's balance, unless the Company and customer agree to a different amount, provided that customers who have repeatedly defaulted on payment plan agreements, with at least one of those defaults occurring after the effective date of this tariff, may be required to pay the total of all delinquent installments.

(11) If the Company refuses to provide service pursuant to this rule and the reason for refusal of service involves unauthorized interference, diversion or use of the Company's service situated or delivered on or about the customer's premises, the Company shall maintain records concerning the refusal of service which, at a minimum, shall include: the name and address of the person denied reconnection, the names of all Company personnel involved in any part of the determination that refusal of service was appropriate, the facts surrounding the reason for the refusal and any other relevant information.

(12) The commission shall recognize and permit recovery of reasonable operating expenses incurred by the Company because of this rule.

(13) The Company may apply for a variance from this rule by filing an application for variance with the commission pursuant to the commission's rules of procedure.

(14) Beginning April 1, 2005, the Company may limit the availability of payment agreements under this rule to low-income customers as defined in this rule, provided that any customer who is on an existing payment agreement may continue to make payments in accordance with that agreement until the end of its term, and provided further that the Company may continue to offer alternative payment arrangements to customers who do not qualify for agreements under this rule.

(15) (Reserved)

DATE OF ISSUE October 21, 2004
Month Day Year

DATE EFFECTIVE November 21, 2004
Month Day Year

ISSUED BY R.L. Sherwin, Assistant Vice President, 720 Olive St., St. Louis, MO 63101
Name of Officer Title Address

GX-2004-0496

FILED
MO PSC

Cancelled

October 30, 2006

Missouri Public
Service Commission

P.S.C. MO. No. 5 Consolidated, Original Sheet No. R-36-c
CANCELLING All Previous Schedules

Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-1

Community, Town or City

RULES AND REGULATIONS

27. Cold Weather Maintenance of Service (Continued):

(14) The provisions of sections (1) through (13) of this rule continue to apply except where inconsistent with the terms of this section.

(A) From November 1 through March 31, notwithstanding paragraph (10)(C) 2. of this rule to the contrary, the Company shall restore service upon initial payment of the lesser of fifty percent (50%) or \$500 of the preexisting arrears, with the deferred balance to be paid as provided in subsection (10) (B). Any reconnection fee, trip fee, collection fee or other fee related to reconnection, disconnection or collection shall also be deferred. Between November 1 and March 31, any customer threatened with disconnection may retain service by entering into a payment plan as described in this section. Any payment plan entered into under this section shall remain in effect (as long as its terms are adhered to) for the term of the payment plan, which shall be twelve months in duration, unless the customer requests a shorter period or the Company agrees to a longer period. However, the Company shall not be required to offer reconnection or retention of service under this subsection (14)(A) more than once every two years for any customer or to any customer who has defaulted on a payment plan under this section three or more times.

(B) Any customer who is not disconnected or in receipt of a disconnect notice shall, at the customer's request, be permitted to enroll immediately in the Company's Budget Billing Plan. Any current bill or existing arrearage at the time of enrollment shall be dealt with consistent with Section 10(B)(1) through 10(B)(4) of this rule, provided that the customer agrees to make the initial payment prescribed in Section 10(C)(1) or Section 14(A) as applicable.

(C) If a customer enters into a cold weather rule payment plan under this section :
a. Late payment charges shall not be assessed except with respect to failure to make timely payments under the payment plan; and
b. The Company shall not charge customers interest on the account balance for any deferral period.

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DATE EFFECTIVE October 30, 2006
Month Day Year

ISSUED BY K.J. Neises, Executive Vice President
Name of Officer Title

720 Olive St., St. Louis, MO 63101
Address

CANCELLED
April 19, 2018

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Service Commission

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Laclede Gas Company

Name of Issuing Corporation or Municipality

For

Refer to Sheet No. R-1

Community, Town or City

RULES AND REGULATIONS

27. Cold Weather Maintenance of Service (Continued):

(D) Any customer who enters into a cold weather rule payment agreement under this section and fully complies with the terms of the payment plan shall be treated, going forward, as not having defaulted on any cold weather rule payment agreement.

(E) The Company shall describe the provisions of Section 14 in any notices or contacts with customers. In telephone contacts with customers expressing difficulty paying their gas bills, the Company shall inform those customers of their options under Section 14.

(F-G) The Company shall be permitted to recover the costs of complying with this section pursuant to the terms now and hereinafter set forth in subsections (14) (F) and (14) (G) of the Commission's Cold Weather Maintenance of Service Rule, 4 CSR 240-13.055.

(15) Beginning April 1, 2005 and except as otherwise provided in Section 14 above, the Company may limit the availability of payment agreements under this rule to low-income customers as defined in this rule, provided that any customer who is on an existing payment agreement may continue to make payments in accordance with that agreement until the end of its term, and provided further that the Company may continue to offer alternative payment arrangements to customers who do not qualify for agreements under this rule.

DATE OF ISSUE September 29, 2006
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DATE EFFECTIVE October 30, 2006
Month Day Year

ISSUED BY K.J. Neises, Executive Vice President
Name of Officer Title

720 Olive St., St. Louis, MO 63101
Address

CANCELLED
April 19, 2018

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Service Commission

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