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P.S.C. MO. No. 5 Consolidated, First Revised Sheet No.

CANCELLING P.S.C. MO. No. 5 Consolidated, Original Sheet No. R-21

Laclede Gas Company

Refer to Sheet No. R-1

RULES AND REGULATIONS AUG 21 1992 Limitations Upon Company's Obligation To Supply Gas Service 20. (Continued). MO. PUBLIC CLEWICE COMM (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 reguirement 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 EFFECTIVE September 1, 1992 August 21, 1992 DATE OF ISSUE sed Neises, Vice President, 720 Olive St., St. Louis, MO 63101

CANCELLED April 19, 2018 UED BY. **Missouri Public** Service Commission GR-2017-0215: YG-2018-0117

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P.S.C. MO: No. 5 Consolidated, Original SHEET No. <u>R-21</u>

Cancelling All Previous Schedules.

Laclede Gas Company

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

	RULES AND REGULATIONS	
•••••		
21.	Emergency Curtailment Plan	020171986

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 maintan 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.

<u>Step 5.</u> Curtail remaining commercial and industrial customers to minimum building protection volumes. Such curtailment shall not be applicable to hospitals, nursing homes, -38 apartments, and other human needs applications.

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DATE EFFECTIVE. December 23, 1980

••••••••••••••••••	CANCELLING P.S.C. MO. No. 5 Consolidated, First Revised Sheet No. Laclede Gas Company Refer to Sheet No. R-1 For Community, Tewn of City
[RULES AND REGULATIONS
20.	Limitations Upon Company's Obligation To Supply Gas Servide 321 1992
	(Continued). Fourth Priority: All other applications NO. FUDLIC SERVICE G
	Fourth Priority: All other applications WU. PUBLIC conduction including applications
1	in existing construction
	resulting from conversion of oil fired equipment.
	Within each of the priority groups set out above, preference wil be given to applications in the order of maximum daily new requirement, from smallest to largest as follows:
	Maximum Daily Requirement
	(Mcf per Day)
ł	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 quirement 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 grou 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 eligibilit Such notice shall state the date upon which gas service wil be available.
	SEP 1 1992 92 - 165 Public Service Commission
DATE OF IS	BUE August 21, 1992 DATE EFFECTIVE September 1, 19

P.S.C. MO. No. 5 Consolidated, First Revised Sheet No. <u>R-22</u> CANCELLING P.S.C. MO. No. 5 Consolidated, Original Sheet No. <u>R-22</u>

Laclede Gas Company Refer to Sheet No. R-1 Name of Issuing Corporation or Municipality For Community, Town or City RULES & REGULATIONS 21. Emergency Curtailment Plan (Continued) MISSOURI Public Service Commission 21.2 Emergency Exemption 5 Emergency exemptions may be requested by customers for 24 - 48 hour work i severity of s 0001.3 Relief from Liability The Company Payment periods to complete work in process. Granting of these exceptions will be CANCELLED based on the severity of supply deficiency with primary regard for human 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 O 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. FILED AUG 1 1990 9 N 1990 1990 DATE EFFECTIVE ... August DATE OF ISSUE day year Vice President, D 720 Olive Street, St. Louis, MO 63101 ISSUED BY address

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P.S.C. MO. No. 5 Consolidated, Original SHEET No. <u>R-22</u> Cancelling All Previous Schedules.

Laclede Gas Company

For......Refer to Sheet No. R-1

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

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 costituted 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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Public Service Commission MISSOURI

NATE OF ISSUE. December 17, 1980

DATE EFFECTIVE December 23, 1980

ISSUED BY. R. C. Jaudes, Senior Vice President 720 Olive St., St. Louis, Mo. 63101

P.S.C. MO. No. 5 Consolidated, Original Sheet No. R-23

CANCELLING All Previous Schedules

Name of locating Corporation of Municipality

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GR-2017-0215: YG-2018-0117

For Refer to Sheet No. 2-1

-10 Prime RULES AND REGULATIONS Limitations Upon Company's Obligation To Supply Gas Service 21 1992 20. (Continued). MO. PUELIC CERNICE COMM. The Company shall, at its sole judgment and based upon all 2. 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. 20.2 Notice of Acceptance Any applicant who receives a notice of eligibility for gas 1. 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 setout 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 Notwithstanding the provisions hereinabove set out, gas 1. service will be supplied to any customer who has received specific approval for such service from the Company prior to the effectivedate hereof provided that the customer submits satisfactory evidence that prior to the effective date Public Service Cor miseinn 1992 Auqust DATE EFFECTIVE September 1992 DATE OF IBSUE CANCEL SURD BY ... Neises Vice President, 720. Olive St. St. Louis MO 63101 April 19, 2018 **Missouri Public** Service Commission

P.S.C. MO. No. 5 Consolidated, Original Sheet No. R-24

CANCELLING All Previous Schedules

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Service Commission GR-2017-0215; YG-2018-0117

Laclede Gas Company Name of insuing Corporation or Municipality Refer to Sheet No. R-1 For ... Conseventy, Town of City ************** Limitations Upon Company's Obligation To Supply Gas Service AUG 21 1992 20. (Continued). MO. PUELIC CERVICE COMM 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 FILED 1992 August 21 DATE OF ISSUE .. DATE EFFECTIVE ... hSept 8 A a bal Néises, Vice President, 720 Olive St., St. Louis, MO 63101 CANCELLED April 19, 2018 BY. Lácrun **Missouri Public**

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	RULES AND REGULATIONS
21.	AUG Z1 1992 Emergency Curtailment Plan (Continued).
21.	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.
	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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	SEP 1 1992 92 - 165 Public Service Commission
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P.S.C. MO. No. 5 Consolidated, First Revised Sheet No. R-26 **CANCELLING Original Sheet No. R-26**

Nai	me of Issuing Corporation or Municipality		Community, Towr	t No. R-1 or Missouri Publ
	RL	JLES AND REGULATIO	NS	RECT JUN 26.20
			S	Service Commis
22.	Meter Reading Non-Access C	Charge		
	If the Company has been nine months or more, and if reading within 21 days after Non-Access may be made. If in the request for access. Su customer's bill, and a notice the event a customer provide rendered, such charge will be be assessed in any twelve me does not control access to the	the customer thereafter written request is maile Notification of such cha ich charge must be inclu explaining the charge n es access within 21 days e reversed. A maximum onth period. This charg	fails to provide d via first class rge must be ind aded as a separa- nust be include after a bill inc n of three non-	e access for meter s mail, a Charge for cluded prominently ate line on the d with the bill. In cluding the charge is access charges may
23.	Collection Trip Charge			
	When Company makes a because of non-payment, and premises, to prevent said disc to the customer for the recove customer's premises.	customer pays Compar connect, an additional ch	y's personnel, harge (a trip ch	at customer's arge) will be billed
			FILE	jooguri Public E-2002-1159 D JUL 27 2002
				ice Commissior

DATE OF ISSUE

Month Day

....

K.J. Neises,

Year

Executive Vice President,

Name of Officer

Title

Address

Month

720 Olive St.,

Day

Year

St. Louis, MO 63101

Missouri Public Service Commission GR-2017-0215; YG-2018-0117

April 19, 2018

CANCELLED BY

	Laclede Gas Company	Refer to Sheet No. R-1
	Name of loning Corporation or Municipelity	
•	Rules an	id Regulations
22.	Meter Reading Non-Access Charge	MO. PUELIC SERVICE
	purposes for nine months or mor- to provide access for meter rea- is mailed via first class mail, Notification of such charge mus- for access. Such charge must b customer's bill, and a notice e with the bill. In the event a after a bill including the char reversed. A maximum of three n twelve month period. This char	Table to gain access for meter reading re, and if the customer thereafter fain adding within 21 days after written require a Charge for Non-Access may be made. In the included prominently in the require included as a separate line on the explaining the charge must be included customer provides access within 21 days rege is mailed, such charge will be non-access charges may be assessed in rege will be waived if the customer doe
23.	not control access to the meter Collection Trip Charge	`•
	nection of service because of n personnel, at customer's premis additional charge (a trip charg	the trip for the purpose of discon- non-payment, and customer pays Company ses, to prevent said disconnect, an ge} will be billed to the customer for pany personnel traveling to customer's
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P.S.C. MO. No. 5 Consolidated, First Revised Sheet No. R-27 CANCELLING P.S.C. MO. No. 5 Consolidated, Original Sheet No. R-27

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	RULES AND REGULATIONS	REC'D JUL	0820
		Service Cor	nmise
24. <u>Insu</u>	llation Financing Program		
restriction home ener	Insulation Financing Program is a program whereby Laclede, sul s, will grant loans to eligible residential customers for the purpose gy conservation improvements, some of which must entail, where the customer's ceiling insulation. The major provisions of the purpose	e of making certain e feasible, a specifi	
(A)	The maximum loan per dwelling unit is \$2,000.		
	A customer can make a loan for attic, floor, wall and duct insula caulking and weatherstripping; storm doors and storm windows; of insulation in the customer's attic when the customer applies for <u>R-38</u> and part of the loan funds are used to increase the insulation R-38 level. A minimum of R-38 ceiling insulation shall be require measures will be financed unless it is demonstrated that such R- feasible.	provided the amount or a loan is less that n level to at least a ired before other	int 1
	In all cases where the total amount of the contract including the or more, a Uniform Commercial Code Financing Statement (UC prepared and submitted with the appropriate sales contract. The for a lien on the property until the loan is repaid in full.	C-1) must be	
(B)	A residential customer must meet the following requirements to	be eligible:	
	1) The applicant must be a residential customer of Laclede Gas Missouri Natural Gas Company.	Company or	
	2) The applicant must own or be purchasing the residence for w requested and the installation is to be made, and the applicant <u>m</u> building. The residence <u>cannot</u> contain more than four (4) dwell larger than a four-family building.	<u>ust</u> reside in that	e
	3) Gas service at the residence <u>must</u> be in the applicant's name.	Miceouri	Public
		FILED AUG C) 8 20p2
		Service Com	missi

April 19, 2018 Missouri Public Service Commission GR-2017-0215; YG-2018-0117

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Lacled	e Gas Company	CANCELLED	er to Sheet No.	. R-1
Name of is	uing Corporation or Municipality	IUL 0 8 2002	Community, Town	- CIRECEIV
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		IDING SCOURI		MISSOU
24. <u>Insu</u>	lation Financing Progra	am	Pub	lic Service Co
	Insulation Financing P		m whereby Lacl	ede, subject
	n restrictions, will g urpose of making certa	-		
of which	must entail, where feat	sible, a specified	increase in t	he customer's
ceiling i	nsulation. The major j	provisions of the p	program are as	follows:
(A)	The maximum loan per o	dwelling unit is \$	2,000.	
	A customer can make a	loan for attic, f	loor, wall and	duct
	insulation; attic ven	tilation; caulking	and weatherst	ripping; stor
	doors and storm windo customer's attic when			
	less than R-38 and pa			
	insulation level to a			
	ceiling insulation sho will be financed unly	-		
	not feasible.			
	In all cases where the	e total amount of [.]	the contract i	ncluding the
	financing cost is \$50			-
	Statement (UCC-1) must appropriate sales con			
	the property until th			for a field on
(B)	A residential custome	r must meet the fo	llowing requir	ements to be
(-)	eligible:			
	1) The applicant mu	st be a residentia	l customer of	Laclede Gas
	Company, St. Charles			
	Natural Gas Company.			
	2) The applicant mu	st own or be purch	asing the resi	dence for
	which the loan is req	-		
	the applicant <u>must</u> re contain more than fou		-	
	a four-family buildin			e rarger enan
	 Gas service at t 	he residence must	he in the ann!	icant's name
	s, das service at t		pe IN the gbb1	FILE
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P.S.C. MO. No. 5 Consolidated, Original Sheet No. R-28

CANCELLING All Previous Schedules

For Refer to Sheet No. R-1 RECEIVED Laclede Gas Company ********************* Community, Town of City Name of lawing Corporation or Municipality UCT RULES AND REGULATIONS MISSOUF Public Service Commission 24. Insulation Financing Program (Continued) 4) The applicant must meet the following credit requirements: The applicant's gas account must have no more than 30 a) days arrears. b) Within the past 12 months the applicant must not have: 1) had service disconnected for non-payment; or submitted an unhonored check; or 2) 3) received more than four (4) delinquent notices. If the applicant has been a customer for less than 12 c) 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 their loan application to their contractor. OCT 3 1 1994 220 MO. PUBLIC SERVICE COMM. October 7, 1994 October 31, 1994 DATE OF ISSUE DATE EFFECTIVE Year nc Jeno McNeive, Jr., Vice President, 720 Olive, St. Louis, MO 63101 Gerald CAN ISSUED BY name of officer title April 10 **Missouri Public** Service Commission GR-2017-0215; YG-2018-0117

P.S.C. MO. No. 5 Consolidated, Original Sheet No.

CANCELLING All Previous Schedules

Laclede Gas Company Refer to Sheet No. R-1 Name of Lanuag Corporation or Municipality Community. Town or City 71994

RULES AND RECULATIONS MO. PUBLIC SERVICE COMM.

25. Disputes

(1) A customer shall advise the Company that all or part of a charge is in dispute by written notice, in person or by a telephone message directed to the Company during normal business hours. A dispute must be registered with the Company 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 rules.

(2) When a customer advises the Company that all or part of a charge is in dispute, the Company shall record the date, time and place the contact is made; investigate the contact promptly and thoroughly; and attempt to resolve the dispute in a manner satisfactory to both parties.

(3) Failure of a customer to participate with the Company in efforts to resolve an inquiry which has the effect of placing charges in dispute shall constitute a waiver of the customer's right to continuance of service and the utility, not less than five (5) days after provision of the notification required by Section (9), may proceed to discontinue service unless the customer files an informal complaint with the commission within the five (5)-day period.

(4) Customers presenting frivolous disputes shall have no right to continued service. The Company, before proceeding to discontinue the service of a customer presenting a dispute it deems frivolous, shall advise the consumer services department of the commission of the circumstances. The consumer services department shall attempt to contact the customer by telephone and ascertain the basis of the dispute. If telephone contact cannot be made, the consumer services department shall send the customer a notice by first class mail stating that service may be discontinued by the Company unless the customer contacts the consumer services department within twenty-four (24) 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 (10) days after the notice required by 4 CSR 240-13.050(5) has been sent to the customer by the Company. The customer shall retain the right to make an informal complaint to the commission.

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Jr.

Vice President,

Gerald T. McNeive

DATE EFFECTIVE November MISSPARI

720 Olive,

NOV _ 7 1994

St. Louis, MO 63101

address

April 19, 2018 Missouri Public Service Commission GR-2017-0215; YG-2018-0117

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Laclede Gas Company Aclede Gas Company Name of Lawing Corporation or Municipality Name of Lawing Corporation or Municipality

RULES AND REGULATIONS 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.

If the Company does not resolve the dispute to the satisfaction of (9) 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.

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

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(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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Address

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Missouri Public Service Commission GR-2017-0215; YG-2018-0117

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R-31

Laclede Gas Company Name of invite Corporation or Municipality Refer to Sheet No. R-1 OCT 71994 For Community, Town or City

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26. Settlement Agreement and Extension Agreement

(1) When the Company and a 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 (60) days shall be in writing and mailed or otherwise delivered to the customer.

(2) 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. For purposes of determining reasonableness, the parties shall consider the following: the size of the delinquent account, the customer's ability to pay, the customer's payment history, the time that the debt has been outstanding, the reasons why the debt has been outstanding, and any other relevant factors relating to the customer's service.

(3) If a customer fails to comply with the terms and conditions of a settlement agreement, the Company may discontinue service after notifying the customer in writing by personal service or first class mail in accordance with 4 CSR 240-13.050-that the customer is in default of the settlement agreement; the nature of the default; that unless full payment of all balances due is made, the Company will discontinue service; and the date upon or after which service will be discontinued.

(4) The Company may enter into an extension agreement upon the request of a customer who claims an inability to pay the bill in full.

<u>Nov - 7 1994</u>

DATE EFFECTIVE .. November .. 7 1994 Public Service Commission

CANCELLED April 19 DED By Gerald T. McNeive, Jr., Vice President, 720 Olive, St. Louis, MO 63101 Missouri Public

DATE OF ISSUE

Service Commission GR-2017-0215: YG-2018-0117

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 C	omp	bany	
Name of Issuing	Corporatio	on or k	Aunicipality	

For _____

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

RULES AND REGULATIONS

27. <u>Cold Weather Maintenance of Service:</u> <u>Provision of Residential Heat-Related Utility Service During Cold Weather</u>

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

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

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

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

(D) <u>Registered Elderly or Disabled Customer</u>. 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.

DAT	TE OF ISSUE	October 2	1, 2004	DAT	E EFFECTIVE	November 21	, 2004	
		Month Day	Year		*****	Month Day	Year	*****
ISS	UED BY	R.L. Sherwin,	Assistant V	Vice President,	720 Olive St.,	St. Louis, MC	63101	
		Name of Officer	>++>><<<<111143113>>>>><<<<1-111	Title		Address		FILED

CANCELLED April 19, 2018 Missouri Public Service Commission GR-2017-0215; YG-2018-0117

GX-2004-0496

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

	RULES AND REGULATIONS	ö. Z
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7.	Cold Weather Maintenance of Service:	┉┖┷┠
	Provision of Residential Heat-Related Utility Service During Cold Weather NOV 21	200/
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	(1) The following definitions shall apply in this rule: (1) The following definitions shall apply in the following	
	(A) <u>Energy Crisis Intervention Program</u> . The federal ECIP administered by SOUF	3
	Missouri Division of Family Services under section 660.100 RSMo.	
	(B) <u>Heat-related Utility Service</u> . 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	
	(D) <u>Registered Elderly or Handicapped Customer</u> . 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) <u>Utilicare</u> . The state program of energy assistance established by section 660.122, RSMo.	
	000.122, KSW0.	
	(2) This rule takes precedence over other rules on provision of heat-related residential	Í
tility	y service from November 1 through March 31.	
	(2) Notice Dequirements From Nevember 1 through Marsh 21 prior to discontinuones	
	(3) Notice Requirements. From November 1 through March 31, prior to discontinuance vice due to nonpayment, the Company shall –	
	The due to nonpulyinent, the company blan	ļ
	(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	
1	mail, or may post or deliver such notice electronically if the customer has opted for e-bill delivery. The context with the registered individual shell include initially two (2) or more	
1	delivery. The contact with the registered individual shall include initially two (2) or more relephone call attempts with the mailing of the notice.	P
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ISSUED BY

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

P.S.C. MO. No. 5 Consolidated, Original Sheet No.	R-32
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Laclede Gas Company Name of Laving Corporation or Municipality Name of Laving Corporation or Municipality By Star Community, To Community, To	0. R-DCT 7.1994
RULES AND RECOLATIONS	MO. PUBLIC SERVICE COMM
27. <u>Cold Weather Maintenance of Service:</u> 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 feder administered by the Missouri Division of Family Services 660.100 RSMo.	
(B) <u>Heat-related Utility Service</u> . Any gas or elec that is necessary to the proper function and operation o heating equipment.	
(C) <u>Low Income Home Energy Assistance Program (LIM</u> federal LIHEAP administered by the Missouri Division of under section 660.110, RSMo.	
(D) <u>Registered Elderly or Handicapped Customer</u> . (60) years old and above, or is handicapped to the exter unable to leave the premises without assistance and whom Company a form approved by the commission attesting to t s/he meets these qualifications and which also lists an the Company shall contact as required in this rule.	nt that s/he is se files with the the fact that
(E) <u>Utilicare</u> . The state program of energy assist by section 660.122, RSMo.	tance established
(2) This rule takes precedence over other rules on pro- heat-related residential utility service from November 1 thro annually.	
(3) Notice Requirements. From November 1 through March discontinuance of service due to nonpayment, the Company shall	
(A) Notify the customer, at least ten (10) days profine of the proposed discontinuance, by first-class mail, and a registered elderly or handicapped customer the addition on the customer's registration form of the Company's indiscontinue service. The contact with the registered in include initially two (2) or more telephone call attemption mailing of the notice.	d in the case of onal party listed tent to ndivisition stati
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Cof Issue October 7, 1994 DATE EFFECTIVE Novembrid Detail down Acres President, 720 Olive, St. Lo	ver. 7. 1994 NHSSOURI

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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

For

Laclede Gas Company Name of Issuing Corporation or Municipality 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	DATE EFFECTIVE	Novem	ber 21,	2004	
ISSUED BY	Month Day R.L. Sherwin.	Year Assistant President.	720 Olive St.	Month St. Louis. M	,	Year I	
	Name of Officer	,		Addres			FILED
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CANCELLED. April 19, 2018 **Missouri Public** Service Commission GR-2017-0215: YG-2018-0117

GX-2004-0496

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•••	RULES AND	REGULATIONS	
27.	Cold Weather Maintenance of Ser	rvice: (Continued)	NOV 2 1 By ISHRS
	(B) Make further attempts ninety-six (96) hours preceding second written notice as in sul or a door hanger, or at least t customer.	g discontinuance of se bsection (3)(A), sent	ervice either by a by first class mail
	(C) Attempt to contact the discontinuance of service in the discon		
	(D) Make a personal conta elderly or handicapped customer age of fifteen (15) years, at f	r or some member of th	he family above the
	(E) Ensure that all of the section shall describe the term rule, including the method of availability of financial assist Services and social service or notified the Company that they of those organizations.	calculating the requir stance from the Divis charitable organizat	service under this red payments, the ion of Family ions that have
buil sour	(4) Weather Provisions. Disc residential users including all ldings for nonpayment of bills w rce of space heating or to contra ipment at the residence is prohi	residential tenants of here gas or electricition ol or operate the only	of apartment ty is used as the
	 (A) On any day when the 1 between 6:00 a.m. and 9:00 a.m hours, predicts that the temper Fahrenheit (30°F); and 	., for the following	twenty-four (24)
	(B) On any day when Comp. reconnect utility service during (Period of Unavailability) and forecast between 6:00 a.m. to 9 during the Period of Unavailab (Fahrenheit 30°F).	ng the immediately su the National Weather 9:00 a.m. predicts th	cceeding day(s) Service local at the temperature
	(C) Nothing in this sect establishing a higher temperat discontinue utility service.	ion shall prohibit th ure threshold below w	
e of 189	Greefold ne Deer	DATE EFFECTIVE	ovember 7, 1994 MISSOUR C+ Public Service Gan

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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

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Name of Issuing Corporation or Municipality	Community, Town or City
	RULES AND REGULATIONS
7. Cold Weather Maintenance	of Service (Continued):
• •	make oral representations of service termination for non- ald occur on a known no-cut day as governed by the
sers including all residential to	Discontinuance of gas and electric service to all residential enants of apartment buildings for nonpayment of bills where source of space heating or to control or operate the only residence is prohibited
a.m. and 9:00 a.m., for the	en the National Weather Service local forecast between 6:00 e following twenty-four (24) hours, predicts that the ow thirty-two degrees Fahrenheit (32° F); and
utility service during the i the National Weather Serv	en Company personnel will not be available to reconnect mmediately succeeding day(s) (Period of Unavailability) and vice local forecast between 6:00 a.m. to 9:00 a.m. predicts g the Period of Unavailability will drop below thirty-two).
or low income registered customer has entered into required by Section (10) of during the effective period either the customer's actu amount agreed to in the cu	er 1 through March 31, for any low income registered elderly disabled customer (as defined in this rule), provided that such a cold weather rule payment plan, made the initial payment of this rule and has made and continues to make payments d of this rule that are at a minimum the lesser of 50% of al bill for usage in that billing period or levelized payment old weather rule payment plan. Such reductions in payment d by adjusting the customer's subsequent levelized payment ollowing March 31.
	section shall prohibit the Company from establishing a old below which it will not discontinue utility service.

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 GR-2017-0215; YG-2018-0117



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•••	Publie Service Commussion
27.	Cold Weather Maintenance of Service: (Continued)
•	(5) Discontinuance of Service. From November 1 through March 31, the bany may not discontinue heat-related residential utility service due to bayment of a delinquent bill or account provided
	(A) The customer contacts the Company and states his/her inabilit 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.
thi	(6) Deposit Provisions. The Company shall not assess a new deposit or L deposits that were previously assessed during or after the period of a rule to whose customers who enter into a payment agreement and make aly payments in accordance with this rule.
del	(7) Reconnection Provisions. If the Company has discontinued heat- ated utility service to a residential customer due to nonpayment of a inquent account, the Company, from November 1 through March 31, shall onnect 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;
<u> </u>	NOV - 7 1 DATE EFFECTIVE November 7, 1994

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

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

Name of Issuing Corporation or Municipality

RULES AND REGULATIONS

For

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			mber 21, 2004	
ISSUED BY	Month Day Year R.L. Sherwin, Assistant	Vice President, 72	Month 0 Olive St., St. L	Day Year	
	Name of Officer	Title	Addr	ess	

CANCELLED April 19, 2018 **Missouri Public** Service Commission GR-2017-0215; YG-2018-0117 GX-2004-0496

P.S.C. MO. No. 5 Consolidated, Original Sheet No. **R-35** CANCELLING All Previo GANGELLED RECFIVED NOV 2 1 2004 5 Refer to Sheet No. R-OCT 7 1994 Laclede Gas Company Name of Issuing Corporation or Municipality ervice Commission 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 int agreement to cover the current bill plus arrearages in fewe twelve (12) months if requested by the customer. NOV - 7 1994 1994 DATE OF ISSUE 8 Jela President, 720 Olive, St. Louis, MO 63101 Gerald McNeive ISSUED BY

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	For	Refer to Sheet No. R-1
Name of Issuing Corporation or Municipality		Community, Town or City
RULE	S AND REGULATIO	NS
27. Cold Weather Maintenance of Service	vice (Continued):	
(A) The customer contacts t meets the requirements of section 1		s the Company to reconnect service, tates an inability to pay in full;
(B) The Company receives a agreement both of which are in com		d the customer enters into a payment (10) of this rule;
(C) The customer complies regarding the customer's monthly of		he Company for information
(D) None of the amount own interference, diversion or use of the such activity since last receiving se	Company's service,	as a result of unauthorized and the customer has not engaged in
(E) There is no other lawful	reason for continued	l refusal to provide utility service.
(10) Payment Agreements. The pa with the following:	yment agreement for	service under this rule shall comply
agency which administers LIHEA deemed to be the payment require	P, Utilicare or ECIP, d. The Company sha	t required by this section by the or a combination of these, shall be all confirm in writing the terms of nsion granted the customer does not
(B) Payment Calculations.		
		(12)-month budget plan which is rs, current bills and the Company's

DATE OF ISSUE	October 21	, 2004	DATE EFFECTIVE	<u>=</u> November 21, 2004
	Month Day	Year		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 GR-2017-0215; YG-2018-0117 FILED MO PSC

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

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27. <u>Cold Weath</u>	er Maintenand	ce of Service ((Continued):		Service	Co CA	mmi NCE
	4. The Con et or levelized			ired payment in	1 accordance	with	its
(C)	Initial Paymer	nts.			r'ublic	ne Serv	ers. lice ci
weath		itial payment	shall be the an	d on a payment rount of the more	•		SOU
weath	er rule, the in	itial payment	shall be an am	a payment pla: ount equal to th d customer agre	e total of the		nt.
(9) If the refusal of service situated or delive concerning the re the person denie determination th refusal and any of	e involves una ered on or abo efusal of servi d reconnection at refusal of se	uthorized inte ut the custom ce which, at a n, the names o ervice was app	erference, diver er's premises, f minimum, sha of all Company	he Company sh all include: the personnel invo	he Company's all maintain re name and add lved in any pa	servi ecord ress o rt of (s of
(10) The c expenses incurre		•	-	overy of reason	able operating		
(11) The C variance with the				is rule by filing s rules of proce		n for	
(12) (Rese	erved)						
(13) The s shall be in effect				vice for the 200 31, 2002 and sl	hall be as follo	ws:	
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SUED BY R. L	Sheri	ssistant Vice P	tresident 720		0 1 2001		
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P.S.C. MO. No. 5 Consolidated, Original Sheet No. R-36

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27. <u>Co</u>	ld 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.
	I. 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 equa to the total of the delinquent installments, unless the Company an customer agree to a lesser amount.
refusal	of service which, at a minimum, shall include: the name and address
involve approp releva	person denied reconnection, the names of all Company personnel ad in any part of the determination that refusal of service was tiate, the facts surrounding the reason for the refusal and any other at information.
involve approp relevan (10)	d in any part of the determination that refusal of service was liate, the facts surrounding the reason for the refusal and any other it information.
involve approp relevan (10) operating (11) opplicat:	in any part of the determination that refusal of service was riate, the facts surrounding the reason for the refusal and any other at information. The commission shall recognize and permit recovery of reasonable expenses incurred by the Company because of this rule.
involve approp relevan (10) operating (11) applicat:	id in any part of the determination that refusal of service was fiate, the facts surrounding the reason for the refusal and any other at information. The commission shall recognize and permit recovery of reasonable expenses incurred by the Company because of this rule. The Company may apply for a variance from this rule by filing an on for variance with the commission pursuant to the commission's
involve approp relevan (10) operating (11) opplicat:	id in any part of the determination that refusal of service was fiate, the facts surrounding the reason for the refusal and any other it information. The commission shall recognize and permit recovery of reasonable expenses incurred by the Company because of this rule. The Company may apply for a variance from this rule by filing an on for variance with the commission pursuant to the commission's procedure.

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

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 levelized 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 O	F ISSUE October 2	1, 2004 D	ATE EFFECTIVE	November 21, 2004	
	Month D	ay Year		Month Day Year	
ISSUED	BY R.L. Sherwin,	Assistant Vice Presider	nt, 720 Olive St.,	, St. Louis, MO 63101	eu er
	Name of Offic	er Title		Address	FILED
CANCELLED April 19, 2018				GX-2004-0496	MO PSC
Missouri Public					
GR-2017-0215 ⁻ YG-2018-					

P.S.C. MO. No. 5 Conselideted, Original Sheet No. R-36-a CANONUCING AT Previous Schedules

NOV 2 1 2004 Laclede Gas Company Name of Issuing Corporation or Municipality / SHC 5 R-3(59+ Sublic Service Commission	Refer to Sheet No. R-1 Community, Town or Missouri Public

27. Cold Weather Maintenance of Service (Continued):

(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.

Missouri Public

2001

Service Commission

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

DATE OF ISSUE November 21, 2001 Month Day Year ISSUED BY 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

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

Name of Issuing Corporation or Municipality

RULES AND REGULATIONS

27. Cold Weather Maintenance of Service (Continued):

Subject to the provisions of Section 14 (A) below, for a customer who has 2. 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.

DATE OF ISSUE	September		DATE EFFECTIVE		2006	
CANSELLEDBY April 19, 2018	Month Day K. J. Neises,	Year Executive Vice Preside	ent, 720 Olive St.	Month Day , St. Louis	Year , MO 63101	
Missouri Public Service Commission	Name of Officer	Title		Address		Filed
GR-2017-0215; YG-2018-0117	2 a				GT-2007-0141	Missouri Public Service Commission

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

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Laclede Gas Company		Refer to Sheet No. R-1 Community, Town or City
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		и на продоктование и продоктов на продоктование и продоктование и продоктование и продоктование и продоктование На продоктование и продоктование и продоктование и продоктование и продоктование и продоктование и продоктование
27. Cold Weather Maintenance of Service	ce (Continued):	
rule, the initial payment shall b customer's balance, unless the provided that customers who h	be an amount eq Company and c have repeatedly outputs occurring af	a payment plan under the cold weather ual to eighty percent (80%) of the sustomer agree to a different amount, defaulted on payment plan agreements, ter the effective date of this tariff, may stallments.
(11) If the Company refuses to prov refusal of service involves unauthorized in situated or delivered on or about the custo concerning the refusal of service which, a the person denied reconnection, the name determination that refusal of service was a refusal and any other relevant information	nterference, dive omer's premises, at a minimum, sh s of all Compan appropriate, the	ersion or use of the Company's service the Company shall maintain records all include: the name and address of y personnel involved in any part of the
(12) The commission shall recognize expenses incurred by the Company becau		covery of reasonable operating
(13) The Company may apply for a variance with the commission pursuant to		
(14) Beginning April 1, 2005, the C agreements under this rule to low-income customer who is on an existing payment a accordance with that agreement until the may continue to offer alternative payment agreements under this rule.	e customers as de agreement may c end of its term, a	efined in this rule, provided that any continue to make payments in and provided further that the Company
(15) (Reserved)		
DATE OF ISSUE October 21, 2004 Month Day Year	DATE EFFE	ECTIVE November 21, 2004 Month Day Year

R.L. Sherwin, Assistant Vice President, 720 Olive St.,

Title

Name of Officer

ISSUED BY

Cancelled October 30, 2006 Missouri Public Service Commission

GX-2004-0496

Address

St. Louis, MO 63101



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

Name of Issuing Corporation or Municipality	F o r Refer to Sheet No. R-1 Community, Town or City
	RULES AND REGULATIONS
27. Cold Weather Maintenance	e of Service (Continued):
(14) The provisions of section inconsistent with the terms of terms	is (1) through (13) of this rule continue to apply except where this section.
rule to the contrary, th of fifty percent (50%) paid as provided in sul other fee related to rec Between November 1 retain service by enter plan entered into under adhered to) for the terr unless the customer rec However, the Compan service under this subs	rough March 31, notwithstanding paragraph $(10)(C)$ 2. of this e Company shall restore service upon initial payment of the lesse or \$500 of the preexisting arrears, with the deferred balance to be besection (10) (B). Any reconnection fee, trip fee, collection fee or connection, disconnection or collection shall also be deferred. and March 31, any customer threatened with disconnection may ing into a payment plan as described in this section. Any payment r this section shall remain in effect (as long as its terms are m of the payment plan, which shall be twelve months in duration, quests a shorter period or the Company agrees to a longer period. by shall not be required to offer reconnection or retention of section (14)(A) more than once every two years for any customer o has defaulted on a payment plan under this section three or
shall, at the customer's Budget Billing Plan. A shall be dealt with cons	not disconnected or in receipt of a disconnect notice request, be permitted to enroll immediately in the Company's ny current bill or existing arrearage at the time of enrollment sistent with Section 10(B)(1) through 10(B)(4) of this rule, mer agrees to make the initial payment prescribed in Section (A) as applicable.
a. Late payment charge failure to make timely	to a cold weather rule payment plan under this section : es shall not be assessed except with respect to payments under the payment plan; and not charge customers interest on the account Il period.
TE OF ISSUE September 29, 20 Month Day Ye	DATE ET COTIVE

Title

Name of Officer

April 19, 2018 Missouri Public Service Commission GR-2017-0215; YG-2018-0117

GT-2007-0141

Address

Filed Missouri Public Service Commission

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

		RULES AND REGULATIONS
27.	Cold	Weather Maintenance of Service (Continued):
	1	Any customer who enters into a cold weather rule payment agreement under his 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.
	c I	The Company shall describe the provisions of Section 14 in any notices or contacts with customers. In telephone contacts with customers expressing difficulty baying their gas bills, the Company shall inform those customers of their options under Section 14.
	I	b) The Company shall be permitted to recover the costs of complying with this section bursuant 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.
	ISSUE	September 29, 2006 Month Day Year Month Day Year
EOF		Month Day Year Month Day Year

Missouri Public Service Commission GR-2017-0215; YG-2018-0117

GT-2007-0141

Missouri Public

Service Commission