

APPLYING TO MISSOURI SERVICE AREA

**GENERAL RULES AND REGULATIONS**

**V. BILLING PRACTICES**

**\*A. MONTHLY BILLING PERIODS**

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

A customer exercising Section V.O. Residential Due Date Selection may result in either a longer or shorter period between meter readings for the first bill after the election. (This section reflects a variance from Rules 4 CSR 240-13.015(1)(C) and 4 CSR 240-13.020(6) granted by Commission in Case EE-2019-0385.)

**B. COMBINATION BILLING OPTION**

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

**C. INACCESSIBLE METERS**

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

**D. CUSTOMER READINGS**

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

\*Indicates Change.

DATE OF ISSUE July 25, 2019 DATE EFFECTIVE August 24, 2019

ISSUED BY Michael Moehn President St. Louis, Missouri  
NAME OF OFFICER TITLE ADDRESS