

P.S.C. MO. No. 5 Consolidated, Sixth Revised Sheet No. R-6
CANCELLING P.S.C. MO. No. 5 Consolidated, Fifth Revised Sheet No. R-6

Laclede Gas Company

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

Name of Issuing Corporation or Municipality

RULES AND REGULATIONS

6. Rendering and Payment of Bills

A. General

(1) The Company shall normally render a bill for each billing period to every customer in accordance with its tariff. Bills are payable on or before the due date stated thereon. Failure to receive a bill will not entitle the customer to any discount or to the omission of any charge for nonpayment within the time specified. The word "month" as used herein and in the rates is hereby defined to be the elapsed time of approximately thirty days.

(2) Each bill rendered by the Company shall be computed on the actual usage during the billing period except as follows:

(A) The Company may render a bill based on estimated usage: (i) when extreme weather conditions, emergencies, labor agreement or work stoppages prevent actual meter readings; (ii) when the Company is unable to obtain a meter reading for reasons beyond the utility's reasonable control, including an inability to access the customer's premises as necessary. If the Company is unable to obtain an actual meter reading for the reasons stated under (ii) above, where necessary, it shall undertake reasonable alternatives to obtain a customer reading of the meter, for example mailing or leaving postpaid, pre-addressed postcards upon which the customer may note the reading unless the customer requests otherwise; (iii) when the Company does not obtain an accurate or correct meter reading due to equipment or mechanical failure, when the Company could not reasonably detect such failure given variability in usage at that customer location; (iv) when the Company is unable to accurately obtain a meter reading due to human or billing system error; (v) when the utility does not obtain an accurate or correct meter reading due to equipment or mechanical failure, including a remote meter reading device's failure to transmit a reliable reading; and (vi) when the Company does not obtain an accurate or correct meter reading due to failure to detect and verify usage at the customer's location, i.e. vacant with usage.

(B) The Company shall not render a bill based on estimated usage for more than three (3) consecutive billing periods or one year, whichever is less, except under conditions described in paragraph 2(A)(i)-(iii) of this rule.

(C) Under no circumstances shall the Company render a bill based on estimated usage as a customer's initial or final bill for service unless conditions beyond the control of the Company prevent an actual meter reading.

(D) When the Company renders an estimated bill in accordance with these rules, it shall—

1. Maintain accurate records of the reasons for the estimate and the effort made to secure an actual reading;
2. Clearly and conspicuously note on the bill that it is based on estimated usage; and

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Month Day Year Month Day Year
ISSUED BY L. Craig Dowdy, Sr. VP, Ext. Affairs, Corp. Comm. & Mkt., 700 Market St., St. Louis, MO 63101
Name of Officer Title Address

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RULES AND REGULATIONS

6. Rendering and Payment of Bills (Continued)

3. Use customer-supplied readings, whenever viable, (i.e., in line with prior usage) to determine usage.

(E) When the Company underestimates a residential customer's usage, the customer shall be given the opportunity, if requested, to make payments in installments.

(3) If the Company is unable to obtain an actual meter reading for three (3) consecutive billing periods, the Company shall advise the customer by first class mail or personal delivery that the bills being rendered are estimated, that estimation may not reflect the actual usage and that the customer may read and report gas usage to the Company on a regular basis. The procedure by which this reading and reporting may be initiated shall be explained. The Company shall attempt to secure an actual meter reading from customers reporting their own usage at least annually. These attempts shall include personal contact with the customer to advise the customer of the regular meter reading day. The Company shall offer appointments for meter readings on Saturday or prior to 9:00 p.m. on weekdays. Discontinuance of the service of a customer who is reading and reporting usage on a regular basis because of inability to secure an actual meter reading shall not be required.

(4) If a customer fails to report usage to the Company, the Company shall obtain a meter reading at least annually. The Company shall notify the customer that if usage is not reported regularly by the customer and if the customer fails, after written request, to grant access to the meter, then service may be discontinued pursuant to 4 CSR 240-13.050.

(5) Notwithstanding section (2) of this rule, the Company may bill its customers in accordance with equal payment billing programs at the election of the utility customer, provided the equal payment billing program has been previously approved by the commission.

(6) The Company may bill its customers on a cyclical basis if the individual customer receives each billing on or about the same day of each billing period. If the Company changes a meter reading route or schedule which results in a change of nine (9) days or more of a billing cycle, notice shall be given to the affected customer at least fifteen (15) days prior to the date the customer receives a bill based on the new cycle.

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30. Usage Estimating Procedure:

Whenever it is necessary to estimate a particular customer's monthly consumption, such consumption shall be estimated by determining the actual usage at the customer's location in a prior comparable period and then adjusting such usage to reflect weather differences. Where actual usage data at the customer's location is not available for a comparable period, the estimation will be performed by determining actual usage at the customer's location in the previous billing period, and then adjusting such usage to reflect weather differences. Where actual usage data at the customer's location is not available for the previous billing period, the estimation will be performed by determining the relationship of actual usage at the customer's location to the average usage of comparable customers as determined by the Company in a prior period, and applying that relationship to the average usage of comparable customers in the estimation period. Specifically, usage for a customer's billing period for this last alternative will be based on the following formula:

$(A / B) \times C \times \text{No. of days in current billing period};$

Where:

A= customer's actual use per day in a prior billing period;

B= the average use per customer per day for comparable customers using ending meter reading dates closest to that of the prior billing period for the account being estimated;

C= the average use per customer per day for comparable customers using ending meter reading dates closest to that of the current billing period for the account being estimated

Where actual usage data at the customer's location is not available, the customer's use will be based on average usage for comparable customers.

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