

MO.P.S.C. SCHEDULE NO. 61st RevisedSHEET NO. 95.1CANCELLING MO.P.S.C. SCHEDULE NO. 6OriginalSHEET NO. 95.1APPLYING TO MISSOURI SERVICE AREA**TABLE OF CONTENTS****GENERAL RULES & REGULATIONS (Cont'd.)**

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\*Indicates Change

DATE OF ISSUE	<u>June 27, 2014</u>	DATE EFFECTIVE	<u>July 27, 2014</u>
ISSUED BY	<u>Michael Moehn</u>	<u>President &amp; CEO</u>	<u>St. Louis, Missouri</u>
	NAME OF OFFICER	TITLE	ADDRESS

MO.P.S.C. SCHEDULE NO. 6

1st Revised

SHEET NO. 95.2

CANCELLING MO.P.S.C. SCHEDULE NO. 6

Original

SHEET NO. 95.2

APPLYING TO MISSOURI SERVICE AREA

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\*Indicates Change

DATE OF ISSUE June 27, 2014

DATE EFFECTIVE July 27, 2014

ISSUED BY Michael Moehn  
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St. Louis, Missouri  
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MO.P.S.C. SCHEDULE NO. 61st RevisedSHEET NO. 101CANCELLING MO.P.S.C. SCHEDULE NO. 6OriginalSHEET NO. 101APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSI. GENERAL PROVISIONS (Cont'd.)**B. DEFINITIONS (Cont'd.)**37. Voltage

The potential in an electrical system, measured in volts, normally ranging from 120 to 69,000 volts on the Company's distribution system and 138,000 volts and higher on the Company's transmission system.

**C. APPLICATION FOR SERVICE**

Any customer requesting electric service within Company's authorized service area will provide Company with appropriate information regarding the quantity and characteristics of the anticipated electric consumption and location of the premises to be served. Appropriate personal customer identification may also be required at the request of the Company. Customer or customer's agent shall select the rate, and any applicable riders, from the Company's currently applicable rate schedules, for which customer qualifies at that time. All electric service will be supplied subject to the provisions of the Company's tariffs applicable to the service requested and these rules and regulations, provided customer agrees to the use of the service supplied by Company for the minimum term specified in the tariff applicable to customer's electric service. Customers desiring electric service for periods less than the term specified in the applicable tariff must contract for such service under Company's Rider D.

\*The Company shall not be required to commence supplying service to a customer, or if commenced the Company may disconnect such service, if at the time of application such customer or any member of his household (who have both received benefit from the previous service) is indebted to the Company for the same class of service previously supplied at such premises or any other premises until payment of, or satisfactory payment arrangements for, such indebtedness shall have been made. Company will inform the prospective customer of the refusal of service in writing and maintain a record of the notice.

**D. FORM OF SERVICE PROVIDED**

1. Service to New Premises - Company will normally supply overhead electric service consisting of one single phase and/or one three phase secondary voltage service or one primary voltage service of adequate capacity to customer's premises, at a single delivery point designated by Company, unless more than one primary voltage electrical supply is specified by Company for engineering, economic or other reasons. Company may, however, agree to supply additional electrical supply facilities, requested by customer, when justified by valid Company engineering considerations, based upon the applicable provisions of Section III of these rules. Where such additional supply facilities are provided at customer's request after May 5, 1990, any multiple metering required to accommodate such additional facilities will not be cumulated for billing purposes.

\*Indicates Change

DATE OF ISSUE June 27, 2014DATE EFFECTIVE July 27, 2014ISSUED BY Michael Moehn  
NAME OF OFFICERPresident & CEO  
TITLESt. Louis, Missouri  
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MO.P.S.C. SCHEDULE NO. 61st RevisedSHEET NO. 131CANCELLING MO.P.S.C. SCHEDULE NO. 6OriginalSHEET NO. 131APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSV. BILLING PRACTICES (Cont'd.)E. ESTIMATED BILLING\*1. Estimated Bill

An estimated reading or a reading furnished by the customer will be used to compute an estimated bill for customer's electric service where it is not feasible to obtain regular meter readings or when conditions beyond the control of the Company, such as weather emergencies, work stoppages, and inability to gain access to the meter prevent obtaining an actual meter reading or when an inaccurate reading results from equipment or mechanical failure where the Company could not reasonably detect such failure. If the Company is unable to obtain an actual meter reading for three (3) consecutive months, the residential customer shall be advised that bills being rendered are estimated, may not reflect actual usage, and customer may read and report electric usage to the Company on a regular basis. An estimated reading may also be used to compute an estimated bill when an inaccurate or unreliable reading results from human or billing system error, from failure of a remote meter reading device to transmit a reliable reading, or as a result of a failure to detect and verify usage due to a meter with a status of vacant; except Company may not issue an estimated bill due to any of these three (3) stated conditions for more than three (3) consecutive months.

Company shall maintain accurate records of the reasons for an estimated bill and all efforts made to secure an actual reading and clearly note on the bill that it is based on estimated usage.

2. Estimated Initial and Final Bills

Meter readings for initial and final bills may be estimated if the customer's notification is received too late to obtain an actual meter reading on the date that the customer desires to have service commenced or terminated (the "customer's responsible date"). If a meter reading is obtained within three days of the customer's responsible date, no other reading shall be deemed necessary. If customer notification is received up to two workdays after the customer's responsible date, an attempt to obtain an actual meter reading will be made within the next two workdays. Readings obtained in either manner will be adjusted to the customer's responsible date. No final bill will be rendered where the amount of the bill for electric usage is less than \$1.00, except for those accounts where a customer deposit is being refunded to customer.

\*Indicates Change

DATE OF ISSUE June 27, 2014DATE EFFECTIVE July 27, 2014ISSUED BY Michael Moehn  
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GENERAL RULES AND REGULATIONS

V. BILLING PRACTICES (Cont'd.)

**E. ESTIMATED BILLING (Cont'd.)**

\*3. General Estimating Procedures

In estimating readings, Company will generally use the identical use during the corresponding month of the prior year. If the customer did not use service at this location at that time, the estimated use is the identical use during the preceding month of the current year. Exceptions to the general rule will be basically refinements for initial bills, final bills, bills of electric space heating customers during the first year of service, etc.

Bills rendered for electric service in months in which meters are not read will be subject to all rules and regulations applicable to bills based on actual meter readings.

Where bills are rendered for periods of use in excess of or less than the period provided for under paragraph A, Monthly Billing Periods, all components of the rate will be prorated.

**\*F. TRANSFER OF BALANCES**

In the event of disconnection or termination of service at a separate customer metering point, premise or location, Company may transfer any unpaid balance to any other service account of the customer having a comparable class of service.

\*Indicates Reissue

DATE OF ISSUE June 27, 2014 DATE EFFECTIVE July 27, 2014

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

MO.P.S.C. SCHEDULE NO. 61st RevisedSHEET NO. 132CANCELLING MO.P.S.C. SCHEDULE NO. 6OriginalSHEET NO. 132APPLYING TO MISSOURI SERVICE AREA**G. BILLING ADJUSTMENTS**1. Residential

For all residential billing errors, the Company will determine from all related and available information the probable period during which the error condition existed and shall make billing adjustments for the estimated period involved as follows:

- a. In the event of an overcharge, an adjustment shall be made for the entire period that the overcharge can be shown to have existed not to exceed sixty (60) consecutive monthly billing periods calculated from the date of discovery, inquiry or actual notification of the Company whichever comes first;
- \*b. In the event of an undercharge, an adjustment shall be made for the entire period that the undercharge can be shown to have existed not to exceed twelve (12) monthly billing periods calculated from the date of discovery, inquiry or actual notification of the Company, whichever was first and the Company will offer a repayment period of double the period covered by the adjusted bill though the customer may elect a shorter repayment period;
- c. Where, upon test, an error in measurement is found to be within the limits prescribed by Commission rules, no billing adjustment will be made;
- d. When evidence of obstruction is found, or there are misrepresentations of the use of service by the customer, the Company will calculate the billing adjustment period in accordance with the applicable statute of limitations for the prosecution of such claim after determining the probable period during which such condition existed from all related and available information; and
- e. In any event, no billing adjustment will be made where the full amount of the adjustment is less than one dollar (\$1) and no interest shall be paid or collected on any billing adjustment provided for herein.

\*Indicates Change

DATE OF ISSUE June 27, 2014DATE EFFECTIVE July 27, 2014ISSUED BY Michael Moehn  
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APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSVI. DEPOSIT PRACTICESA. RESIDENTIAL CUSTOMERS1. Deposit Requirements For Initial Service

Company may, as a condition to furnishing service initially, require any applicant for residential service to make a cash deposit or furnish a written guarantee of a responsible party, due to any of the following:

- a. The applicant has an unpaid bill, which accrued within the last five (5) years and at the time of the request for service, remains unpaid and not in dispute with a utility for the provision of the same type of service; or
- b. The applicant has, in an unauthorized manner, within the past five (5) years prior to applying for service, interfered with or diverted the service of a utility in the provision of the same type of service; or
- c. The applicant has not had service with the Company within the past five (5) years and has an Equifax Advanced Energy Risk Score (EAER Score) of 699 or lower. Those customers without an EAER Score will not be assessed a deposit under this subsection; or
- d. The customer fails to provide proof of identity upon request. Proof of identity is to include official picture identification or other verifiable documentation of identity, and correct social security number.

\*2. Deposit Requirements For Continued Service or Re-established Service

Company may, as a condition of continued or re-established service, require any residential customer to make a cash deposit or furnish a written guarantee of a responsible party, due to any of the following:

- a. The service of the customer has been disconnected for nonpayment of a delinquent account not subject to a bona fide dispute, or
- b. The customer has in an unauthorized manner tampered with the Company's facilities or interfered with or diverted the service of Company situated on or about or delivered to the customer's premises, or
- c. The customer has failed to pay an undisputed bill on or before the delinquency date for five billing periods out of twelve consecutive billing periods, except:

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MO.P.S.C. SCHEDULE NO. 6 1st Revised SHEET NO. 140CANCELLING MO.P.S.C. SCHEDULE NO. 6 Original SHEET NO. 140APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSVI. DEPOSIT PRACTICES (Cont'd.)A. RESIDENTIAL CUSTOMERS (Cont'd.)2. Deposit Requirements For Continued Service (Cont'd.)

## c. (Cont'd.)

- \*i. The Company shall not assess a deposit to a customer if all of the following conditions are present: the customer's outstanding balance does not exceed three hundred dollars (\$300), the customer is not making payments under a previously arranged payment plan, and the customer has made a payment on or before the delinquency date each of the previous twelve (12) consecutive billing periods of at least seventy-five dollars (\$75) or twenty-five percent (25%) of the total outstanding balance.
  - ii. Deposit requirements during the months of November, December, and January for reasons other than unauthorized use or diversion of service, may, if the customer is unable to pay the entire deposit, be paid by installments over a six month period, unless the Company can show a likelihood that the customer does not intend to pay for continued service.
  - iii. The Company shall not assess new deposits nor bill previously assessed deposits to customers who enter into and make timely payments in accordance with the Missouri Public Service Commission's "Cold Weather" rule.
- d. Prior to requiring a customer to post a deposit, Company shall send the customer a written notice explaining the Company's right to require a deposit or include such explanation with each written discontinuance notice.

B. NON-RESIDENTIAL CUSTOMERS

Company may at any time, as a condition to furnishing or continuing service, require any customer or applicant for non-residential service to make a cash deposit or, at Company's option, furnish a personal guarantee of a responsible party with established credit satisfactory to Company.

C. GENERAL PROVISIONS1. Deposit Limits

A deposit for initial service will not exceed the charges applicable for one-sixth (1/6) of the estimated annual bill for residential customers, and usage during one estimated maximum monthly billing period plus thirty days for non-residential customers. When a deposit is required as a condition for continued service, the deposit will not exceed two times the highest bona fide undisputed bill of that residential or non-residential customer during the preceding twelve months.

\*Indicates Addition

DATE OF ISSUE June 27, 2014 DATE EFFECTIVE July 27, 2014ISSUED BY Michael Moehn President & CEO St. Louis, Missouri  
NAME OF OFFICER TITLE ADDRESS



MO.P.S.C. SCHEDULE NO. 6 2nd Revised SHEET NO. 141CANCELLING MO.P.S.C. SCHEDULE NO. 6 1st Revised SHEET NO. 141APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSVI. DEPOSIT PRACTICES (Cont'd.)C. GENERAL PROVISIONS (Cont'd.)\*1. Deposit Limits (Cont'd.)

All deposit levels referred to herein will be established based upon usage levels and associated billings applicable to periods representative of actual meter readings and undisputed billing amounts.

\*\*2. Deposit Refunds

The credit of the residential customer will be established and the deposit and accrued interest, if any, will be refunded, or the guarantor released, upon satisfactory payment before the delinquency date of all proper charges for service for a period of twelve successive months, or customer has closed its account. The credit of the non-residential customer will be reviewed after three years and the deposit returned if in the opinion of the Company, the customer has established satisfactory credit. The Company may withhold refund of the deposit or release of the guarantor pending the resolution of a matter in dispute involving disconnection for nonpayment or unauthorized interference by the customer. The Company may apply all deposits subject to refund and accrued interest, if any, against undisputed utility charges provided the amount of the refund is identified and disclosed on the bill. Company shall make all reasonable efforts to return a deposit when the customer is entitled to the return of the deposit and shall keep records of efforts to return a deposit.

3. Interest Paid On Deposits

Interest will be credited annually on all residential deposits. Interest will be either credited to the service account of the residential customer on an annual basis or paid upon the return of the deposit. Simple interest will be payable upon the return of a non-residential deposit held by the Company for six months or longer. Interest shall not accrue on any cash deposit after the date the deposit is applied to the customer's account, or Company has made a reasonable effort to return such deposit to the customer. Interest will be paid at a per annum rate equal to the prime bank lending rate, as published in the Wall Street Journal for the last business day of November of the preceding calendar year, plus one percentage point.

4. Final Billed Accounts

Upon termination of service, the deposit, with accrued interest, will be credited to the final bill and the balance, if more than \$1.00, will be returned within twenty-one (21) days to the customer. If such amount is less than \$1.00, it will be returned upon request of customer.

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DATE OF ISSUE June 27, 2014 DATE EFFECTIVE July 27, 2014ISSUED BY Michael Moehn President & CEO St. Louis, Missouri  
NAME OF OFFICER TITLE ADDRESS

MO.P.S.C. SCHEDULE NO. 6 1st Revised SHEET NO. 142CANCELLING MO.P.S.C. SCHEDULE NO. 6 Original SHEET NO. 142APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSVII. DISCONNECTION AND RECONNECTION OF SERVICE\*A. REASONS FOR DENIAL OR DISCONNECTION OF SERVICE

In addition to any other right reserved by Company in its schedules, rules and regulations, Company reserves and shall have the right to deny service, or after written notice, to disconnect service supplied by it to an electric customer for any of the following reasons:

1. Nonpayment of an undisputed delinquent account;
2. For failure by non-residential customer to pay when due bills for service supplied to such customer within twelve months immediately preceding the date of such notice of customer's current location or at any other location of customer at which similar service is now or has been supplied;
3. Failure to make and maintain a deposit or acceptable guarantee in accordance with the rules and regulations of Company and of regulatory authorities having jurisdiction;
4. Failure to comply with the terms and conditions of a settlement agreement with the Company regarding a dispute or payment of service charges;
5. Refusal after reasonable notice to permit inspection, maintenance, replacement or meter reading of Company equipment. If the Company has a reasonable belief that health or safety is at risk, notice at the time inspection is attempted is reasonable.
6. Misrepresentation of identity for the purpose of obtaining service;
7. Whenever customer disposes of any electric service to another party in any manner other than as expressly authorized by these rules and regulations;
8. Violation of any rules and regulations of the Company on file with and approved by any regulatory authority having jurisdiction or of any such regulatory authority which adversely affects the safety of the customer or other persons or the integrity of the Company's delivery system.
9. As provided by state or federal law.
10. Unauthorized use, interference or diversion of service

Company will inform the prospective customer of the refusal of service in writing and maintain a record of the notice.

B. NOTICE OF INTENT TO DISCONNECT RESIDENTIAL SERVICE

\*Notice of intent to disconnect service will state the name and address of the customer (and the service address if it is different), the reason for which service will be disconnected, the cost for reconnection if any, the date on or after which such disconnection may be effected, how a customer may avoid being disconnected, the possibility of a payment agreement and a telephone number the customer may call.

\*Indicates Change

DATE OF ISSUE June 27, 2014 DATE EFFECTIVE July 27, 2014ISSUED BY Michael Moehn President & CEO St. Louis, Missouri  
NAME OF OFFICER TITLE ADDRESS

APPLYING TO

MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSVII. DISCONNECTION AND RECONNECTION OF SERVICE (Cont'd.)B. NOTICE OF INTENT TO DISCONNECT RESIDENTIAL SERVICE (Cont'd.)\*1. Individual Residential Customer Premises

Said notice will be sent to the customer by first class mail not less than ten (10) days prior to the date of the proposed disconnection or delivered to customer not less than 96 hours prior to such date.

2. Single Metered Multi-Dwelling Unit Residential Buildings

At least ten (10) days prior to disconnection of service for nonpayment of a bill or deposit at a multi-dwelling unit residential building at which usage is measured by a single meter, notices of the Company's intent to disconnect will be conspicuously posted in public areas of the building. Such notices will not be required, however, if the Company is not aware that said structure is a single metered multi-dwelling unit residential building or in individual situations where the safety of the Company's employees or agents may be a consideration. If the electric service is necessary to the proper function and operation of a customer's heating equipment, said notice will inform the occupants of their right, under state law, to initiate a receivership procedure.

3. Individually Metered Multi-Dwelling Unit Residential Buildings

At least ten (10) days prior to disconnection of service for nonpayment of a bill or deposit at (a) a multi-dwelling unit residential building where each unit is individually metered, but a single customer is responsible for payment for service in all units in the building, or at (b) a residence in which the occupant using the Company's service is not the Company's customer, the occupant(s) shall be given written notice of the Company's intent to disconnect service, provided however, that such notice will not be required unless one (1) occupant has advised the Company, or the Company is otherwise aware, that he is not the customer. The notice will outline the procedure by which the occupant may apply in his or her name for service of the same character received through that meter. If the electric service for (a) is heat related, said notice will inform the occupants of their right, under state law, to initiate a receivership procedure.

C. RESIDENTIAL CUSTOMER CONTACT AND NOTICE OF DISCONNECTION

At least 24 hours preceding disconnection of service, the Company will make reasonable efforts to contact a residential customer to advise of the pending action and what steps must be taken to avoid disconnection. Immediately preceding the disconnection of service, the Company employee or agent designated to perform such function will, except in individual situations where the safety of the employee or agent may be a consideration, make a reasonable effort to contact and identify himself to the customer or responsible person at the premises to announce his purpose.

\*Indicates Reissue

DATE OF ISSUE June 27, 2014DATE EFFECTIVE July 27, 2014ISSUED BY Michael Moehn  
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MO.P.S.C. SCHEDULE NO. 6 1st Revised SHEET NO. 144CANCELLING MO.P.S.C. SCHEDULE NO. 6 Original SHEET NO. 144APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSVII. DISCONNECTION AND RECONNECTION OF SERVICE (Cont'd.)**\*C. RESIDENTIAL CUSTOMER CONTACT AND NOTICE OF DISCONNECTION (Cont'd.)**

When service is disconnected, the Company employee or agent will leave a notice at the premises in a manner conspicuous to the customer that service has been disconnected and the Company address and telephone number where the customer may arrange to have service restored.

**D. NOTICE OF INTENT TO DISCONNECT NON-RESIDENTIAL SERVICE**

Notice of intent to disconnect service for a non-residential customer under this rule shall state the reason for which service will be disconnected and shall specify a date after which such disconnection may be effected, and such notice shall be mailed to or served upon customer not less than 48 hours prior to such date.

**\*\*E. DISCONNECTION HOURS**

Company will disconnect electric service between the hours of 8:00 a.m. and 4:00 p.m. on the date specified on the notice of disconnection or within thirty (30) calendar days thereafter.

**F. DELAY OF DISCONNECTION FOR MEDICAL REASONS**

The Company will postpone the disconnection of service to a residential customer for a time not in excess of 21 days if the Company is advised the disconnection will aggravate an existent medical emergency of the customer, a member of his family or other permanent resident of the premises. The Company may require a customer to provide satisfactory evidence that a medical emergency exists before postponing the disconnection of service.

**G. AVOIDANCE OF DISCONNECTION OF SERVICE**

Disconnection of electric service will not be performed if, on or before the date specified in the notice of intent to disconnect, the customer shall:

1. (a) Make good the default by paying such bills for service at a Company office, or make arrangements satisfactory to Company, therefor, (b) make or restore such deposit at a Company office, (c) give Company representatives such access, or (d) cure such violation of rules and regulations, as the case may be; and
2. Pay at a Company office the expenses incurred by Company in detecting and confirming obstruction of electric service. Such expenses will include, but not be limited to all unmetered service as estimated by Company, special equipment necessary to detect the violation (such as check meter), equipment necessary to prevent future violations, labor and materials necessary to test, change, move or install new meters or other equipment and the cost of any rebilling, as applicable.

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DATE OF ISSUE June 27, 2014 DATE EFFECTIVE July 27, 2014ISSUED BY Michael Moehn President & CEO St. Louis, Missouri  
NAME OF OFFICER TITLE ADDRESS

MO.P.S.C. SCHEDULE NO. 6 1st Revised SHEET NO. 145CANCELLING MO.P.S.C. SCHEDULE NO. 6 Original SHEET NO. 145APPLYING TO MISSOURI SERVICE AREAGENERAL RULES AND REGULATIONSVII. DISCONNECTION AND RECONNECTION OF SERVICE (Cont'd.)**\*H. DISCONNECTION OR INTERRUPTION OF SERVICE WITHOUT PRIOR NOTICE**

Company shall have the right to disconnect or interrupt service without prior notice for reasons of obstruction; maintenance, health, safety or state of emergency, or in cases where Company is directed to interrupt service by a governmental agency or officer. In such cases Company will make a reasonable effort to inform customer of the reasons for disconnection or interruption of service.

**I. RECONNECTION OF SERVICE**

In the event Company disconnects service, in addition to customer's continuing liability for all indebtedness then owed by customer to Company for service supplied at customer's current location and for similar service supplied at any other location of customer, customer shall also be liable for and shall also pay Company for the expenses incurred by Company in detecting and confirming the violation which occasioned such disconnection of electric service. In the event any such disconnected customer, or anyone acting for him, thereafter desires to receive service from Company by reconnection at the same location or at any other location, the payment to Company of the aforesaid liabilities and the payment to Company of each of the following items, as applicable, or the making of arrangements satisfactory to Company therefore, shall be conditions precedent to such reconnection or connection:

1. The charge for reconnection of service indicated on Sheet No. 63, Miscellaneous Charges, for each connection point.
2. Any deposit which may be required by Company under its applicable rules and regulations; and,
3. The cost of facilities or changes Company deems necessary or appropriate in order to prevent, insofar as possible, any future violation by customer of the rules and regulations of the Company as well as the cost of rebilling, as applicable.

\*Indicates Reissue

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