

P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1  
Missouri Gas Energy,  
a Division of Southern Union Company

First Revised  
Original

SHEET No. R-1  
SHEET No. R-1

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

1. DEFINITIONS

Sheet	Section	
R-6	1.01	Ancillary Line
R-6	1.02	Billing Period
R-6	1.03	Company
R-6	1.04	Customer
R-6	1.05	Customer-Owned Distribution Network
R-6	1.06	Commission
R-6	1.07	Cycle Billing
R-7	1.08	Delinquent Charge
R-7	1.09	Delinquent Date
R-7	1.10	Discontinuance Of Service
R-7	1.11	Due Date
R-7	1.12	ECIP
R-7	1.13	Estimated Bill
R-7	1.14	Extension Agreement
R-7	1.15	Gas Charges
R-8	1.16	Gas Service
R-8	1.17	House Piping or Fuel Line
R-8	1.18	In Dispute
R-9	1.19	LIHEAP
R-8	1.20	Late Payment Charge
R-8	1.21	Main
R-8	1.22	Master Meter
R-8	1.23	Meter Or Meter Installation
R-8	1.24	Month
R-8	1.25	Point Of Delivery
R-9	1.26	Person
R-9	1.27	Preferred Payment Plan
R-9	1.28	Premises
R-9	1.29	Purchased Gas Adjustment Clause
R-9	1.30	Registered Elderly Or Handicapped Customer
R-9	1.31	Rendition Of A Bill
R-9	1.32	Residential Service Or Use
R-9	1.33	Settlement Agreement
R-10	1.34	Service Agreement
R-10	1.35	Service Line
R-10	1.36	Service Line - Customer Owned

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ISSUED BY John M. Fernald Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company For            All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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JAN - 7 1994

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R-9	1.27	Residential Service Or Use
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R-9	1.29	Service Agreement
R-9	1.30	Service Line
R-9	1.31	Service Line - Customer Owned
R-9	1.32	Termination Of Service
R-9	1.33	Utilecare
R-10	1.34	Yard Line

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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
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For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

<u>Sheet</u>	<u>Section</u>	
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R-10	1.38	Utilicare
R-10	1.39	Yard Line

2. SERVICE AGREEMENTS

R-11	2.01	Application For Service
R-11	2.02	Provisions
R-11	2.03	Term
R-12	2.04	Modifications
R-12	2.05	Credit Regulations
R-17.1	2.06	Left Blank Intentionally
R-18	2.07	Customer Insolvency
R-18	2.08	Succession and Assignment
R-18	2.09	Authority
R-18	2.10	Waiver

3. SUPPLYING GAS SERVICE

R-19	3.01	Availability
R-19	3.02	Prior Indebtedness Of Customer
R-20	3.03	Connection of Service
R-20	3.04	Access To Customer Premises
R-20	3.05	Continuity Of Service
R-21	3.06	Suspension Of Service
R-21	3.07	Discontinuance Of Service
R-23	3.08	Timing Of Discontinuance
R-24	3.09	Notice Of Discontinuance Of Service
R-27	3.10	Cold Weather Rule
R-30	3.11	Collection Or Disconnection Charge
R-30	3.12	Reconnection Of Gas Service
R-31	3.13	Refusal To Serve
R-32	3.14	Service Line And Yard Line Installation And Maintenance
R-33	3.15	Replacement Of Customer Owned Service Lines And Yard Lines
R-33.2	3.16	Maintenance Of Customer Owned Service Lines And Yard Lines
R-33.2	3.17	Property Of The Company
R-33.3	3.18	Excess Flow Valves
R-34	3.19	Company Liability

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ISSUED BY Robert J. Hack Vice President, Pricing and Regulatory Affairs  
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Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE **Missouri Public Service Commission**

<u>Sheet</u>	<u>Section</u>	
R-10	1.37	Termination Of Service
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By *3rd RS R-2*  
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P.S.C. MO. No. 1  
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<u>Sheet</u>	<u>Section</u>	
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ISSUED BY

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Kansas City, MO. 64111

Missouri Gas Energy,  
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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
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For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

4. TAKING GAS SERVICE

<u>Sheet</u>	<u>Section</u>	
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R-35	4.02	Standards And Approvals
R-35	4.03	Size Of Piping
R-36	4.04	Service Line Relocation
R-36	4.05	Protection Of Company's Property
R-36	4.06	Notice By Customer Of Gas Leaks
R-36	4.07	Dangerous Conditions On Customer's Premises
R-37	4.08	Tampering With Company's Property
R-37	4.09	Reselling Or Redistributing Service
R-37	4.10	Fraudulent Use Of Service
R-38	4.11	Termination Or Discontinuance Of Service By Customer
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R-40	5.01	Meter And Regulator Installation
R-40	5.02	Meter And Regulator Location
R-40	5.03	Multiple Metering
R-41	5.04	Multiple Occupancy Buildings
R-41	5.05	Meter Reading
R-42	5.06	Meter Seals
R-42	5.07	Evidence Of Consumption
R-42	5.08	Delivery Pressure
R-43	5.09	Accuracy And Tests
R-43	5.10	Meter Testing
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6. CHOICE AND APPLICATION OF RATE SCHEDULES

R-45	6.01	Posting
R-45	6.02	Choice By Customer
R-45	6.03	Change Of Rate Schedules
R-45	6.04	Notice Of Seasonal Residential Rate Changes
R-45.1	6.05	Contract Rates

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John M. Fernald Missouri Gas Energy

Kansas City, MO. 64111

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Missouri Gas Energy,  
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For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

7. BILLING AND PAYMENT

<u>Sheet</u>	<u>Section</u>	
R-46	7.01	Billing Information
R-47	7.02	Billing Period
R-47	7.03	Average Bill Calculation Plan
R-49	7.04	Estimated Billing
R-51	7.05	Mailing Bills
R-51	7.06	Failure To Obtain Meter Reading
R-52	7.07	Payment Of Bills
R-52	7.08	Default
R-52	7.09	Extension Agreement
R-52	7.10	Returned Payment Charge

8. CLAIMS AND COMPLAINTS SETTLEMENTS-RESIDENTIAL ONLY

R-53	8.01	Complaints And Disputed Claims
R-54	8.02	Payment Of Amount Not In Dispute
R-55	8.03	Settlement Agreement
R-56	8.04	Default Of Settlement Agreement
R-57	8.05	Res Judicata
R-57	8.06	Failure To Reach Agreement
R-57	8.07	Other Remedies
R-57	8.08	Discontinuance Pending Decision
R-57	8.09	Record Keeping

9. MAIN EXTENSION POLICY CONVENTIONAL

<u>Sheet</u>	<u>Section</u>	
R-58	9.01	General
R-58	9.02	Extensions Not Requiring Customer Deposits
R-58a	9.03	Extensions Requiring Customer Deposits
R-59	9.04	Extensions To Interruptible Service & Large Firm Service Customers
R-60	9.05	Ownership
R-60	9.06	Customer Contracts
R-60	9.07	Determination Of Extension Length
R-60	9.08	Right-Of-Way And Franchise Limitations
R-61	9.09	Extensions In Unimproved Streets And Alleys

10. MOBILE HOME SERVICE

R-61	10.01	Availability
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Vice President, Rates and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

**Missouri Public  
Service Commission**  
For: All Missouri Service Areas

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GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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R-52	7.07	Payment Of Bills
R-52	7.08	Default
R-52	7.09	Extension Agreement

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Public Service Commission  
MISSOURI

8. CLAIMS AND COMPLAINTS SETTLEMENTS-RESIDENTIAL ONLY

R-52	8.01	Complaints And Disputed Claims
R-54	8.02	Payment Of Amount Not In Dispute
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10. MOBILE HOME SERVICE

R-61	10.01	Availability
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Vice President, Rates and Regulatory Affairs

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Kansas City, MO. 64111

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Canceling P.S.C. MO. No. 1

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SHEET No. R-4  
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Missouri Gas Energy,  
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GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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R-52	7.07	Payment Of Bills
R-52	7.08	Default
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APR 30 1999  
By *and RS# R-4*  
Public Service Commission  
MISSOURI

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10. MOBILE HOME SERVICE

R-61	10.01	Availability
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month day year

ISSUED BY

*John M. Fernald*  
John M. Fernald

Director, Rates and Regulatory Affairs  
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Kansas City, MO. 64111

MO. PUBLIC SERVICE COMMISSION

Missouri Gas Energy,  
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For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- |                              |                   |  |
|------------------------------|-------------------|--|
| <u>Sheet</u>                 | <u>Section</u>    |  |
| R-62                         | 10.02             | General Service Conditions For Master Metered Mobile Home Courts Installed Prior To May 14, 1985   |
| 10.03                        |                   | General Service Conditions For Mobile Home Courts Installed After May 14, 1985, And For Individual Mobile Homes Located On City Or Suburban Lots |
| R-66                         | 10.04             | Mobile Home Extension Rules  |
| 10.05                        |                   | Special Conditions Pertaining To Leak Surveys And Repiping Of Mobile Home Court Distribution Systems Owned By Others                             |
| 11. SERVICE APPLICATION FORM |                   |  |
|                              | R-73              |  |
| 12. LEFT BLANK INTENTIONALLY |                   |  |
|                              | R-74 through R-80 |  |
| 13. PRIORITY OF SERVICE      |                   |  |
| R-81                         | 13.01             | Purpose  |
| R-81                         | 13.02             | Curtailment  |
| R-81                         | 13.03             | Priority Categories  |
| R-83                         | 13.04             | Curtailment Procedures   |
| R-84                         | 13.05             | Unauthorized Overrun Deliveries  |
| R-85                         | 13.06             | Emergency Exemption  |
| R-86                         | 13.07             | Relief From Liability  |
| R-86                         | 13.08             | Precedence   |
| 14. OTHER CHARGES            |                   |  |
| R-87                         | 14.01             | Schedule Of Other Charges  |
| 15. LEFT BLANK INTENTIONALLY |                   |  |
|                              | R-89 Through R-91 |  |
| 16. GENERAL CLAUSES          |                   |  |
| R-92                         | 16.01             | Confidentiality  |

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ISSUED BY \_\_\_\_\_  
F. Jay Cummings

Vice President, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

1. DEFINITIONS

The following terms, when used in these General Terms and Conditions for Gas Service, in Company's rate schedules and in customers' service agreements, shall, unless otherwise indicated therein, have the meanings given below:

- 1.01 ANCILLARY LINE: Exterior piping installed by customer and connected to the yard line to supply fuel to any exterior appliance or apparatus.
- 1.02 BILLING PERIOD: A normal usage period of not less than 26 nor more than 35 days, except for initial, corrected or final bills.
- 1.03 COMPANY: Missouri Gas Energy, a Division of Southern Union Company, any successor or assignee thereof acting through its duly authorized officers, agents or employees within the scope of their respective duties and authorities.
- 1.04 CUSTOMER: A person or legal entity responsible for payment for service except one denoted as a guarantor. The term customer is also used to refer to an applicant for gas service.
- 1.05 CUSTOMER-OWNED DISTRIBUTION NETWORK: A system of customer-owned lines located downstream from a Company-owned master meter. Such networks include, but are not limited to, institutional, educational and health care campuses, military complexes, industrial facilities, commercial complexes, irrigation systems and oil and natural gas leases.
- 1.06 COMMISSION: The Public Service Commission Of The State Of Missouri and any successor of such commission having jurisdiction of the subject matter herein.
- 1.07 CYCLE BILLING: A system employed by Company which results in the rendition of bills for gas service to various customers on different days of any billing period.

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ISSUED BY \_\_\_\_\_  
John M. Fernald

Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

**RECEIVED**  
JAN - 7 1994

1. DEFINITIONS

**MISSOURI**  
**Public Service Commission**

The following terms, when used in these General Terms and Conditions for Gas Service, in Company's rate schedules and in customers' service agreements, shall, unless otherwise indicated therein, have the meanings given below:

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- 1.02 **BILLING PERIOD:** A period of not less than 26 nor more than 35 days, except for initial, corrected or final bills.
- 1.03 **COMPANY:** Missouri Gas Energy, a Division of Southern Union Company, any successor or assignee thereof acting through its duly authorized officers, agents or employees within the scope of their respective duties and authorities.
- 1.04 **CUSTOMER:** Any person applying for, receiving, purchasing, using, or agreeing to take a class of gas service supplied by Company under one rate schedule at a single point of delivery and for use within the premises designated in the application for service.
- 1.05 **CUSTOMER-OWNED DISTRIBUTION NETWORK:** A system of customer-owned lines located downstream from a Company-owned master meter. Such networks include, but are not limited to, institutional, educational and health care campuses, military complexes, industrial facilities, commercial complexes, irrigation systems and oil and natural gas leases.
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**CANCELLED**

**FILED**

DEC 10 1994  
BY let R-S #R-6  
Public Service Commission  
MISSOURI

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94 - 40  
MO. PUBLIC SERVICE COMM.

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- 1.08 DELINQUENT CHARGE: A charge remaining unpaid by a Residential or General Service customer at least 21 calendar days from the rendition of the bill by Company, or a charge remaining unpaid after the preferred payment date selected by the customer. For all other classes, a charge remaining unpaid beyond the period stated in the tariffs approved by the Commission.
- 1.09 DELINQUENT DATE: The date stated on a bill, which for Residential and General Service Customers shall be at least twenty-one days from the rendition of the bill or which shall be the preferred payment date selected by the customer, after which the utility may assess an approved late payment charge in accordance with a Company tariff on file with the Commission. For all other classes the delinquent date is determined by the number of days stated in the tariffs approved by the Commission.
- 1.10 DISCONTINUANCE OF SERVICE: A cessation of service by Company not requested by customer.
- 1.11 DUE DATE: Due date means the date stated on a bill when the charge is considered due and payable.
- 1.12 ECIP: The federal Energy Crisis Intervention Program administered by the Missouri Division of Family Service under section 660.100 RSMo.
- 1.13 ELECTRONIC BILL (E-BILL): A bill delivered to an electronic address selected by the customer that can be viewed on a computer screen. All electronic bills or notices will begin with an email to the customer at an address of their choosing.
- 1.14 ESTIMATED BILL: A bill for gas service which is not based on an actual reading by an authorized Company representative of the meter or other registering device for the period billed.
- 1.15 EXTENSION AGREEMENT: Extension agreement means a verbal agreement between the company and the customer extending payment for fifteen days or less.
- 1.16 GAS CHARGES: The rates for gas service and other charges authorized by the Commission as an integral part of gas service including applicable taxes.

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ISSUED BY Michael R. Noack

Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111



Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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DATE OF ISSUE October 8 1994  
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ISSUED BY \_\_\_\_\_ Director, Rates and Regulatory Affairs  
John M. Fernald Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy, **RECEIVED**  
a Division of Southern Union Company For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN - 7 1994

MISSOURI

Public Service Commission

- 1.08 DELINQUENT ACCOUNT/DELINQUENT DATE: A bill remaining unpaid by a Residential or General Service customer at least 21 calendar days from the rendition of the bill by Company, and for all other classes, a bill remaining unpaid beyond the period stated in the tariffs approved by the Commission.
- 1.09 DISCONTINUANCE OF SERVICE: An intentional cessation of service by Company not requested by customer.
- 1.10 ECIP: The federal Energy Crisis Intervention Program administered by the Missouri Division of Family Service under section 660.100 RSMo.
- 1.11 ESTIMATED BILL: A bill for gas service which is not based on an actual reading by an authorized Company representative of the meter or other registering device for the period billed.
- 1.12 GAS CHARGES: The rates for gas service and other charges authorized by the Commission as an integral part of gas service including applicable taxes.
- 1.13 GAS SERVICE: The availability of gas supplied or transported over Company's facilities to any customer regardless of whether or not the customer makes use of such gas service and regardless of whether Company or the customer owns the gas transported over Company's facilities while such gas is in the Company's possession.
- 1.14 HOUSE PIPING OR FUEL LINE: All piping, fixtures, valves, appliances and apparatus of any kind installed downstream from the outlet of Company's meter or Company owned piping, whichever is farther downstream.

CANCELLED

DEC 10 1994  
BY Pat R-S # R-7  
Public Service Commission  
MISSOURI

FILED

FEB - 1 1994

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month day year month day year

MO. PUBLIC SERVICE COMM.

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- 1.17 GAS SERVICE: The availability of gas supplied or transported over Company's facilities to any customer regardless of whether or not the customer makes use of such gas service and regardless of whether Company or the customer owns the gas transported over Company's facilities while such gas is in the Company's possession.
- 1.18 HOUSE PIPING OR FUEL LINE: All piping, fixtures, valves, appliances and apparatus of any kind installed downstream from the outlet of Company's meter or Company owned piping, whichever is farther downstream.
- 1.19 IN DISPUTE: In dispute means any matter regarding a charge or service which is the subject of an unresolved inquiry.
- 1.20 LIHEAP: The federal Low Income Home Energy Assistance Program administered by the Missouri Division of Family Services under section 660.110 RSMo.
- 1.21 LATE PAYMENT CHARGE: Late payment charge means an assessment on a delinquent charge in accordance with a utility tariff on file with the commission and in addition to the delinquent charge.
- 1.22 MAIN: A gas pipe owned, operated and maintained by Company as distribution line that serves as a common source of supply for more than one service line.
- 1.23 MASTER METER: A Company-owned meter providing service to a customer-owned distribution network.
- 1.24 METER OR METER INSTALLATION: The meter or meters, together with auxiliary devices, if any, constituting the complete installation needed to measure the quantity of gas delivered to customer at a single point of delivery.
- 1.25 MONTH: An interval of approximately 30 days, unless otherwise specified, or appearing from the context to be a calendar month.
- 1.26 POINT OF DELIVERY: The point of delivery shall be Company's meter outlet or the connection of Company's piping to customer's piping, whichever is farther downstream.

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ISSUED BY Michael R. Noack

Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- 1.16 GAS SERVICE: The availability of gas supplied or transported over Company's facilities to any customer regardless of whether or not the customer makes use of such gas service and regardless of whether Company or the customer owns the gas transported over Company's facilities while such gas is in the Company's possession.
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DATE OF ISSUE October 8 1994  
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DATE EFFECTIVE December 10 1994  
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ISSUED BY \_\_\_\_\_  
John M. Fernald

Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

**RECEIVED**

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN - 7 1994

**MISSOURI**

**Public Service Commission**

- 1.15 **IN DISPUTE:** Any matter regarding customer's gas service or the terms of a disagreement or complaint by customer and which customer pursues under these General Terms and Conditions for Gas Service.
- 1.16 **LIHEAP:** The federal Low Income Home Energy Assistance Program administered by the Missouri Division of Family Services under section 660.110 RSMo.
- 1.17 **MAIN:** A gas pipe owned, operated and maintained by Company as a distribution line that serves as a common source of supply for more than one service line.
- 1.18 **MASTER METER:** A Company-owned meter providing service to a customer-owned distribution network.
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- 1.20 **MONTH:** An interval of approximately 30 days, unless otherwise specified, or appearing from the context to be a calendar month.
- 1.21 **POINT OF DELIVERY:** The point of delivery shall be Company's meter outlet or the connection of Company's piping to customer's piping, whichever is farther downstream.
- 1.22 **PERSON:** Any individual, partnership, co-partnership, firm, company, public or private corporation, association, joint stock company, trust, estate, political subdivision, governmental agency, or other legal entity recognized by law.
- 1.23 **PREMISES:** That separate walled portion of a single building undivided by any common area, or that separate portion of a single contiguous tract of land (including all improvements thereon) undivided by any way for use by the public, as designated by customer in the application.

**CANCELLED**

**FILED**

DEC 10 1994

BY L.A.R.S. #R-8

FEB 1 1994  
94-40

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BY L.A.R.S. #R-8  
Service Commission

**MO. PUBLIC SERVICE COMM**

DATE EFFECTIVE February  
month day year

ISSUED BY F. Jay Cummings

Vice President, Rate and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- 1.27 PERSON: Any individual, partnership, co-partnership, firm, company, public or private corporation, association, joint stock company, trust, estate, political subdivision, governmental agency, or other legal entity recognized by law.
- 1.28 PREFERRED PAYMENT DATE PLAN: Preferred payment date plan means a Commission Approved plan offered at the company's option in which the delinquent date for the charges stated on a bill shall occur on the same day during each billing period as selected by the customer.
- 1.29 PREMISES: That separate walled portion of a single building undivided by any common area, or that separate portion of a single contiguous tract of land (including all improvements thereon) undivided by any way for use by the public, as designated by customer in the application.
- 1.30 PURCHASED GAS COST ADJUSTMENT: The adjustment procedure approved by the Commission to recognize variations in the cost of purchased gas.
- 1.31 REGISTERED ELDERLY OR HANDICAPPED CUSTOMER: A residential customer who is 60 years old and above or is handicapped to the extent that he or she is unable to leave the premises without assistance and who files with Company a form approved by the Commission attesting to the fact that customer meets these qualifications. Said form shall further set forth an agency or person which Company shall contact as set forth in Section 3.09(A)(1) herein.
- 1.32 RENDITION OF A BILL OR DISCONNECT NOTICE: The mailing, hand delivery, or electronic posting or delivery of the bill by Company to a customer. The Company shall be required to render a bill through only one of the foregoing methods. All electronic postings or deliveries will begin with an email to the customer at an address of their choosing.
- 1.33 RESIDENTIAL SERVICE OR USE: The provision of or use of gas for household and domestic purposes.
- 1.34 SETTLEMENT AGREEMENT: An agreement between a residential customer and Company which resolves any matter in dispute between the parties or provides for the payment of monies not in dispute for a period longer than the customer's normal billing period.

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month day year

ISSUED BY Michael R. Noack

Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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- 1.31 RENDITION OF A BILL: The mailing, hand delivery, or other presentation of the bill by Company to a customer.
- 1.32 RESIDENTIAL SERVICE OR USE: The provision of or use of gas for household and domestic purposes.
- 1.33 SETTLEMENT AGREEMENT: An agreement between a residential customer and Company which resolves any matter in dispute between the parties or provides for the payment of monies not in dispute for a period longer than the customer's normal billing period.

DATE OF ISSUE October 8 1994  
month day year

DATE EFFECTIVE December 10 1994  
month day year

ISSUED BY \_\_\_\_\_ Director, Rates and Regulatory Affairs  
John M. Fernald Missouri Gas Energy

Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

**RECEIVED**

1.24 PURCHASED GAS COST ADJUSTMENT: The adjustment procedure approved by the Commission to recognize variations in the cost of purchased gas

IAN - 7 1994

MISSOURI  
Public Service Commission

1.25 REGISTERED ELDERLY OR HANDICAPPED CUSTOMER: A residential customer who is 60 years old and above or is handicapped to the extent that he or she is unable to leave the premises without assistance and who files with Company a form approved by the Commission attesting to the fact that customer meets these qualifications. Said form shall further set forth an agency or person which Company shall contact as set forth in Section 3.09(A)(1) herein.

1.26 RENDITION OF A BILL: The date of mailing or other presentation of the bill by Company.

CANCELLED

1.27 RESIDENTIAL SERVICE OR USE: The provision of or use of gas for household and domestic purposes.

DEC 10 1994 # R-9

BY 1st K.S.  
Public Service Commission  
MISSOURI

1.28 SETTLEMENT AGREEMENT: An agreement between a residential customer and Company which purports to resolve any matter in dispute between the parties or provides for the payment of monies not in dispute over a reasonable period of time.

1.29 SERVICE AGREEMENT: The application, agreement, or contract express or implied, pursuant to which Company supplies gas service to customer.

1.30 SERVICE LINE: The pipe installed from Company's main to the inlet of Company's meter or to the connection to customer's piping, whichever is farther downstream.

1.31 SERVICE LINE - CUSTOMER OWNED: That portion of the service line, which is owned by customer, extending from customer's property line or customer's side of the drainage ditch or curb line to the inlet of Company's meter.

1.32 TERMINATION OF SERVICE: A cessation of gas service requested by customer.

1.33 UTILICARE: The state program of energy assistance established by 660.122 RSMo.

**FILED**

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94 - 40

MO. PUBLIC SERVICE COMM.

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs



Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- 1.35 SERVICE AGREEMENT: The application, agreement, or contract express or implied, pursuant to which Company supplies gas service to customer.
- 1.36 SERVICE LINE: The pipe installed from Company's main to the inlet of Company's meter or to the connection to customer's piping, whichever is farther downstream.
- 1.37 SERVICE LINE - CUSTOMER OWNED: That portion of the service line, which is owned by customer, extending from customer's property line or customer's side of the drainage ditch or curb line to the inlet of Company's meter.
- 1.38 TERMINATION OF SERVICE: A cessation of gas service requested by customer.
- 1.39 UTILICARE: The state program of energy assistance established by 660.122 RSMo.
- 1.40 YARD LINE: The term yard line is used in conjunction with outside meter settings to designate the underground piping installed from the outlet of Company's meter to the building wall. In the event multiple buildings are being served, building shall mean that building nearest to the connection to the service line.

DATE OF ISSUE April 28, 2008  
month day year

DATE EFFECTIVE May 28, 2008  
month day year

ISSUED BY Michael R. Noack Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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DATE OF ISSUE October 8 1994  
month day year

DATE EFFECTIVE December 10 1994  
month day year

ISSUED BY \_\_\_\_\_ Director, Rates and Regulatory Affairs  
John M. Fernald Missouri Gas Energy

Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

RECEIVED

JAN - 7 1994

1.34

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MISSOURI  
Public Service Commission

CANCELLED

DEC 10 1994  
BY 1st R.S. # R-10  
Public Service Commission  
MISSOURI

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MO. PUBLIC SERVICE COMM.

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

2. SERVICE AGREEMENTS

2.01 APPLICATION FOR SERVICE:

An application for service will be required for each customer. Customer applying for gas service shall furnish sufficient information on the size and characteristics of the load, the location of the premises to be served, and such additional information as may be necessary to facilitate determination of the class of service required by customer, and the conditions under which service will be supplied. A separate application shall be made for each class of service to customer at each separate location or premise.

2.02 PROVISIONS:

Gas service will be supplied to customer under the provisions of customer's service agreement which shall be deemed to include the provisions of (a) Company's applicable rate schedule, (b) Company's General Terms and Conditions for Gas Service in effect and on file with the Commission, and (c) the Commission's applicable rules. The taking of gas service by customer will constitute acceptance of, and an agreement to be bound by, all such provisions. Company may require all or any portion of customer's service agreement to be executed in writing on a form furnished by Company.

2.03 TERM:

Unless otherwise specifically provided in any applicable rate schedule or in a contract between customer and Company, the term of any service agreement shall commence on the day customer's installation is connected to Company's service facilities for the purpose of taking gas, and shall continue thereafter unless canceled by either party as herein provided.

DATE OF ISSUE January 7 1994  
month day year

DATE EFFECTIVE February 1 1994  
month day year

ISSUED BY \_\_\_\_\_  
F. Jay Cummings

Vice President, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

2.04 MODIFICATIONS:

A service agreement shall be subject to modification and shall be deemed modified from time to time during the term thereof in accordance with all applicable changes in Company's rate schedules. General Terms and Conditions for Gas Service and the Commission's rules as authorized by law.

2.05 CREDIT REGULATIONS:

(A) New Service - Residential: A new service is defined as a customer who is applying for service from Company for the first time.

Company may require a security deposit or other guarantee as a condition of new service due to any of the following:

- (1) Unpaid-Undisputed Account: Customer has outstanding with a utility, providing the same type of service, an unpaid service account which accrued within the last 5 years and at the time of the request for service, remains unpaid and not in dispute;
- (2) Diversion or Interference: Customer has in an unauthorized manner interfered with or diverted the service of a utility situated on or about or delivered to customer's premises within the last 5 years.
- (3) Credit Score: The customer's Equifax Advanced Energy Risk Score (EAER Score) is 724 or below. Those customers without an EAER Score will not be assessed a deposit under this subsection. Such credit scoring criteria is being implemented on an experimental basis.
- (4) Identity: 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.

DATE OF ISSUE May 11 2011  
month day year

DATE EFFECTIVE ~~June 10 2011~~ October 15, 2011  
month day year

ISSUED BY Michael R. Noack

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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2.05 CREDIT REGULATIONS:

(A) New Service - Residential: A new service is defined as a customer who is applying for service from Company for the first time.

Company may require a security deposit or other guarantee as a condition of new service due to any of the following:

- (1) Unpaid-Undisputed Account: Customer has outstanding with a utility, providing the same type of service, an unpaid service account which accrued within the last 5 years and at the time of the request for service, remains unpaid and not in dispute;
- (2) Diversion or Interference: Customer has in an unauthorized manner interfered with or diverted the service of a utility situated on or about or delivered to customer's premises within the last 5 years.
- (3) Credit Rating: Customer has failed to establish an acceptable credit rating. A customer shall be deemed to have established an acceptable credit rating if customer meets any of the following criteria:
  - (a) Owns or is purchasing a home;
  - (b) Is and has been regularly employed on a full-time basis for at least one year;
  - (c) Has an adequate regular source of income;
  - (d) Can provide adequate credit references from a commercial source.

DATE OF ISSUE January 7 1994  
month day year

DATE EFFECTIVE February 1 1994  
month day year

ISSUED BY \_\_\_\_\_  
F. Jay Cummings

Vice President, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- (B) New Service - Commercial and Industrial Service: A new service is defined as each location for which the customer is applying for service that is not a transfer of service from an existing location. Commercial and/or industrial customers may be required to provide a security deposit, surety bond, or irrevocable letter of credit as a condition of service.
- (C) Continued Service: Company may require a security deposit or other guarantee as a condition of continued service to any customer due to any of the following:
- (1) Non-Payment: The service of customer has been discontinued by Company for nonpayment of a delinquent account not in dispute;
  - (2) Diversion: Customer, in an unauthorized manner, interfered with or diverted the service of Company situated on or about or delivered to customer's premises;
  - (3) Continued Late Payment:
    - (a) Residential: Customer has failed to pay an undisputed bill on or before the delinquency date for 5 billing periods out of 12 consecutive billing periods. However, residential deposits for gas service assessed under the provisions of paragraphs (1) or (3) of this section during the months of November, December, and January may, if the customer is unable to pay the entire deposit, be paid by installments over a 6 month period, unless Company can show a likelihood that the customer does not intend to pay for continued service. Prior to requiring a customer to post a deposit under this subsection, the 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) Commercial and Industrial: Customer has failed to pay an undisputed bill before the delinquency date for 2 billing periods out of 12 consecutive billing periods.

DATE OF ISSUE October 8 1994  
month day year

DATE EFFECTIVE December 10 1994  
month day year

ISSUED BY John M. Fernald

Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

RECEIVED

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN - 7 1994

MISSOURI

(B) **New Service - Commercial and Industrial Service:** A new service is defined as each location for which the customer is applying for service that is not a transfer of service from an existing location. Commercial and/or industrial customers may be required to provide a security deposit, surety bond, or irrevocable letter of credit as a condition of service.

(C) **Continued Service:** Company may require a security deposit or other guarantee as a condition of continued service to any customer due to any of the following:

- (1) **Non-Payment:** The service of customer has been discontinued by Company for nonpayment of a delinquent account not in dispute;
- (2) **Diversion:** Customer, in an unauthorized manner, interfered with or diverted the service of Company situated on or about or delivered to customer's premises;

(3) **Continued Late Payment:**

(a) **Residential:** Customer has failed to pay an undisputed bill before the delinquency date for 5 billing periods out of 12 consecutive billing periods. However, residential deposits for gas service assessed under the provisions of paragraphs (1) or (3) of this section during the months of November, December, and January may, if the customer is unable to pay the entire deposit, be paid by installments over a 6 month period, unless Company can show a likelihood that the customer does not intend to pay for continued service.

(b) **Commercial and Industrial:** Customer has failed to pay an undisputed bill before the delinquency date for 2 billing periods out of 12 consecutive billing periods.

(D) **Discrimination:** No deposit shall be required by Company because of a customer's race, sex, creed,

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DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

DEC 10 1994  
Missouri Public Service Commission  
R.S. # R-13



Missouri Gas Energy,  
a Division of Southern Union Company  
Name of Issuing Corporation

For: All Missouri Service Areas  
Community, Town or City

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

(D) Discrimination: No deposit shall be required by Company because of a customer's race, sex, creed, national, origin, marital status, age, number of dependents, source of income, or geographical area of residence.

(E) Deposit - Terms and Conditions: A security deposit required pursuant to these General Terms and Conditions for Gas Service is subject to the following terms and conditions:

(1) Deposit - Amount: A deposit shall not exceed two (2) times the highest bill for utility charges actually incurred or estimated to be incurred by the customer during the most proximate twelve (12)-month period at the service location or, in the case of a new customer, who is assessed a deposit under subsection (A) (3) of this rule, one sixth (1/6) of the estimated annual bill. For all commercial and industrial customers, the amount of the deposit, surety bond or irrevocable letter of credit shall not exceed an estimated bill covering one billing period plus 30 days.

(2) Interest on Deposit: Interest at per annum rate equal to the prime bank lending rate as listed in the Wall Street Journal on the last business day of the preceding calendar year, plus one percentage point, compounded annually shall be payable on all deposits, except as provided in 4 CSR 240.10.040(4). For commercial and industrial customers (as provided in 4 CSR 240.10.040(4)) interest at 3% per annum shall be payable on cash deposits, provided the company keeps the cash deposit in a separate and distinct trust fund and deposited as such in some bank or trust company and not used by the company in the conduct of its business. Interest shall be either credited to the service account of customer on an annual basis during one complete billing cycle or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any cash deposit after the Company has made a reasonable effort to return the deposit. The Company shall keep in its records evidence of its efforts to return the deposit to the customer.

DATE OF ISSUE September 24, 2004  
month day year

DATE EFFECTIVE October 24, 2004  
month day year

ISSUED BY Michael R. Noack

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company  
Name of Issuing Corporation

Missouri Public  
For: All Missouri Service Areas  
Community, Town or City

REC'D JUL 16 2001

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

Service Commission

(D) Discrimination: No deposit shall be required by Company because of a customer's race, sex, creed, national, origin, marital status, age, number of dependents, source of income, or geographical area of residence.

(E) Deposit - Terms and Conditions: A security deposit required pursuant to these General Terms and Conditions for Gas Service is subject to the following terms and conditions:

(1) Deposit - Amount: A deposit shall not exceed two (2) times the highest bill for utility charges actually incurred or estimated to be incurred by the customer during the most proximate twelve (12)-month period at the service location or, in the case of a new customer, who is assessed a deposit under subsection (A) (3) of this rule, one sixth (1/6) of the estimated annual bill. For all commercial and industrial customers, the amount of the deposit, surety bond or irrevocable letter of credit shall not exceed an estimated bill covering one billing period plus 30 days.

(2) Interest on Deposit: Interest at 9.50% per annum (the rate of the prime bank lending rate as listed in the Wall Street Journal on May 22, 1998, plus one percentage point, to be adjusted only in the context of future general rate proceedings) compounded annually shall be payable on all deposits, except as provided in 4 CSR 240.10.040(4). For commercial and industrial customers (as provided in 4 CSR 240.10.040(4)) interest at 3% per annum shall be payable on cash deposits, provided the company keeps the cash deposit in a separate and distinct trust fund and deposited as such in some bank or trust company and not used by the company in the conduct of its business. Interest shall be either credited to the service account of customer on an annual basis during one complete billing cycle or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any cash deposit after the Company has made a reasonable effort to return the deposit. The Company shall keep in its records evidence of its efforts to return the deposit to the customer.

CANCELLED

OCT 02 2004  
By AKRS R-14  
Public Service Commission  
MISSOURI

Missouri Public

FILED AUG 06 2001  
01 - 292

Service Commission

DATE OF ISSUE July 16, 2001  
month day year

DATE EFFECTIVE [REDACTED]  
month day year

ISSUED BY Robert J. Hack

**AUG 06 2001**  
Vice President, Rates and Regulatory Affairs  
Missouri Gas Energy Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company  
Name of Issuing Corporation

**RECEIVED**  
For: All Missouri Service Areas  
Community, Town or City

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE **NOV 18 1998**

**MO. PUBLIC SERVICE COMMISSION**

(D) Discrimination: No deposit shall be required by Company because of a customer's race, sex, creed, national, origin, marital status, age, number of dependents, source of income, or geographical area of residence.

(E) Deposit - Terms and Conditions: A security deposit required pursuant to these General Terms and Conditions for Gas Service is subject to the following terms and conditions:

(1) Deposit - Amount: A deposit shall not exceed two (2) times the highest bill for utility charges actually incurred or estimated to be incurred by the customer during the most proximate twelve (12)-month period at the service location or, in the case of a new customer, who is assessed a deposit under subsection (A) (3) of this rule, one sixth (1/6) of the estimated annual bill. For all commercial and industrial customers, the amount of the deposit, surety bond or irrevocable letter of credit shall not exceed an estimated bill covering one billing period plus 30 days.

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**CANCELLED**

AUG 06 2001

By 310 RSR-14  
Public Service Commission  
MISSOURI

**Missouri Public  
Service Commission**

**FILED DEC 18 1998**

DATE OF ISSUE November 18, 1998  
month day year

DATE EFFECTIVE December 18, 1998  
month day year

ISSUED BY Charles B. Hernandez

Director, Rates and Regulatory Affairs  
Missouri Gas Energy Kansas City, MO. 64111

P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

First Revised  
Original

SHEET No. R-14  
SHEET No. R-14

Missouri Gas Energy,  
a Division of Southern Union Company

For

**RECEIVED**  
All Missouri Service Areas  
OCT 7 1994

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

MISSOURI  
Public Service Commission

(D) Discrimination: No deposit shall be required by Company because of a customer's race, sex, creed, national, origin, marital status, age, number of dependents, source of income, or geographical area of residence.

(E) Deposit - Terms and Conditions: A security deposit required pursuant to these General Terms and Conditions for Gas Service is subject to the following terms and conditions:

(1) Deposit - Amount: A deposit shall not exceed two (2) times the highest bill for utility charges actually incurred or estimated to be incurred by the customer during the most proximate twelve (12)-month period at the service location or, in the case of a new customer, who is assessed a deposit under subsection (A) (3) of this rule, one sixth (1/6) of the estimate annual bill. For all commercial and industrial customers, the amount of the deposit, surety bond or irrevocable letter of credit shall not exceed an estimated bill covering one billing period plus 30 days.

(2) Interest on Deposit: Interest at the rate of 6 percent per annum compounded annually shall be payable on all deposits. Interest shall be either credited to the service account of customer on an annual basis during one complete billing cycle or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any cash deposit after the Company has made a reasonable effort to return the deposit. The Company shall keep in its records evidence of its efforts to return the deposit to the customer.

**CANCELLED**

DEC 18 1998  
By *2nd R-14*  
Public Service Commission  
MISSOURI

**FILED**

DEC 10 1994

DATE OF ISSUE October 8 1994  
month day year

DATE EFFECTIVE December 10, 1994  
month day year

ISSUED BY

*John M. Fernald*  
John M. Fernald

Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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JAN - 7 1994

national origin, marital status, age, number of dependents, source of income, or geographical area of residence. MISSOURI Public Service Commission

(D) Deposit - Terms and Conditions: A security deposit required pursuant to these General Terms and Conditions for Gas Service is subject to the following terms and conditions:

- (1) Deposit - Amount: A deposit, for all residential customers, shall not exceed the gas charges applicable to one billing period plus 30 days and shall be computed on the basis of the estimated annual billing for service, unless the security deposit is required under the terms of Section (B) of this Section, in which case the deposit shall not exceed two times the highest bill of that customer during the preceding 12 months. For all commercial and industrial customers, the amount of the deposit, surety bond or irrevocable letter of credit shall not exceed an estimated bill covering one billing period plus 30 days.
- (2) Interest on Deposit: Interest at the rate of 6 percent per annum compounded annually shall be payable on all deposits. Interest shall be either credited to the service account of customer on an annual basis during one complete billing cycle or paid upon the return of the deposit, whichever occurs first. Interest shall not accrue on any cash deposit after the Company has made a reasonable effort to return the deposit. The Company shall keep in its records evidence of its efforts to return the deposit to the customer.

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DEC 10 1994  
BY let R.S.# R-14  
Public Service Commission  
MISSOURI

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94 - 40  
MO. PUBLIC SERVICE COMM.

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY Vice President, Rates and Regulatory Affairs  
F. Jay Cummings

P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

First Revised  
Original

SHEET No. R-15  
SHEET No. R-15

Missouri Gas Energy,  
a Division of Southern Union Company

For

**RECEIVED**  
All Missouri Service Areas  
OCT 7 1994

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

MISSOURI  
Public Service Commission

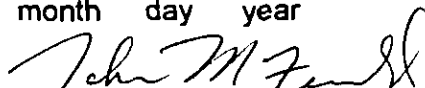
- (3) The Company shall maintain records which show the name of each customer who has posted a deposit, the current address of the customer, the date and amount of deposit, the date and amount of interest paid and information to determine the earliest possible refund date.
- (4) Receipt: Each customer posting a security deposit shall receive in writing at the time of tender of deposit or with the first bill a non-assignable receipt as evidence thereof. However, if the Company shows the existence or non-existence of a deposit on customer's bill, the receipt shall not be required unless requested by the customer. The receipt shall contain the following minimum information:
- (a) Name of customer.
  - (b) Date of payment.
  - (c) Amount of payment.
  - (d) Identifiable name, signature, and title of the Company employee receiving payment.
  - (e) Statement of the terms and conditions governing the payment, retention and return of deposits.
- (5) Transfer of Deposit: The Company, in the event customer moves to another location, may transfer a cash deposit from the prior location to the new location subject, however, to Sections 2.05(A)(1), 2.05(A)(2), 2.05(C)(1), 2.05(C)(2), herein.
- (6) The credit worthiness of a residential customer shall be established and the deposit and accrued interest shall be refunded promptly by the Company upon satisfactory payment by customer of all proper charges for gas service for a period not to exceed 12 successive months. Commercial and industrial customer's deposits of under \$5,000 may be returned after 36 consecutive months of satisfactory payment. Commercial and industrial deposits of \$5,000 or more may be retained until termination of service.

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DEC 13 1994

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month day year

DATE EFFECTIVE December 10, 1994 **MISSOURI PUBLIC SERVICE COMMISSION**  
month day year

ISSUED BY

  
John M. Fernald

Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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JAN - 7 1994

(3) Receipt: Each customer posting a security deposit shall receive a receipt at the time of tender of deposit or with the first bill, a non-assignable receipt as evidence thereof. However, if the Company shows the existence or non-existence of a deposit on customer's bill, the receipt shall not be required unless requested by the customer. The receipt shall contain the following minimum information:

- (a) Name of customer.
- (b) Date of payment.
- (c) Amount of payment.
- (d) Identifiable name, signature, and title of the Company employee receiving payment.
- (e) Statement of the terms and conditions governing the payment, retention and return of deposits.

(4) Transfer of Deposit: The Company, in the event customer moves to another location, may transfer a cash deposit from the prior location to the new location subject, however, to Sections 2.05(A)(1), 2.05(A)(2), 2.05(C)(1), 2.05(C)(2), herein.

(5) The credit worthiness of a residential customer shall be established and the deposit and accrued interest shall be refunded promptly by the Company upon satisfactory payment by customer of all proper charges for gas service for a period not to exceed 12 successive months. Commercial and industrial customer's deposits of under \$5,000 may be returned after 36 consecutive months of satisfactory payment. Commercial and industrial deposits of \$5,000 or more may be retained until termination of service. Payment, for purposes of the Section, is satisfactory if made prior to the date upon which the bill becomes delinquent. The Company may withhold refund of the deposit funds pending the resolution of a matter in dispute involving discontinuance for non-payment or unauthorized interference by the customer.

CANCELLED

**FILED**

DEC 10 1994  
BY let R.S. # R-15  
Public Service Commission  
MISSOURI

FEB 1 1994  
94-40

MO. PUBLIC SERVICE COMM. 1994

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President of Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

Payment, for purposes of the Section, is satisfactory if made prior to the date upon which the bill becomes delinquent. The Company may withhold refund of the deposit funds pending the resolution of a matter in dispute involving discontinuance for non-payment or unauthorized interference by the customer.

Upon discontinuance or termination of all gas service to the customer Company shall refund to the customer within twenty one (21) days of the rendition of the final bill the amount of any cash deposit, together with accrued interest if any thereon, remaining after the application of the deposit and interest to any indebtedness (including added charges for late payment) of the customer to the Company.

(7) Loss of Deposit Receipt: A customer entitled to a deposit refund shall receive the refund even though the customer may be unable to produce the original receipt for the deposit, provided the customer can produce adequate identification to insure that they are the customer entitled to the refund.

(8) Uniform Standards: The Company shall apply deposit standards uniformly as a condition of gas service to all customers.

(9) Installment Payments: The Company shall provide means whereby a residential customer, required to make a deposit, or a commercial/industrial customer, required to make a deposit of less than \$5,000, may pay the deposit in installments of no more than 4 months, or when the deposit is assessed under Section 2.05 (C) (1) or (3) of this tariff during the months of November, December, and January may pay the deposit in installments of no more than 6 months, unless the Company can show a likelihood the customer does not intend to pay for such service.

(F) Guarantee Acceptable: In lieu of a security deposit required by these General Terms and Conditions for Gas Service, Company may accept the written guarantee of a responsible party as surety for a residential customer service account.

DATE OF ISSUE October 8 1994  
month day year

DATE EFFECTIVE December 10 1994  
month day year

ISSUED BY \_\_\_\_\_ Director, Rates and Regulatory Affairs  
John M. Fernald Missouri Gas Energy

Kansas City, MO. 64111



Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

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GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN - 7 1994

Upon termination of all gas service to the customer Company shall refund to the customer the amount of any cash deposit, together with accrued interest if any thereon, remaining after the application of the deposit and interest to any indebtedness (including added charges for late payment) of the customer to the Company.

- (6) **Loss of Deposit Receipt:** A customer entitled to a deposit refund shall receive the refund even though the customer may be unable to produce the original receipt for the deposit, provided the customer can produce adequate identification to insure that they are the customer entitled to the refund.
- (7) **Uniform Standards:** The Company shall apply deposit standards uniformly as a condition of gas service to all customers.
- (8) **Installment Payments:** The Company shall provide means whereby a residential customer, required to make a deposit, or a commercial/industrial customer, required to make a deposit of less than \$5,000, may pay the deposit in installments unless the Company can show a likelihood the customer does not intend to pay for such service. Commercial/Industrial customers may pay the deposit in installments of no more than 4 months.

(F) **Guarantee Acceptable:** In lieu of a security deposit required by these General Terms and Conditions for Gas Service, Company may accept the written guarantee of a responsible party as surety for a residential customer service account.

(G) **Guarantee Rules:** A guarantee accepted by Company is subject to the following terms and conditions:

- (1) It shall be in writing and shall state the terms of guarantee and the maximum amount guaranteed. Company shall not hold the guarantor liable for sums in excess of the maximum amount of the required cash deposit unless the guarantor consents thereto in a separate written instrument.

DEC 10 1994  
BY PS # R-16  
Public Service Commission

**FILED**

FEB 1 1994  
94-40

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For

All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

RECEIVED

OCT 27 1995

(G) Guarantee Rules: A guarantee accepted by Company is subject to the following terms and conditions:

MISSOURI  
Public Service Commission

(1) It shall be in writing and shall state the terms of guarantee and the maximum amount guaranteed. Company shall not hold the guarantor liable for sums in excess of the maximum amount of the required cash deposit.

(2) Credit shall be established for a residential customer and the guarantor shall be released upon satisfactory payment by customer of all proper charges for gas service for a period of 12 successive months. For purposes of this rule, payment is satisfactory if, as to undisputed bills, it is made prior to the date upon which the bill becomes delinquent. Payment of a disputed bill shall be satisfactory if made within 10 days of resolution or withdrawal of the dispute. Company may withhold the release of the guarantor pending the resolution of a matter in dispute involving discontinuance for nonpayment or unauthorized interference by customer.

(H) Crediting Deposit: Company may apply all deposits subject to refund against existing undisputed gas charges provided the amount of the refund is identified and disclosed on the bill. Deposits otherwise subject to refund may be withheld pending the outcome of any dispute.

(I) Failure to Furnish Deposit: Company may discontinue service should customer fail or refuse to establish satisfactory credit, or to furnish a cash deposit as herein provided after 10 days written notice to customer. Said notice shall contain a statement to the effect that "in the event service is discontinued because of non payment of deposit, Company may require a disconnection and reconnection charge as provided in Section 14, herein."

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MO. PUBLIC SERVICE COMM.

DATE OF ISSUE October 27, 1995  
month day year

DATE EFFECTIVE November 26, 1995  
month day year

ISSUED BY John M. Fernald Director, Rates and Regulatory Affairs  
Missouri Gas Energy, 3420 Broadway, Kansas City, MO 64111

P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

First Revised  
Original

SHEET No. R-17  
SHEET No. R-17

Missouri Gas Energy,  
a Division of Southern Union Company

For

All Missouri Service Areas

RECEIVED

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

OCT 7 1994

MISSOURI

Public Service Commission

(G) Guarantee Rules: A guarantee accepted by Company is subject to the following terms and conditions:

(1) It shall be in writing and shall state the terms of guarantee and the maximum amount guaranteed. Company shall not hold the guarantor liable for sums in excess of the maximum amount of the required cash deposit.

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CANCELLED

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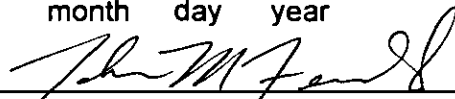
BY 2nd RS R-17  
Public Service Commission

MO. PUBLIC SERVICE COMMISSION

DATE OF ISSUE October 8 1994  
month day year

DATE EFFECTIVE December 10, 1994  
month day year

ISSUED BY

  
John M. Fernald

Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,

a Division of Southern Union Company For All Missouri Service Areas

**RECEIVED**

JAN - 7 1994

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

**MISSOURI**

Public Service Commission

(2) Credit shall be established for a residential customer and the guarantor shall be released upon satisfactory payment by customer of all proper charges for gas service for a period of 12 successive months. For purposes of this rule, payment is satisfactory if, as to undisputed bills, it is made prior to the date upon which the bill becomes delinquent. Payment of a disputed bill shall be satisfactory if made within 10 days of resolution or withdrawal of the dispute. Company may withhold the release of the guarantor pending the resolution of a matter in dispute involving discontinuance for nonpayment or unauthorized interference by customer.

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CANCELLED

DEC 10 1994  
BY Let R.S. #R-17  
Public Service Commission  
MISSOURI

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94 - 40  
MO. PUBLIC SERVICE COMM

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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DATE OF ISSUE January 7 1994  
month day year

DATE EFFECTIVE February 1 1994  
month day year

ISSUED BY \_\_\_\_\_  
F. Jay Cummings

Vice President, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- 2.07 CUSTOMER INSOLVENCY: A service agreement shall, at the option of Company, cease and terminate and all amounts due Company thereunder shall become immediately payable without further notice in case any act of bankruptcy is made or committed by customer, or any petition in bankruptcy, either voluntary or involuntary, is filed by or against customer.
- 2.08 SUCCESSION AND ASSIGNMENT: A service agreement shall inure to the benefit of and be binding upon customer's successors by operation of law, but shall not be assignable voluntarily by customer.
- 2.09 AUTHORITY: No representative, agent or employee of Company shall have authority to make any representation, promise, or agreement contrary to these General Terms and Conditions for Gas Service, applicable law, or rules of the Commission and any such representation, promise, or agreement shall not bind Company, or its agent, representative or employee making same.
- 2.10 WAIVER: Waiver by Company with respect to any default by a customer in complying with the provisions of his service agreement shall not be deemed to be a waiver with respect to any other or subsequent default by such customer.

DATE OF ISSUE January 7 1994  
month day year

DATE EFFECTIVE February 1 1994  
month day year

ISSUED BY \_\_\_\_\_  
F. Jay Cummings

Vice President, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

3. SUPPLYING GAS SERVICE

3.01 AVAILABILITY: Company will supply gas service in accordance with its rate schedules and these General Terms and Conditions for Gas Service on file with and approved by the Commission.

Except as otherwise provided in Sections 9 and 10 herein, or unless special arrangements have been made between customer and Company, gas service will be supplied by Company under an available rate schedule only at such premises as are adjacent to Company's existing distribution facilities which are adequate and suitable to supply gas service for the requirements of customer. Company shall not be required to furnish gas service at a pressure in excess of 7 inches water column.

Upon the request of any interested person, Company will furnish information regarding the location and size of its distribution mains and the character of service available at any location.

3.02 DENIAL OF SERVICE:

(1) Company may refuse to commence service to an applicant for any of the following reasons:

- (A) Non-payment of an undisputed delinquent charge.
- (B) Failure to post a security deposit or guarantee acceptable to Company.
- (C) Refusal or failure to permit inspection, maintenance, replacement or meter reading of utility equipment.
- (D) Misrepresentation of identity;

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ISSUED BY Michael R. Noack

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

**CANCELLED**

P.S.C.MO. No. 1

SHEET No. R-19

APR 15 2009 Original

Missouri Gas Energy,  
a Division of Southern Union Company

By LSR R-19  
Public Service Commission  
MISSOURI

For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

**RECEIVED**

JAN - 7 1994

3. SUPPLYING GAS SERVICE

**MISSOURI**  
Public Service Commission

**3.01 AVAILABILITY:** Company will supply gas service in accordance with its rate schedules and these General Terms and Conditions for Gas Service on file with and approved by the Commission.

Except as otherwise provided in Sections 9 and 10 herein, or unless special arrangements have been made between customer and Company, gas service will be supplied by Company under an available rate schedule only at such premises as are adjacent to Company's existing distribution facilities which are adequate and suitable to supply gas service for the requirements of customer. Company shall not be required to furnish gas service at a pressure in excess of 7 inches water column.

Upon the request of any interested person, Company will furnish information regarding the location and size of its distribution mains and the character of service available at any location.

**3.02 PRIOR INDEBTEDNESS OF CUSTOMER:** Company shall not be required to commence supplying gas service if at the time of application, the applicant, or any member of applicant's household (who has received benefit from previous gas service), is indebted to Company for such gas service previously supplied at the same premises or any former premises until payment of such indebtedness shall have been made. This provision cannot be avoided by substituting an application for service at the same or at a new location signed by some other member of the former customer's household or by any other person acting for or on behalf of such customer.

**FILED**

FEB 1 1994

94 - 40

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs



Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- (E) Violation of any other rules of the Company approved by the commission which adversely affects the safety of the customer or other persons or the integrity of the utility's system;
- (F) As provided by state or federal law;
- (G) Failure of a previous owner or occupant of the premises to pay delinquent utility charges where the previous owner or occupant remains an occupant;
- (H) Failure to comply with the terms of a settlement agreement; or
- (I) Unauthorized interference, diversion of use of the Company's service by the applicant, or by a previous owner or occupant who remains an occupant.

(2) Company may not refuse to commence service to an applicant for any of the following reasons:

- (A) Failure to pay for merchandise, appliances or services not subject to commission jurisdiction as an integral part of the utility service provided by Company;
- (B) Failure to pay the bill of another customer, unless the applicant who is seeking service received substantial benefit and use of the service to that customer, or unless the applicant is the legal guarantor for a delinquent bill. In this instance, the utility refusing to commence service, shall have the burden of proof to show that the applicant received substantial benefit and use of the service, or that the applicant is the legal guarantor, provided that such burden shall not apply if the applicant refuses to cooperate in providing or obtaining information she/he/it does or should have regarding the applicant's residence history. To meet that burden the utility must have reliable evidence that:

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ISSUED BY Michael R. Noack

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

1. The applicant and that customer resided together at the premises where the bill was incurred and during the period the bill was incurred; and
  2. The bill was incurred within the last seven (7) years; and
  3. Company has attempted to collect the unpaid bill from the customer of record; and
  4. At the time of the request for service, the bill remains unpaid and not in dispute.
- (3) Company shall commence service at an existing residential service location in accordance with this rule as close as reasonably possible to the day specified by the customer for service to commence, but no later than, three (3) business days following the day specified by the customer for service to commence provided that the applicant has complied with all requirements of this rule. When service to a new residential location is requested, Company shall commence service in accordance with this rule as close as reasonably possible to the day specified by the applicant for service to commence, but normally no later than three (3) business days following the day that all required construction is completed and all inspections have been made. In order to expedite service to a customer moving from one location to another,
- (4) Company may provide service at the new location before all bills and charges are paid for service at the prior location. Company reserves the right to transfer any unpaid amount from prior service(s) to a current service account. Such transferred bills are then subject to the provisions of Sections 7.07 and 7.08 herein.

DATE OF ISSUE March 15 2005  
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month day year

ISSUED BY Michael R. Noack

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

(5) Notwithstanding any other provision of this rule, Company may refuse to commence service temporarily for reasons of maintenance, health, safety or a state of emergency until the reason for such refusal has been resolved.

(6) Any provision of this section may be waived or varied by the commission for good cause.

3.03 CONNECTION OF SERVICE: The Company shall charge a transfer fee as set forth in Section 14 herein to service applicants when natural gas service is not being initiated or reinstated but is continuing from a prior customer unless the transfer is made from a landlord to tenant or tenant to landlord in connection with a revert to owner agreement on file with the Company as specified in Section 4.11 herein, in which case the transfer fee will be as set forth in Section 14 herein. The Company shall charge a connection fee as set forth in Section 14 herein to service applicants when natural gas service is being initiated for the first time or had been previously terminated at the location. At the customer's option, the connection fee may be spread out over a period not to exceed four months. Separate fees for reconnection of service after discontinuance by the Company are provided for in Section 3.12 herein.

3.04 ACCESS TO CUSTOMER PREMISES: Customer shall give duly authorized agents and employees of Company, when properly identified, full and free access to the premises of customer at all reasonable hours for the purpose of constructing, installing, inspecting, adjusting, repairing, maintaining, replacing, or removing any of Company's facilities on the premises of customer, reading meters, or for any other purpose incidental to the gas service supplied by Company. Access for the purpose of reading meters inside buildings is more specifically covered in Section 5.05 herein.

3.05 CONTINUITY OF SERVICE: Company will use reasonable diligence to furnish continuous gas service to customer, but does not guarantee the supplying of gas service against irregularities or interruptions. Company shall not be considered in default of its service agreement with customer and shall not otherwise be liable for any damage occasioned by irregularities or interruptions of service due to breakdowns or damage to equipment, extraordinary repairs, an act of God or public enemy, accidents, strikes or their equivalent, legal process, state or municipal interference, civil disturbances, depletion of gas supply, or any other cause beyond Company's control.

February 28, 2010

DATE OF ISSUE February 16, 2010  
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DATE EFFECTIVE March 18, 2010  
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ISSUED BY Michael R. Noack

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64119

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

(5) Notwithstanding any other provision of this rule, Company may refuse to commence service temporarily for reasons of maintenance, health, safety or a state of emergency until the reason for such refusal has been resolved.

(6) Any provision of this section may be waived or varied by the commission for good cause.

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month day year

DATE EFFECTIVE April 15, 2005  
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ISSUED BY Michael R. Noack

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

First Revised  
Original

SHEET No. R-20  
SHEET No. R-20

Missouri Gas Energy,  
a Division of Southern Union Company

**CANCELLED**  
APR 15 2005  
by JRS R-20  
Public Service Commission  
MISSOURI

Missouri Public Service Areas  
Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

REC'D JUL 16 2001

Service Commission

In order to expedite service to a customer moving from one location to another, Company may provide service at the new location before all bills and charges are paid for service at the prior location. Company reserves the right to transfer any unpaid amount from prior service(s) to a current service account. Such transferred bills are then subject to the provisions of Sections 7.07 and 7.08 herein.

3.03 CONNECTION OF SERVICE: The Company shall charge a transfer fee as set forth in Section 14 herein to service applicants when natural gas service is not being initiated or reinstated but is continuing from a prior customer. The Company shall charge a connection fee as set forth in Section 14 herein to service applicants when natural gas service is being initiated for the first time or had been previously terminated at the location. At the customer's option, the connection fee may be spread out over a period not to exceed four months. Separate fees for reconnection of service after discontinuance by the Company are provided for in Section 3.12 herein.

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Missouri Public

DATE OF ISSUE July 16, 2001  
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DATE EFFECTIVE August 15, 2001  
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FILED AUG 06 2001

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AUG 06 2001

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

**RECEIVED**

JAN - 7 1994

**MISSOURI  
Public Service Commission**

In order to expedite service to a customer moving from one location to another, Company may provide service at the new location before all bills and charges are paid for service at the prior location. Company reserves the right to transfer any unpaid amount from prior service(s) to a current service account. Such transferred bills are then subject to the provisions of Sections 7.07 and 7.08 herein.

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**3.04 CONTINUITY OF SERVICE:** Company will use reasonable diligence to furnish continuous gas service to customer, but does not guarantee the supplying of gas service against irregularities or interruptions. Company shall not be considered in default of its service agreement with customer and shall not otherwise be liable for any damage occasioned by irregularities or interruptions of service due to breakdowns or damage to equipment, extraordinary repairs, an act of God or public enemy, accidents, strikes or their equivalent, legal process, state or municipal interference, civil disturbances, depletion of gas supply, or any other cause beyond Company's control.

**CANCELLED**

AUG 06 2001  
By 1st RSR-20  
Public Service Commission  
MISSOURI

**FILED**

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94 - 40

**MO. PUBLIC SERVICE COMM.**

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

3.06 SUSPENSION OF SERVICE: Company shall have the right to suspend gas service to customer for temporary periods as may be necessary for the inspection, maintenance, alteration, change, health, safety, state of emergency, replacement or repair of gas facilities, or for the preservation or restoration of system operations. In all cases of interruption or suspension of service, Company will make reasonable efforts to restore service without unnecessary delay. No such interruption or suspension of service will relieve customer from charges provided for in customer's service agreement. Company shall not be liable for damages occasioned by suspension of service for said causes.

3.07 DISCONTINUANCE OF SERVICE: Company shall have the right to discontinue gas service to a customer and remove its facilities, or any portion thereof, from customer's premises upon default by customer of any provision of the service agreement. In addition to any other legal remedies, Company reserves the right to refuse to reconnect gas service to any customer until such default shall have been remedied by customer. Any one or more of the following may be considered as a default:

- (A) Non-payment of an undisputed delinquent charge.
- (B) Failure to post a security deposit or guarantee acceptable to Company.
- (C) Unauthorized interference, diversion or use of the gas service situated or delivered on or about customer's premises.
- (D) Failure to comply with the terms and conditions of a settlement agreement.
- (E) Refusal after reasonable notice to permit inspection maintenance, replacement or meter reading of utility equipment. If the utility has a reasonable belief that health or safety is at risk, notice at the time inspection is attempted is reasonable.

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DATE EFFECTIVE August 06, 2001  
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ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

First Revised  
Original

SHEET No. R-21  
SHEET No. R-21

Missouri Gas Energy,  
a Division of Southern Union Company

For

**RECEIVED**  
All Missouri Service Areas

OCT 7 1994

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

MISSOURI  
Public Service Commission

- 3.05 SUSPENSION OF SERVICE: Company shall have the right to suspend gas service to customer for temporary periods as may be necessary for the inspection, maintenance, alteration, change, health, safety, state of emergency, replacement or repair of gas facilities, or for the preservation or restoration of system operations. In all cases of interruption or suspension of service, Company will make reasonable efforts to restore service without unnecessary delay. No such interruption or suspension of service will relieve customer from charges provided for in customer's service agreement. Company shall not be liable for damages occasioned by suspension of service for said causes.
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- (A) Non-payment of an undisputed delinquent charge.
  - (B) Failure to post a security deposit or guarantee acceptable to Company.
  - (C) Unauthorized interference, diversion or use of the gas service situated or delivered on or about customer's premises.
  - (D) Failure to comply with the terms and conditions of a settlement agreement.
  - (E) Refusal after reasonable notice to permit inspection maintenance replacement or meter reading of utility equipment. If the utility has a reasonable belief that health or safety is at risk, notice at the time inspection is attempted is reasonable.

DEC 10 1994

DATE OF ISSUE October 8 1994  
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DATE EFFECTIVE December 10, 1994  
month day year

ISSUED BY

*John M. Fernald*  
John M. Fernald

Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

**CANCELLED**

AUG 06 2001

2ND RSR-21  
Public Service Commission  
MISSOURI



Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

**RECEIVED**

JAN - 7 1994

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

**MISSOURI**

Public Service Commission

3.05 **SUSPENSION OF SERVICE:** Company shall have the right to suspend gas service to customer for temporary periods as may be necessary for the inspection, maintenance, alteration, change, health, safety, state of emergency, replacement or repair of gas facilities, or for the preservation or restoration of system operations. In all cases of interruption or suspension of service, Company will make reasonable efforts to restore service without unnecessary delay. No such interruption or suspension of service will relieve customer from charges provided for in customer's service agreement. Company shall not be liable for damages occasioned by suspension of service for said causes.

3.06 **DISCONTINUANCE OF SERVICE:** Company shall have the right to discontinue gas service to a customer and remove its facilities, or any portion thereof, from customer's premises upon default by customer of any provision of the service agreement. In addition to any other legal remedies, Company reserves the right to refuse to reconnect gas service to any customer until such default shall have been remedied by customer. Any one or more of the following may be considered as a default:

- (A) Non-payment of a delinquent account.
- (B) Failure to post a security deposit or guarantee acceptable to Company.
- (C) Unauthorized interference, diversion or use of the gas service situated or delivered on or about customer's premises.
- (D) Failure to comply with the terms and conditions of a settlement agreement.

DEC 10 1994

BY 1st R.S. # R-21  
Public Service Commission  
MISSOURI

**FILED**

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94 - 40

MO. PUBLIC SERVICE COMMISSION

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rate and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- (F) Misrepresentation of identity for the purpose of obtaining gas service.
- (G) Violation of any other General Terms and Conditions for Gas Service of Company on file with and approved by the Commission which adversely affects the safety of customer or other persons, or the integrity of Company's delivery system.
- (H) Failure to pay cost of additional service line, or replacement of a customer-owned service line or lines as provided for in Sections 3.14 and 3.15 herein.
- (I) As provided by state or federal law.

None of the following shall constitute sufficient cause for Company to discontinue service:

- (A) The failure of customer to pay for merchandise, appliances, or services not subject to Commission jurisdiction as an integral part of the gas provided by Company.
- (B) The failure of customer to pay for concurrent service received at a separate metering point, residence or location. In the event of discontinuance or termination of service at a separate residential metering point, residence or location in accordance with these General Terms and Conditions for Gas Service, Company may transfer any unpaid balance to any other residential service account of customer and may discontinue service twenty-one (21) days after rendition of the combined bill, for nonpayment, in accordance with this rule.

DATE OF ISSUE July 16, 2001  
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DATE EFFECTIVE August 06, 2001  
month day year

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

First Revised  
Original

SHEET No. R-22  
SHEET No. R-22

Missouri Gas Energy,  
a Division of Southern Union Company

For

All Missouri Service Areas

OCT 7 1994

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

MISSOURI

Public Service Commission

- (F) Misrepresentation of identity for the purpose of obtaining gas service.
- (G) Violation of any other General Terms and Conditions for Gas Service of Company on file with and approved by the Commission which adversely affects the safety of customer or other persons, or the integrity of Company's delivery system.
- (H) Failure to pay cost of additional service line, or replacement of a customer-owned service line or lines as provided for in Sections 3.13 and 3.14 herein.
- (I) As provided by state or federal law.

None of the following shall constitute sufficient cause for Company to discontinue service:

- (A) The failure of customer to pay for merchandise, appliances, or services not subject to Commission jurisdiction as an integral part of the gas provided by Company.
- (B) The failure of customer to pay for concurrent service received at a separate metering point, residence or location. In the event of discontinuance or termination of service at a separate residential metering point, residence or location in accordance with these General Terms and Conditions for Gas Service, Company may transfer any unpaid balance to any other residential service account of customer and may discontinue service twenty-one (21) days after rendition of the combined bill, for nonpayment, in accordance with this rule.

FILED

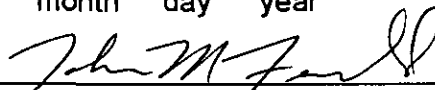
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MO. PUBLIC SERVICE COM.

DATE OF ISSUE October 8 1994  
month day year

DATE EFFECTIVE December 10, 1994  
month day year

ISSUED BY

  
John M. Fernald

Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

CANCELLED

AUG 06 2001  
F. 2ND RS R-22  
Public Service Commission  
MISSOURI

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

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GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

IAN - 7 1994

MISSOURI

Public Service Commission

- (E) Refusal to grant access at reasonable times to equipment installed upon the premises of customer for the purpose of inspection, meter reading, maintenance or replacement.
- (F) Misrepresentation of identity for the purpose of obtaining gas service.
- (G) Violation of any other General Terms and Conditions for Gas Service of Company on file with and approved by the Commission which adversely affects the safety of customer or other persons, or the integrity of Company's delivery system.
- (H) Failure to pay cost of additional service line, or replacement of a customer-owned service line or lines as provided for in Sections 3.13 and 3.14 herein.

None of the following shall constitute sufficient cause for Company to discontinue service:

**CANCELLED**

- (A) The failure of customer to pay for merchandise, appliances, or services not subject to Commission jurisdiction as an integral part of the gas provided by Company.
- (B) The failure of customer to pay for concurrent service received at a separate metering point, residence or location. In the event of discontinuance or termination of service at a separate residential metering point, residence or location in accordance with these General Terms and Conditions for Gas Service, Company may transfer any unpaid balance to any other residential service account of customer.

DEC 10 1994  
BY [Signature]  
Public Service Commission  
MISSOURI

**FILED**

FEB 1 1994  
94 - 40

MO. PUBLIC SERVICE COMMISSION

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- (C) The failure of customer to pay for a different class of service received at the same or different location. The placing of more than one meter at the same location for the purpose of billing the usage of specific devices under optional rate schedules or provisions is not construed as a different class of service for the purpose of this Section.
- (D) The failure to pay the bill of another customer unless the customer whose service is sought to be discontinued received substantial benefit and use of the service.
- (E) The failure of a previous owner or occupant of the premises to pay an unpaid or delinquent bill except where the previous occupant remains an occupant or user.
- (F) The failure to pay a bill correcting a previous underbilling, whenever the customer claims an inability to pay the corrected amount, unless the company has offered the customer a payment arrangement equal to the period of underbilling.

3.08 TIMING OF DISCONTINUANCE: Pursuant to the Commission's Order in Case No. GE-2005-0247, the Company has been granted a variance from the requirements of 4 CSR 240-13.050(3) and this section relating to the hours service may be discontinued. The variance authorizes the Company to extend the hours service to a residential customer may be discontinued to those hours beginning at sunrise, but no earlier than 7:00 a.m. and continuing until 4:00 p.m. on the date specified on the notice of discontinuance or within eleven (11) days thereafter. Service shall not be discontinued on a day when Company personnel are not available to reconnect customer's service, or on a day immediately preceding such day. Service shall not be discontinued for non-payment of a delinquent charge unless written notice is sent to the customer at least 10 days prior to the date of proposed discontinuance. Service of notice by first class mail is complete upon mailing. Service of electronic notice is complete upon delivery of the notice to the site where the electronic bill is posted. Where written notice is hand delivered to a customer in which case discontinuance may be effected not less than 96 hours after delivery of the notice. After the eleven (11) business day effective period of the notice, all notice procedures required by this rule shall again be followed before the company may discontinue service.

The variance also authorizes the Company to extend the hours service to a residential customer may be discontinued until sunset, but no later than 7:00 p.m., but only in circumstances when the Company has difficulty getting the access to the premises that is necessary to discontinue service (including but not limited to, locked meter locations, animals obstructing access to the meter location and other obstructions to the meter locations).

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DATE EFFECTIVE May 28, 2008  
month day year

ISSUED BY Michael R. Noack

Director, Pricing and Regulatory Affairs

Missouri Gas Energy, Kansas City, MO. 64111

GE-2008-0352

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- (C) The failure of customer to pay for a different class of service received at the same or different location. The placing of more than one meter at the same location for the purpose of billing the usage of specific devices under optional rate schedules or provisions is not construed as a different class of service for the purpose of this Section.
- (D) The failure to pay the bill of another customer unless the customer whose service is sought to be discontinued received substantial benefit and use of the service.
- (E) The failure of a previous owner or occupant of the premises to pay an unpaid or delinquent bill except where the previous occupant remains an occupant or user.
- (F) The failure to pay a bill correcting a previous underbilling, whenever the customer claims an inability to pay the corrected amount, unless the company has offered the customer a payment arrangement equal to the period of underbilling.

3.08 TIMING OF DISCONTINUANCE: Pursuant to the Commission's Order in Case No. GE-2005-0247, the Company has been granted a variance from the requirements of 4 CSR 240-13.050(3) and this section relating to the hours service may be discontinued. The variance authorizes the Company to extend the hours service to a residential customer may be discontinued to those hours beginning at sunrise, but no earlier than 7:00 a.m. and continuing until 4:00 p.m. on the date specified on the notice of discontinuance or within eleven (11) days thereafter. Service shall not be discontinued on a day when Company personnel are not available to reconnect customer's service, or on a day immediately preceding such day. Service shall not be discontinued for non-payment of a delinquent charge unless written notice by first class mail is sent to the customer at least 10 days prior to the date of proposed discontinuance. Service of notice by mail is complete upon mailing. Where written notice is hand delivered to a customer in which case discontinuance may be effected not less than 96 hours after delivery of the notice. After the eleven (11) business day effective period of the notice, all notice procedures required by this rule shall again be followed before the company may discontinue service.

The variance also authorizes the Company to extend the hours service to a residential customer may be discontinued until sunset, but no later than 7:00 p.m., but only in circumstances when the Company has difficulty getting the access to the premises that is necessary to discontinue service (including but not limited to, locked meter locations, animals obstructing access to the meter location and other obstructions to the meter locations).

DATE OF ISSUE March 21, 2005  
month day year

DATE EFFECTIVE April 20, 2005  
month day year

ISSUED BY Michael R. Noack

Director, Pricing and Regulatory Affairs

Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

REC'D JAN 04 2002

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

Service Commission

**CANCELLED**

APR 04 2005  
MRS R-23  
Public Service Commission  
MISSOURI

The failure of customer to pay for a different class of service received at the same or different location. The placing of more than one meter at the same location for the purpose of billing the usage of specific devices under optional rate schedules or provisions is not construed as a different class of service for the purpose of this Section.

- (D) The failure to pay the bill of another customer unless the customer whose service is sought to be discontinued received substantial benefit and use of the service.
- (E) The failure of a previous owner or occupant of the premises to pay an unpaid or delinquent bill except where the previous occupant remains an occupant or user.
- (F) The failure to pay a bill correcting a previous underbilling, whenever the customer claims an inability to pay the corrected amount, unless the company has offered the customer a payment arrangement equal to the period of underbilling.

3.08 TIMING OF DISCONTINUANCE: Subject to the requirements of these General Terms and Conditions for Gas Service, Company may discontinue service to a customer between the hours of 8:00 a.m. and 4:00 p.m. on the date specified on the notice of discontinuance or within eleven (11) days thereafter. Service shall not be discontinued on a day when Company personnel are not available to reconnect customer's service, or on a day immediately preceding such day. Service shall not be discontinued for non-payment of a delinquent charge unless written notice by first class mail is sent to the customer at least 10 days prior to the date of proposed discontinuance. Service of notice by mail is complete upon mailing. Where written notice is hand delivered to a customer in which case discontinuance may be effected not less than 96 hours after delivery of the notice. After the eleven (11) business day effective period of the notice, all notice procedures required by this rule shall again be followed before the company may discontinue service.

Pursuant to the Commission's Order in Case No. GO-2002-137, the Company has been granted a variance from the requirements of 4 CSR 240-13.050(3) relating to the hours service may be discontinued. The variance authorizes the Company to extend the hours service to a customer may be discontinued to the hours between sunrise and sunset, but no earlier than 7:00 a.m. and no later than 7:00 p.m. This variance expires at midnight on October 31, 2002.

The Company shall have sufficient personnel to reconnect service discontinued under this variance upon payment of delinquent accounts for a period of three hours following the last discontinuance made under this variance on the day that customer's service was discontinued.

Missouri Public  
02-137

FILED FEB 03 2002

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month day year Service Commission month day year

ISSUED BY Robert J. Hack Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

Second Revised  
First Revised

SHEET No. R-23  
SHEET No. R-23

Missouri Gas Energy,  
a Division of Southern Union Company

Missouri Public  
For: All Missouri Service Areas

REC'D JUL 16 2001

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

Service Commission

- (C) The failure of customer to pay for a different class of service received at the same or different location. The placing of more than one meter at the same location for the purpose of billing the usage of specific devices under optional rate schedules or provisions is not construed as a different class of service for the purpose of this Section.
- (D) The failure to pay the bill of another customer unless the customer whose service is sought to be discontinued received substantial benefit and use of the service.
- (E) The failure of a previous owner or occupant of the premises to pay an unpaid or delinquent bill except where the previous occupant remains an occupant or user.
- (F) The failure to pay a bill correcting a previous underbilling, whenever the customer claims an inability to pay the corrected amount, unless the company has offered the customer a payment arrangement equal to the period of underbilling.

3.08 TIMING OF DISCONTINUANCE: Subject to the requirements of these General Terms and Conditions for Gas Service, Company may discontinue service to a customer between the hours of 8:00 a.m. and 4:00 p.m. on the date specified on the notice of discontinuance or within eleven (11) days thereafter. Service shall not be discontinued on a day when Company personnel are not available to reconnect customer's service, or on a day immediately preceding such day. Service shall not be discontinued for non-payment of a delinquent charge unless written notice by first class mail is sent to the customer at least 10 days prior to the date of proposed discontinuance. Service of notice by mail is complete upon mailing. Where written notice is hand delivered to a customer in which case discontinuance may be effected not less than 96 hours after delivery of the notice. After the eleven (11) business day effective period of the notice, all notice procedures required by this rule shall again be followed before the company may discontinue service.

**CANCELLED**

Missouri Public

FEB 09 2002

by 3rd RS R-23  
Public Service Commission  
MISSOURI

FILED AUG 06 2001

01 - 292

Service Commission

DATE OF ISSUE July 16, 2001  
month day year

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month day year

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

AUG 06 2001



P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

First Revised  
Original

SHEET No. R-23  
SHEET No. R-23

Missouri Gas Energy,  
a Division of Southern Union Company

For

All Missouri Service Areas

OCT 7 1994

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

MISSOURI

Public Service Commission

CANCELLED

AUG 06 2001

2 No. RS R-23  
Public Service Commission  
MISSOURI

- (C) The failure of customer to pay for a different class of service received at the same or different location. The placing of more than one meter at the same location for the purpose of billing the usage of specific devices under optional rate schedules or provisions is not construed as a different class of service for the purpose of this Section.
- (D) The failure to pay the bill of another customer unless the customer whose service is sought to be discontinued received substantial benefit and use of the service.
- (E) The failure of a previous owner or occupant of the premises to pay an unpaid or delinquent bill except where the previous occupant remains an occupant or user.
- (F) The failure to pay a bill correcting a previous underbilling, whenever the customer claims an inability to pay the corrected amount, unless the company has offered the customer a payment arrangement equal to the period of underbilling.

3.07 TIMING OF DISCONTINUANCE: Subject to the requirements of these General Terms and Conditions for Gas Service, Company may discontinue service to a customer between the hours of 8:00 a.m. and 4:00 p.m. on the date specified on the notice of discontinuance or within eleven (11) days thereafter. Service shall not be discontinued on a day when Company personnel are not available to reconnect customer's service, or on a day immediately preceding such day. Service shall not be discontinued for non-payment of a delinquent charge unless written notice by first class mail is sent to the customer at least 10 days prior to the date of proposed discontinuance. Service of notice by mail is complete upon mailing. Where written notice is hand delivered to a customer in which case discontinuance may be effected not less than 96 hours after delivery of the notice. After the eleven (11) business day effective period of the notice, all notice procedures required by this rule shall again be followed before the company may discontinue service.

DEC 10 1994

DATE OF ISSUE October 8 1994  
month day year

DATE EFFECTIVE December 10, 1994  
month day year

MO. PUBLIC SERVICE COM. FILED

ISSUED BY John M. Fernald  
John M. Fernald

Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

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Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas JAN - 7 1994

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE **MISSOURI**  
Public Service Commission

(C) The failure of customer to pay for a different class of service received at the same or different location. The placing of more than one meter at the same location for the purpose of billing the usage of specific devices under optional rate schedules or provisions is not construed as a different class of service for the purpose of this Section.

3.07 **TIMING OF DISCONTINUANCE:** Subject to the requirements of these General Terms and Conditions for Gas Service, Company may discontinue service to a customer between the hours of 8:00 a.m. and 4:00 p.m. on the date specified on the notice of discontinuance or within a reasonable time thereafter. Service shall not be discontinued on a day when Company personnel are not available to reconnect customer's service, or on a day immediately preceding such day. Service shall not be discontinued for non-payment of a delinquent account within 5 days after an account becomes delinquent except where written notice is delivered to a customer in which case discontinuance may be effected not less than 48 hours after delivery of the notice.

3.08 **NOTICE OF DISCONTINUANCE OF SERVICE:** Except in cases of (a) dangerous conditions as set forth in Section 4.07, herein; (b) fraudulent use of service as set forth in Section 4.10, herein; (c) tampering as set forth in Section 4.08, herein; or (d) an order or directive of the Commission or other governmental agency or court requiring the discontinuance of service, Company will give to customer written notice of its intention to discontinue gas service.

(A) The notice of discontinuance shall contain the following information:

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DEC 10 1994  
BY 1st R.S. # R-23  
Public Service Commission  
MISSOURI

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94 - 40

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

Company shall have sufficient personnel to reconnect service discontinued under this variance upon payment of delinquent accounts for a period of three hours following the last discontinuance made under this variance on the day that customer's service was discontinued.

3.09 NOTICE OF DISCONTINUANCE OF SERVICE: Except in cases of (a) dangerous conditions as set forth in Section 4.07, herein; (b) fraudulent use of service as set forth in Section 4.10, herein; (c) tampering as set forth in Section 4.08, herein; or (d) an order or directive of the Commission or other governmental agency or court requiring the discontinuance of service, Company will give to customer written notice of its intention to discontinue gas service.

(A) The notice of discontinuance shall contain the following information:

- (1) The name and address of customer and the address, if different, where service is rendered.
- (2) A clear and concise statement of the reason for the proposed discontinuance of service and the cost of reconnection.
- (3) The date on or after which service will be discontinued unless customer takes appropriate action.
- (4) Terms under which customer may avoid discontinuance.
- (5) A statement that if customer is unable to pay the amount due Company in full, customer may contact Company and request the opportunity to make a deferred payment.
- (6) The prominent display of the telephone number that the customer may call without incurring toll charges and address of Company's office where customer may make inquiry or file a complaint.

DATE OF ISSUE March 21, 2005  
month day year

DATE EFFECTIVE April 20, 2005  
month day year

ISSUED BY Michael R. Noack

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

Missouri Public  
For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

REC'D JUL 16 2001

Service Commission

3.09 NOTICE OF DISCONTINUANCE OF SERVICE: Except in cases of (a) dangerous conditions as set forth in Section 4.07, herein; (b) fraudulent use of service as set forth in Section 4.10, herein; (c) tampering as set forth in Section 4.08, herein; or (d) an order or directive of the Commission or other governmental agency or court requiring the discontinuance of service, Company will give to customer written notice of its intention to discontinue gas service.

(A) The notice of discontinuance shall contain the following information:

- (1) The name and address of customer and the address, if different, where service is rendered.
- (2) A clear and concise statement of the reason for the proposed discontinuance of service and the cost of reconnection.
- (3) The date on or after which service will be discontinued unless customer takes appropriate action.
- (4) Terms under which customer may avoid discontinuance.
- (5) A statement that if customer is unable to pay the amount due Company in full, customer may contact Company and request the opportunity to make a deferred payment.
- (6) The prominent display of the telephone number that the customer may call without incurring toll charges and address of Company's office where customer may make inquiry or file a complaint.

**CANCELLED**

APR 04 2005  
3rd RS R-24  
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MISSOURI

Missouri Public

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DATE OF ISSUE July 16, 2001  
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DATE EFFECTIVE August 15, 2001  
month day year

**AUG 06 2001**

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

First Revised  
Original

SHEET No. R-24  
SHEET No. R-24

Missouri Gas Energy,  
a Division of Southern Union Company

For

All Missouri ~~Service Areas~~ **RECEIVED**

OCT 7 1994

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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Public Service Commission

3.08 NOTICE OF DISCONTINUANCE OF SERVICE: Except in cases of (a) dangerous conditions as set forth in Section 4.07, herein; (b) fraudulent use of service as set forth in Section 4.10, herein; (c) tampering as set forth in Section 4.08, herein; or (d) an order or directive of the Commission or other governmental agency or court requiring the discontinuance of service, Company will give to customer written notice of its intention to discontinue gas service.

(A) The notice of discontinuance shall contain the following information:

- (1) The name and address of customer and the address, if different, where service is rendered.
- (2) A clear and concise statement of the reason for the proposed discontinuance of service and the cost of reconnection.
- (3) The date on or after which service will be discontinued unless customer takes appropriate action.
- (4) Terms under which customer may avoid discontinuance.
- (5) A statement that if customer is unable to pay the amount due Company in full, customer may contact Company and request the opportunity to make deferred payment.
- (6) The prominent display of the telephone number that the customer may call without incurring toll charges and address of Company's office where customer may make inquiry or file a complaint.

**CANCELLED**

AUG 06 2001  
by 2nd RS R-24  
Public Service Commission  
MISSOURI

**FILED**

DEC 10 1994

MO. PUBLIC SERVICE COMMISSION

DATE OF ISSUE October 8 1994  
month day year

DATE EFFECTIVE December 10, 1994  
month day year

ISSUED BY John M. Fernald  
John M. Fernald

Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

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GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN - 7 1994

MISSOURI  
Public Service Commission

- (1) The name and address of customer and the address, if different, where service is rendered.
- (2) A clear and concise statement of the reason for the proposed discontinuance of service and the cost of reconnection.
- (3) The date on or after which service will be discontinued unless customer takes appropriate action.
- (4) Terms under which customer may avoid discontinuance.
- (5) A statement that if customer is unable to pay the amount due Company in full, customer may contact Company and request the opportunity to make deferred payment.
- (6) The telephone number and address of Company's office where customer may make inquiry or file a complaint.

(B) Company shall discontinue service only after written notice by first class mail has been sent to customer at least 6 days prior to the date of the proposed discontinuance. If written notice is delivered to customer, it shall be done at least 48 hours prior to discontinuance. Service of notice by mail is complete upon mailing. The notice of discontinuance of service shall not be issued as to a bill or portion of a bill currently the subject of a dispute pending with Company or the Commission nor shall such a notice be issued as to any bill or portion of a bill which is the subject of a settlement agreement except after breach of a settlement agreement, unless Company inadvertently issues such notice in which case Company shall take necessary steps to withdraw or cancel such notice.

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DEC 10 1994

MISSOURI  
Public Service Commission  
# R-24

FILED

FEB 1 1994  
94 - 40

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

MO. PUBLIC SERVICE COMMISSION

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- (B) Company shall discontinue service only after written notice has been sent to customer at least ten (10) days prior to the date of the proposed discontinuance. Service of notice by first class mail is complete upon mailing. Service of electronic notice is complete upon delivery of the notice to the site where the electronic bill is posted. If written notice is delivered in hand to customer, it shall be done at least 96 hours prior to discontinuance. The Company shall maintain the accurate record of the date of mailing or delivery. The notice of discontinuance of service shall not be issued as to a bill or portion of a bill currently the subject of a dispute pending with Company or the Commission nor shall such a notice be issued as to any bill or portion of a bill which is the subject of a settlement agreement except after breach of a settlement agreement, unless Company inadvertently issues such notice in which case Company shall take necessary steps to withdraw or cancel such notice.
- (C) Multi-family - Single Meter: At least ten (10) days prior to discontinuance of service for non-payment of a bill or deposit at a multi-dwelling unit residential building at which usage is measured by a single meter, notice of Company's intent to discontinue service shall be conspicuously posted in public areas of the building, provided, however, that such notices shall not be required if Company is not aware that said structure is a single metered multi-dwelling unit residential building. Such notices shall include the date on or after which discontinuance may occur and advise of tenant rights pursuant to section 441.650 RSMo. Company shall not be required to provide notice in individual situations where safety of employees is endangered.
- (D) Multi-family - Multiple Meter: At least ten (10) days prior to discontinuance of service for non-payment of a bill or deposit at a multi-dwelling unit residential building where each unit is individually metered and at which a single customer is responsible for payment for service in all units in the building or at a residence in which the occupant using gas service is not Company's customer, the occupant(s) shall be given written notice of Company's intent to discontinue service, provided however that such notice shall not be required unless one (1) occupant has advised Company or Company is otherwise aware that he is not customer. In the case of a multi-dwelling unit residential building where each unit is individually metered or in the case of a single family residence, the notice provided to the occupant of the unit for which service is about to be discontinued shall outline the procedure by which the occupant thereof may apply for the same character of service presently being received through that meter.

DATE OF ISSUE April 28, 2008  
month day year

DATE EFFECTIVE May 28, 2008  
month day year

ISSUED BY Michael R. Noack Director, Rates and Regulatory Affairs  
Missouri Gas Energy Kansas City, MO 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- (B) Company shall discontinue service only after written notice by first class mail has been sent to customer at least ten (10) days prior to the date of the proposed discontinuance. If written notice is delivered in hand to customer, it shall be done at least 96 hours prior to discontinuance. The Company shall maintain the accurate record of the date of mailing or delivery. Service of notice by mail is complete upon mailing. The notice of discontinuance of service shall not be issued as to a bill or portion of a bill currently the subject of a dispute pending with Company or the Commission nor shall such a notice be issued as to any bill or portion of a bill which is the subject of a settlement agreement except after breach of a settlement agreement, unless Company inadvertently issues such notice in which case Company shall take necessary steps to withdraw or cancel such notice.
- (C) Multi-family - Single Meter: At least ten (10) days prior to discontinuance of service for non-payment of a bill or deposit at a multi-dwelling unit residential building at which usage is measured by a single meter, notice of Company's intent to discontinue service shall be conspicuously posted in public areas of the building, provided, however, that such notices shall not be required if Company is not aware that said structure is a single metered multi-dwelling unit residential building. Such notices shall include the date on or after which discontinuance may occur and advise of tenant rights pursuant to section 441.650 RSMo. Company shall not be required to provide notice in individual situations where safety of employees is endangered.
- (D) Multi-family - Multiple Meter: At least ten (10) days prior to discontinuance of service for non-payment of a bill or deposit at a multi-dwelling unit residential building where each unit is individually metered and at which a single customer is responsible for payment for service in all units in the building or at a residence in which the occupant using gas service is not Company's customer, the occupant(s) shall be given written notice of Company's intent to discontinue service, provided however that such notice shall not be required unless one (1) occupant has advised Company or Company is otherwise aware that he is not customer. In the case of a multi-dwelling unit residential building where each unit is individually metered or in the case of a single family residence, the notice provided to the occupant of the unit for which service is about to be discontinued shall outline the procedure by which the occupant thereof may apply for the same character of service presently being received through that meter.

DATE OF ISSUE October 8 1994  
month day year

DATE EFFECTIVE December 10 1994  
month day year

ISSUED BY \_\_\_\_\_ Director, Rates and Regulatory Affairs  
John M. Fernald Missouri Gas Energy Kansas City, MO 64111



Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

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JAN 7 1994

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

**MISSOURI**  
Public Service Commission

(C) Multi-family - Single Meter: At least 5 days prior to discontinuance of service for non-payment of a bill or deposit at a multi-dwelling unit residential building at which usage is measured by a single meter, notices of Company's intent to discontinuance shall be conspicuously posted in public areas of the building, provided, however, that such notices shall not be required if Company is not aware that said structure is a single metered multi-dwelling unit residential building. Such notices shall include the date on or after which discontinuance may occur. Company shall not be required to provide notice in individual situations where safety of employees is a consideration.

(D) Multi-family - Multiple Meter: At least 5 days prior to discontinuance of service for non-payment of a bill or deposit at a multi-dwelling unit residential building where each unit is individually metered and at which a single customer is responsible for payment for service in all units in the building or at a residence in which the occupant using gas service is not Company's customer, the occupant(s) shall be given written notice of Company's intent to discontinue service, provided however that such notice shall not be required unless the occupant has advised Company or Company is otherwise aware that he is not customer. In the case of a multi-dwelling unit residential building where each unit is individually metered or in the case of a single family residence, the notice provided to the occupant of the unit for which service is about to be discontinued shall outline the procedure by which the occupant thereof may apply for the same character of service presently being received through that meter.

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BY W.R.S. # R-25  
Public Service Commission  
MISSOURI

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94 - 40

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- (E) Twenty-Four Hour Notice: At least 24 hours preceding discontinuance of service, Company shall make reasonable efforts to contact customer to advise the pending action and what steps must be taken to avoid discontinuance. Reasonable efforts shall include either a written notice following the notice pursuant to section (A) of this rule, a doorhanger or at least two telephone call attempts reasonably calculated to reach the customer.
- (F) Notice When Disconnected: Immediately preceding the discontinuance of service, the employee of Company designated to perform such function shall, except in individual situations where the safety of the employee is endangered, make a reasonable effort to contact and identify himself to customer or responsible person then upon the premises and shall announce the purpose of his presence. When service is discontinued, the employee shall leave a notice upon the premises in a manner conspicuous to customer that service has been discontinued and the address and telephone number of Company where customer may arrange to have service restored.
- (G) Medical Emergency: Notwithstanding any other provision of this Section, Company shall postpone the discontinuance of gas service to a residential customer for a time not in excess of 21 days if Company is advised the discontinuance will aggravate an existent medical emergency of customer, a member of customer's family or other permanent resident of the premises where service is rendered. Company may require customer to provide satisfactory evidence that a medical emergency exists.

DATE OF ISSUE October 8 1994  
month day year

DATE EFFECTIVE December 10 1994  
month day year

ISSUED BY \_\_\_\_\_  
John M. Fernald

Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Gas **RECEIVED**

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JAN - 7 1994

**MISSOURI  
Public Service Commission**

(E) **Twenty-Four Hour Notice:** At least 24 hours preceding discontinuance of service, Company shall make reasonable efforts to contact customer to advise the pending action and what steps must be taken to avoid discontinuance.

(F) **Notice When Disconnected:** Immediately preceding the discontinuance of service, the employee of Company designated to perform such function shall, except in individual situations where the safety of the employee is a consideration, make a reasonable effort to contact and identify himself to customer or responsible person then upon the premises and shall announce the purpose of his presence. When service is discontinued, the employee shall leave a notice upon the premises in a manner conspicuous to customer that service has been discontinued and the address and telephone number of Company where customer may arrange to have service restored.

(G) **Medical Emergency:** Notwithstanding any other provision of this Section, Company shall postpone the discontinuance of gas service to a residential customer for a time not in excess of 21 days if Company is advised the discontinuance will aggravate an existent medical emergency of customer, a member of customer's family or other permanent resident of the premises where service is rendered. Company may require customer to provide satisfactory evidence that a medical emergency exists.

CANCELLED

DEC 10 1994  
BY Let R.S. # R-26  
Public Service Commission  
MISSOURI

FILED

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94 - 40

MO. PUBLIC SERVICE COMM.

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- 3.10 COLD WEATHER RULE: This rule takes precedence over other rules on provision of heat-related utility service from November 1 through March 31 annually.
- (A) Notice Requirements: From November 1 through March 31, prior to discontinuance of service due to nonpayment, Company shall:
- (1) Notify the customer at least ten days prior to the date of the proposed discontinuance of Company's intent to discontinue service. A registered elderly or handicapped customer and the additional party listed on the customer's registration form also shall be notified within the above time frame. 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 electronic billing. The contact with the registered individual shall include initially two or more telephone call attempts with the mailing of the notice
  - (2) Make further attempt to contact the customer within 96 hours preceding discontinuance of service either by a second written notice as in Section 3.10(A)(1) above, sent first class mail; or a door hanger; or at least two telephone call attempts to the customer;
  - (3) Attempt to contact the customer at the time of the discontinuance of service in the manner specified by Section 3.09(F).
  - (4) Make a personal contact on the premises with a registered elderly or handicapped customer, or some member of the family above the age of 15 years, at the time of the discontinuance of service.
  - (5) Provide information in all of the notices and contacts required in this section which describe the terms and provision of service under this rule, including the method of calculating the required payments, the availability of financial assistance from the Division of Family Services and social service or charitable organizations that have notified Company that they provide this assistance, and the identity of these organizations.

DATE OF ISSUE April 28, 2008  
month day year

DATE EFFECTIVE May 28, 2008  
month day year

ISSUED BY Michael R. Noack Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

3.10 COLD WEATHER RULE: This rule takes precedence over other rules on provision of heat-related utility service from November 1 through March 31 annually.

(A) Notice Requirements: From November 1 through March 31, prior to discontinuance of service due to nonpayment, Company shall:

- (1) Notify the customer, by first class mail, at least ten days prior to the date of the proposed discontinuance of Company's intent to discontinue service. A registered elderly or handicapped customer and the additional party listed on the customer's registration form also shall be notified within the above time frame. The contact with the registered individual shall include initially two or more telephone call attempts with the mailing of the notice
- (2) Make further attempt to contact the customer within 96 hours preceding discontinuance of service either by a second written notice as in Section 3.10(A)(1) above, sent first class mail; or a door hanger; or at least two telephone call attempts to the customer;
- (3) Attempt to contact the customer at the time of the discontinuance of service in the manner specified by Section 3.09(F).
- (4) Make a personal contact on the premises with a registered elderly or handicapped customer, or some member of the family above the age of 15 years, at the time of the discontinuance of service.
- (5) Provide information in all of the notices and contacts required in this section which describe the terms and provision of service under this rule, including the method of calculating the required payments, the availability of financial assistance from the Division of Family Services and social service or charitable organizations that have notified Company that they provide this assistance, and the identity of these organizations.

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ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Gas Company

For All Missouri Service Areas

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GENERAL TERMS AND CONDITIONS FOR GAS SERVICE - 7 1994

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**Public Service Commission**

3.09 COLD WEATHER RULE: This rule takes precedence over other rules on provision of heat-related utility service from November 1 through March 31 annually.

(A) Notice Requirements: From November 1 through March 31, prior to discontinuance of service due to nonpayment, Company shall:

- (1) Notify the customer, by first class mail, at least ten days prior to the date of the proposed discontinuance of Company's intent to discontinue service. A registered elderly or handicapped customer and the additional party listed on the customer's registration form also shall be notified within the above time frame. The contact with the registered individual shall include initially two or more telephone call attempts with the mailing of the notice;
- (2) Make further attempt to contact the customer within 96 hours preceding discontinuance of service either by a second written notice as in Section 3.09(A)(1) above, sent first class mail; or a door hanger; or at least two telephone call attempts to the customer;
- (3) Attempt to contact the customer at the time of the discontinuance of service in the manner specified by Section 3.08(F).
- (4) Make a personal contact on the premises with a registered elderly or handicapped customer, or some member of the family above the age of 15 years, at the time of the discontinuance of service.
- (5) Provide information in all of the notices and contacts required in this section which describe the terms and provision of service under this rule, including the method of calculating the required payments, the availability of financial assistance from the Division of Family Services and social service or charitable organizations that have notified Company that they provide this assistance, and the identity of these organizations.

**CANCELLED**

AUG 06 2001  
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MISSOURI

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94 - 40

**MO. PUBLIC SERVICE COMM**

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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- (B) Weather Provisions: Discontinuance of gas or electric service to all residential customers, including all residential tenants of an apartment building, for nonpayment of bills where gas or electricity is used as the source of space heating or operate the only space heating equipment at the residence is prohibited:
- (1) On any day when the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. for the following 24 hours predicts that the temperature will drop below 32 degrees Fahrenheit; and
  - (2) On any day when Company personnel will not be available to reconnect utility service during the immediately succeeding day or days ("Period of Unavailability"), and the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. predicts that the temperature during the Period of Unavailability will drop below 32 degrees Fahrenheit.
- (D) Discontinuance of Service: From November 1 through March 31, Company may not discontinue heat-related residential utility service due to nonpayment of a delinquent bill or account provided:
- (1) The customer contacts Company and states their inability to pay in full;
  - (2) Company receives an initial payment and the customer enters into a payment agreement both of which are in compliance with Section 3.10(G) Payment Agreements;
  - (3) The customer complies with Company's requests for information regarding the customer's monthly or annual income; and
  - (4) There is no other lawful reason for discontinuance of utility service.

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ISSUED BY Michael R. Noack

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

Missouri Public  
For: All Missouri Service Areas

REC'D JUL 16 2001

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

Service Commission

(B) Weather Provisions: Discontinuance of gas or electric service to all residential customers, including all residential tenants of an apartment building, for nonpayment of bills where gas or electricity is used as the source of space heating or operate the only space heating equipment at the residence is prohibited:

- (1) On any day when the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. for the following 24 hours predicts that the temperature will drop below 30 degrees Fahrenheit; and
- (2) On any day when Company personnel will not be available to reconnect utility service during the immediately succeeding day or days ("Period of Unavailability"), and the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. predicts that the temperature during the Period of Unavailability will drop below 30 degrees Fahrenheit.

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

- (1) The customer contacts Company and states their inability to pay in full;
- (2) The customer applies for financial assistance in paying their heat-related utility bill from any federal, state, local or other heating payment fund program for which they may be eligible;
- (3) Company receives an initial payment and the customer enters into a payment agreement both of which are in compliance with Section 3.10(G) Payment Agreements;
- (4) The customer complies with Company's requests for information regarding the customer's monthly or annual income; and
- (5) There is no other lawful reason for discontinuance of utility service.

CANCELLED

OCT 02 2004

By *Robert S R-28*  
Public Service Commission  
MISSOURI

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AUG 06 2001

ISSUED BY Robert J. Hack Missouri Public Utility President, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

FILED AUG 06 2001  
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Service Commission



Missouri Gas Energy  
a Division of Southern Union Company

For All Missouri Service Areas

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**GENERAL TERMS AND CONDITIONS FOR GAS SERVICE - 7 1994**

**MISSOURI  
Public Service Commission**

(B) Weather Provisions: Discontinuance of gas or electric service to all residential customers, including all residential tenants of an apartment building, for nonpayment of bills where gas or electricity is used as the source of space heating or operate the only space heating equipment at the residence is prohibited:

- (1) On any day when the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. for the following 24 hours predicts that the temperature will drop below 30 degrees Fahrenheit; and
- (2) On any day when Company personnel will not be available to reconnect utility service during the immediately succeeding day or days ("Period of Unavailability"), and the National Weather Service local forecast between 6:00 a.m. to 9:00 a.m. predicts that the temperature during the Period of Unavailability will drop below 30 degrees Fahrenheit.

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

- (1) The customer contacts Company and states their inability to pay in full;
- (2) The customer applies for financial assistance in paying their heat-related utility bill from any federal, state, local or other heating payment fund program for which they may be eligible;
- (3) Company receives an initial payment and the customer enters into a payment agreement both of which are in compliance with Section 3.09(G) Payment Agreements;
- (4) The customer complies with Company's requests for information regarding the customer's monthly or annual income; and
- (5) There is no other lawful reason for discontinuance of utility service.

**CANCELLED**  
AUG 06 2001  
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**MO. PUBLIC SERVICE COMM.**

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- (E) Deposit Provisions: 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.
- (F) Reconnection Provisions: Company shall, if heat-related utility service to a residential customer has been discontinued due to nonpayment of a delinquent account, from November 1 through March 31, reconnect service to that customer without requiring a deposit provided:
- (1) The customer contacts Company and requests Company to reconnect service and states an inability to pay in full;
  - (2) The customer applies for financial assistance in paying their heat-related utility bill from any federal, state, local or other heating payment fund program for which they may be eligible;
  - (3) Company receives an initial payment and the customer enters into a payment agreement both of which are in compliance with Section 3.10(G) Payment Agreements;
  - (4) The customer complies with the requests of Company for information regarding the customer's monthly or annual income;
  - (5) None of the amount owed is an amount due as a result of unauthorized interference, diversion or use of Company's service, and the customer has not engaged in this activity since last receiving service; and
  - (6) There is no other lawful reason for continued refusal to provide utility service.

DATE OF ISSUE July 16, 2001  
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DATE EFFECTIVE August 06, 2001  
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ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas **RECEIVED**

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN - 7 1994

MISSOURI

Public Service Commission

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  - (2) The customer applies for financial assistance in paying their heat-related utility bill from any federal, state, local or other heating payment fund program for which they may be eligible;
  - (3) Company receives an initial payment and the customer enters into a payment agreement both of which are in compliance with Section 3.09(G) Payment Agreements;
  - (4) The customer complies with the requests of Company for information regarding the customer's monthly or annual income;
  - (5) None of the amount owed is an amount due as a result of unauthorized interference, diversion or use of Company's service, and the customer has not engaged in this activity since last receiving service; and
  - (6) There is no other lawful reason for continued refusal to provide utility service.

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Public Service Commission  
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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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

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

(2) Payment Calculations:

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

(b) 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 12 months if the customer states an inability to pay the budget plan amount. 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 in determining a reasonable period of time for payment. Down payment for the customer who has not previously defaulted will be 12% of the 12-month total budget bill amount.

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

(d) Company may revise the required payment in accordance with its Levelized Payment Plan.

(e) Customers that are moving from one residence to another will be required to pay all past due installments on their existing CWR agreement before service has to be extended at the new address. The same payment agreement will be moved to the new address, with any change that is necessary in the ABC amount.

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ISSUED BY Michael R. Noack

Director, Pricing and Regulatory Affairs

Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

**RECEIVED**

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN - 7 1994

**MISSOURI**

**Public Service Commission**

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

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

(d) Company may revise the required payment in accordance with its Levelized Payment Plan.

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**MO. PUBLIC SERVICE COMM.**

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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

(3) Initial Payments:

- (a) The initial payment shall be the amount calculated in Section 3.10(G)(2) above, for a customer who has not defaulted on a payment plan under the Cold Weather Rule.
- (b) The initial payment will be an amount equal to 80% of the customer's entire balance for a customer who has defaulted on a payment plan under the Cold Weather Rule, unless Company and customer agree to a lesser amount.

(H) Should Company refuse to provide service pursuant to this rule and the reason for refusal of service involves unauthorized interference, diversion or use of Company's service situated or delivered on or about the customer's premises, Company shall maintain records concerning the refusal of service. These records shall, at a minimum, include:

- (1) the name and address of the person denied reconnection;
- (2) the name of all Company personnel involved in any part of the determination that refusal of service was appropriate;
- (3) the facts surrounding the reason for the refusal, and
- (4) any other relevant information.

3.11 COLLECTION OR DISCONNECTION CHARGE: When it is necessary for Company to make a service call for the purpose of collection or disconnection of service because of non-payment, a service charge as specified in Section 14 herein will be collected from customer by Company.

3.12 RECONNECTION OF GAS SERVICE: Upon customer's request, Company shall restore service promptly when the cause for discontinuance of service has been eliminated, applicable reconnection charges paid and, if required, satisfactory credit arrangements have been made. At all times a reasonable effort shall be made to restore

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ISSUED BY Michael R. Noack

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

Missouri Public  
For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

REC'D JUL 16 2001

Service Commission

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OCT 02 2004  
By delRS-R-30  
Public Service Commission  
MISSOURI

(3) Initial Payments:

- (a) The initial payment shall be the amount calculated in Section 3.10(G)(2) above, for a customer who has not defaulted on a payment plan under the Cold Weather Rule.
- (b) The initial payment shall be an amount equal to the total of the delinquent installments for a customer who has defaulted on a payment plan under the Cold Weather Rule, unless Company and customer agree to a lesser amount.

(H) Should Company refuse to provide service pursuant to this rule and the reason for refusal of service involves unauthorized interference, diversion or use of Company's service situated or delivered on or about the customer's premises, Company shall maintain records concerning the refusal of service. These records shall, at a minimum, include:

- (1) the name and address of the person denied reconnection;
- (2) the name of all Company personnel involved in any part of the determination that refusal of service was appropriate;
- (3) the facts surrounding the reason for the refusal, and
- (4) any other relevant information.

Missouri Public

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Service Commission

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ISSUED BY Robert J. Hack

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Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

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GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN - 7 1994

**MISSOURI  
Public Service Commission**

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(H) Should Company refuse to provide service pursuant to this rule and the reason for refusal of service involves unauthorized interference, diversion or use of Company's service situated or delivered on or about the customer's premises, Company shall maintain records concerning the refusal of service. These records shall, at a minimum, include:

- (1) the name and address of the person denied reconnection;
- (2) the name of all Company personnel involved in any part of the determination that refusal of service was appropriate;
- (3) the facts surrounding the reason for the refusal, and
- (4) any other relevant information.

3.10 **COLLECTION OR DISCONNECTION CHARGE:** When it is necessary for Company to make a service call for the purpose of collection or disconnection of service because of non-payment, a service charge as specified in Section 14 herein will be collected from customer by Company.

3.11 **RECONNECTION OF GAS SERVICE:** Upon customer's request, Company shall restore service promptly when the cause for discontinuance of service has been eliminated, applicable reconnection charges paid and, if required, satisfactory credit arrangements have been made. At all times a reasonable effort shall be made to restore

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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs



Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

service upon the day restoration is requested, and in any event, restoration shall be made no later than the next working day following the day requested by customer.

The reconnection charge, precedent to the restoration of gas service to a customer whose gas service has been discontinued for any reason whatsoever, shall be as provided in Section 14, herein.

If gas service is discontinued for non-payment by customer of any delinquent gas service bill, Company shall not, except as provided in Section 3.10 herein, be required to restore service until all delinquent bills and reconnection charges have been paid and customer has complied with Section 2.05 herein.

A reconnection charge as provided for in Section 14, herein, shall apply if service is discontinued at the request of customer and reconnected within 7 months at the request of customer at the same location.

The requirements of this Section cannot be avoided by a request for a restoration of service or an application for service at the same location by a member of customer's household or family, any person who has enjoyed benefits from previous service, or any other person acting for or on behalf of customer.

3.13 REFUSAL TO SERVE: Company may refuse to supply gas service or discontinue service to any customer who fails or refuses to comply with the provisions of any applicable law, rule of the Commission, rate schedule or any provision of these General Terms and Conditions for Gas Service in effect and on file with the Commission.

DATE OF ISSUE July 16, 2001  
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ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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MISSOURI

Public Service Commission

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The reconnection charge, precedent to the restoration of gas service to a customer whose gas service has been discontinued for any reason whatsoever, shall be as provided in Section 14, herein.

If gas service is discontinued for non-payment by customer of any delinquent gas service bill, Company shall not, except as provided in Section 3.09 herein, be required to restore service until all delinquent bills and reconnection charges have been paid and customer has complied with Section 2.05 herein.

A reconnection charge as provided for in Section 14, herein, shall apply if service is discontinued at the request of customer and reconnected within 7 months at the request of customer at the same location.

The requirements of this Section cannot be avoided by a request for a restoration of service or an application for service at the same location by a member of customer's household or family, any person who has enjoyed benefits from previous service, or any other person acting for or on behalf of customer.

3.12 REFUSAL TO SERVE: Company may refuse to supply gas service or discontinue service to any customer who fails or refuses to comply with the provisions of any applicable law, rule of the Commission, rate schedule or any provision of these General Terms and Conditions for Gas Service in effect and on file with the Commission.

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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

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Public Service Commission  
MISSOURI  
1st RS R-31

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

3.14 SERVICE LINE AND YARD LINE INSTALLATION AND MAINTENANCE:  
Company shall furnish, at its own expense, that portion of the service line which lies in the public street or right of way, and which extends from the gas main to the customer's property line.

Any additional service line and/or yard line required shall also be installed by Company or Company-authorized personnel and shall be owned, operated and maintained by Company. Company's investment in any additional service/yard line shall be limited to the lesser of \$450 or the cost incurred to install up to 60 feet of such line. Any additional costs incurred by the Company to install the line, including the costs of labor, overheads and material used, shall be billed to the customer receiving service. For purposes of these rules, overheads shall include administrative and general salaries, payroll taxes and insurance, pensions and other employee benefits, and stores issuance expenses. Labor related overheads are transferred to construction based on the percentage relationship that construction payroll bears to total payroll while stores overheads are transferred to construction based on the percentage relationship that stores bears to the total cost of material. A copy of Company's estimate showing the excess costs of labor, overheads and material required to perform the work hereunder shall be furnished to customer upon request prior to construction.

In situations where the customer billing for the service/yard line construction is estimated to be \$500 or less, Company will present customer a bill for such excess costs, which shall be due and payable upon receipt. Upon payment, Company shall install, or cause to be installed, the required lines. In lieu of an immediate up-front payment in full, customer will be permitted to make an initial payment of \$100 and to pay the remaining balance, if any, in equal monthly installments over a period not to exceed 12 months.

DATE OF ISSUE July 16, 2001  
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DATE EFFECTIVE August 06, 2001  
month day year

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN - 7 1994

3.13 SERVICE LINE AND YARD LINE INSTALLATION AND MAINTENANCE:  
Company shall furnish, at its own expense, that portion of the service line which lies in the public street or right of way, and which extends from the gas main to the customer's property line.

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MISSOURI  
Public Service Commission

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

Name of Issuing Corporation  
City

Community, Town o

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

In situations where the excess costs exceed \$500, Company may, after giving due consideration to the total excess costs and customer's ability to make the required payment, enter into a special payment agreement with customer to permit payment over a period of up to 36 months.

Customer's failure to pay the excess costs in accordance with the pay agreement shall be sufficient cause to discontinue service to customer upon due notice and in accordance with these General Terms and Conditions.

When an economic analysis is made for those customers using in excess of 6,000 Ccf annually, as provided for in Section 9.03 herein, any resulting investment which can be justified over and above that needed for the main extension can be applied to partially or wholly offset the above-mentioned costs.

3.15 REPLACEMENT OF CUSTOMER-OWNED SERVICE LINES AND YARD LINES:  
All replacements of customer-owned service/yard lines shall be performed by Company or Company-authorized personnel and shall thereafter be owned, operated and maintained by Company. Replacement of customer-owned service/yard lines will occur in accordance with Company's schedule and the requirements of regulatory authorities having jurisdiction herein.

Company shall replace, at its own expense, that portion of the service line which lies in the public street or right of way, and which extends from the gas main to the customer's property line.

Any additional service line and/or yard line required shall also be replaced by Company or Company-authorized personnel and shall be owned, operated and maintained by Company. Company's investment to replace a customer-owned service/yard line shall be limited to the lesser of \$450

DATE OF ISSUE July 16, 2001  
month day year

DATE EFFECTIVE: August 06, 2001  
month day year

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

Name of Issuing Corporation

For: All Missouri Service Areas

Community, Town or City

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

Missouri Public Service Commission

REC'D AUG 28 1998

In situations where the excess costs exceed \$500, Company may, after giving due consideration to the total excess costs and customer's ability to make the required payment, enter into a special payment agreement with customer to permit payment over a period of up to 36 months.

Customer's failure to pay the excess costs in accordance with the pay agreement shall be sufficient cause to discontinue service to customer upon due notice and in accordance with these General Terms and Conditions.

When an economic analysis is made for those customers using in excess of 6,000 Ccf annually, as provided for in Section 9.03 herein, any resulting investment which can be justified over and above that needed for the main extension can be applied to partially or wholly offset the above-mentioned costs.

3.14 REPLACEMENT OF CUSTOMER-OWNED SERVICE LINES AND YARD LINES:  
All replacements of customer-owned service/yard lines shall be performed by Company or Company-authorized personnel and shall thereafter be owned, operated and maintained by Company. Replacement of customer-owned service/yard lines will occur in accordance with Company's schedule and the requirements of regulatory authorities having jurisdiction herein.

Company shall replace, at its own expense, that portion of the service line which lies in the public street or right of way, and which extends from the gas main to the customer's property line.

Any additional service line and/or yard line required shall also be replaced by Company or Company-authorized personnel and shall be owned, operated and maintained by Company. Company's investment to replace a customer-owned service/yard line shall be limited to the lesser of \$450

Missouri Public Service Commission

FILED SEP 02 1998 98-140

CANCELLED

AUG 06 2001

2nd RS R-33  
Public Service Commission  
MISSOURI

DATE OF ISSUE August 28 1998  
month day year

DATE EFFECTIVE: [REDACTED]  
month day year  
SEP 02 1998

ISSUED BY Charles B. Hernandez

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN 7 1994

Missouri Public  
Service Commission  
CANC SEP 02 1988  
by 1st RW-SJA  
R33

RECEIVED  
MISSOURI  
Public Service Commission

In situations where the excess costs exceed \$500, Company shall, after giving due consideration to the total excess costs and customer's ability to make the required payment, enter into a special payment agreement with customer to permit payment over a period of up to 36 months.

Customer's failure to pay the excess costs in accordance with the pay agreement shall be sufficient cause to discontinue service to customer upon due notice and in accordance with these General Terms and Conditions.

When an economic analysis is made for those customers using in excess of 600 MCF annually, as provided for in Section 9.03 herein, any resulting investment which can be justified over and above that needed for the main extension can be applied to partially or wholly offset the above-mentioned costs.

3.14 REPLACEMENT OF CUSTOMER-OWNED SERVICE LINES AND YARD LINES: All replacements of customer-owned service/yard lines shall be performed by Company or Company-authorized personnel and shall thereafter be owned, operated and maintained by Company. Replacement of customer-owned service/yard lines will occur in accordance with Company's schedule and the requirements of regulatory authorities having jurisdiction herein.

Company shall replace, at its own expense, that portion of the service line which lies in the public street or right of way, and which extends from the gas main to the customer's property line.

Any additional service line and/or yard line required shall also be replaced by Company or Company-authorized personnel and shall be owned, operated and maintained by Company. Company's investment to replace a customer-owned service/yard line shall be limited to the lesser of \$450

FILED  
FEB 1 1994  
94-40

MO. PUBLIC SERVICE COMM

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

or the costs incurred to replace up to 60 feet of such line. Any additional costs incurred by the Company to replace the line, including the costs of labor, overheads and material used, shall be billed to the customer receiving service. For purposes of these rules, overheads shall include administrative and general salaries, payroll taxes and insurance, pensions and other employee benefits, and stores issuance expenses. Labor related overheads are transferred to construction based on the percentage relationship that construction payroll bears to total payroll while stores overheads are transferred to construction based on the percentage relationship that stores bears to the total cost of material. A copy of Company's estimate showing the excess costs of labor, overheads and material required to perform the work hereunder shall be furnished to customer upon request prior to construction.

In situations where the customer billing for the service/yard line construction is estimated to be \$500 or less, Company will present customer a bill for such excess costs, which shall be due and payable upon receipt. Upon payment, Company shall replace, or cause to be replaced, the required lines. In lieu of an immediate up-front payment in full, customer will be permitted to make an initial payment of \$100 and to pay the remaining balance, if any, in equal monthly installments over a period not to exceed 12 months. In situations where the excess costs exceed \$500, Company may, after giving due consideration to the total excess costs and customer's ability to make the required payment, enter into a special payment agreement with customer to permit payment over a period of up to 36 months.

DATE OF ISSUE January 7 1994  
month day year

DATE EFFECTIVE February 1 1994  
month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111



Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

Customer's failure to pay the excess costs in accordance with the pay agreement shall be sufficient cause to discontinue service to customer upon due notice and in accordance with these General Terms and Conditions.

3.16 MAINTENANCE OF CUSTOMER-OWNED SERVICE LINES AND YARD LINES:  
Company or Company-authorized personnel shall perform, at Company's expense, all maintenance of customer-owned service lines and yard lines, when the need for such becomes apparent to Company. If a customer-owned service/yard line is in need of repair, or, if it has been declared to be a potential safety hazard by Company, Company may, at its option, replace the line instead of repairing it. If it is necessary to replace the service/yard line, Customer shall be deemed to have granted Company an easement for such line unless customer requests termination of service. This replacement shall be done in accordance with Section 3.15, herein.

Company shall not assume any ownership responsibility based only upon maintenance activities being performed.

3.17 PROPERTY OF THE COMPANY: All facilities furnished and installed by Company on the premises of customer for the supplying of gas service to customer shall be and remain the exclusive property of Company. All Company-owned facilities on the premises of customer shall be operated and maintained by and at the expense of Company, may be replaced by Company at any time, and may be removed by Company upon termination of customer's service agreement or upon discontinuance by Company of gas service to customer for any reason.

DATE OF ISSUE July 16, 2001  
month day year

DATE EFFECTIVE August 06, 2001  
month day year

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

**RECEIVED**

JAN - 7 1994

Customer's failure to pay the excess costs in accordance with the pay agreement shall be sufficient cause to discontinue service to customer upon due notice and in accordance with these General Terms and Conditions.

**MISSOURI**

Public Service Commission

**3.15 MAINTENANCE OF CUSTOMER-OWNED SERVICE LINES AND YARD LINES:** Company or Company-authorized personnel shall perform, at Company's expense, all maintenance of customer-owned service lines and yard lines, when the need for such becomes apparent to Company. If a customer-owned service/yard line is in need of repair, or, if it has been declared to be a potential safety hazard by Company, Company may, at its option, replace the line instead of repairing it. If it is necessary to replace the service/yard line, Customer shall be deemed to have granted Company an easement for such line unless customer requests termination of service. This replacement shall be done in accordance with Section 3.14, herein.

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**3.16 PROPERTY OF THE COMPANY:** All facilities furnished and installed by Company on the premises of customer for the supplying of gas service to customer shall be and remain the exclusive property of Company. All Company-owned facilities on the premises of customer shall be operated and maintained by and at the expense of Company, may be replaced by Company at any time, and may be removed by Company upon termination of customer's service agreement or upon discontinuance by Company of gas service to customer for any reason.

**CANCELLED**

**FILED**

AUG 06 2001

By 1st RS R-33.2  
Public Service Commission  
MISSOURI

FEB - 4 1994

**MO. PUBLIC SERVICE COMM.**

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

3.18 EXCESS FLOW VALVES: In accordance with the United States Department of Transportation Regulation 49 CFR Part 192.383, the Company shall provide notice of the benefits and availability of Excess Flow Valves (EFV).

Notice shall be provided in writing to home construction companies, new home builders, and residences where the service line is scheduled to be replaced. The written information shall include a questionnaire so the customer can determine whether to install an EFV. The customer may return the notice or call to accept or decline the installation of the EFV. Installation of the EFV is not required.

Installation of an EFV shall be made by the Company only in the case of a new service line or a scheduled replacement service line, upon the customer's request and upon payment by the customer of the installation costs. Installation of an EFV shall only be available where service is provided to a residential single family dwelling served from a delivery system with a pressure greater than ten (10) pounds per square inch and where the service line is connected directly to the gas distribution main.

Installation costs of an EFV shall be \$65.00 which includes: labor, materials, overhead, EFV, meter tag, purchase order cost, stores overhead, and income tax recovery. EFV installation costs shall be re-evaluated periodically by the Company.

Maintenance costs associated with the repair, removal or replacement of an EFV at a premise shall be \$900.00 which includes the cost of excavation and construction necessary. Maintenance costs shall be paid by the customer who requested installation of the EFV at that premise, if that customer still takes service at that premise. Installation of an EFV where the service line is not a new or scheduled replacement service line shall be available only upon the customer's request and payment of the above-stated maintenance costs. EFV maintenance costs shall be re-evaluated periodically by the Company.

DATE OF ISSUE July 16, 2001  
month day year

DATE EFFECTIVE August 06, 2001  
month day year

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas  
**Missouri Public  
Service Commission**

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

REC'D FEB 16 1999

3.17 EXCESS FLOW VALVES: In accordance with the United States Department of Transportation Regulation 49 CFR Part 192.383, the Company shall provide notice of the benefits and availability of Excess Flow Valves (EFV).

Notice shall be provided in writing to home construction companies, new home builders, and residences where the service line is scheduled to be replaced. The written information shall include a questionnaire so the customer can determine whether to install an EFV. The customer may return the notice or call to accept or decline the installation of the EFV. Installation of the EFV is not required.

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**Missouri Public  
Service Commission**

FILED APR 18 1999

DATE OF ISSUE February 16 1999  
month day year

DATE EFFECTIVE April 18 1999  
month day year

ISSUED BY Robert J. Hack Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

CANCELLED

AUG 06 2001

15765 R-33.3  
Missouri Public Service Commission  
MISSOURI

P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

Sixth Revised  
Fifth Revised

SHEET No. R-34  
SHEET No. R-34

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

3.19 COMPANY AND CUSTOMER EQUIPMENT:

Company may refuse or discontinue service if an inspection or test reveals leakage, escape or loss of gas on customer's premises. .

The Company does not own, nor is it responsible for the repair or maintenance of any piping, vents, or gas utilization equipment on the downstream side of the gas meter, its related appurtenances and piping. All piping, vents or gas utilization equipment furnished by the owner/customer of the premises being served shall be suitable for the purposes hereof and the owner/customer of the premises shall be responsible for the repair and maintenance of such at all times in accordance with accepted practice and in conformity with requirements of public health and safety, as set forth by the properly constituted authorities and by the Company. As with any fixture or appurtenance within premises, piping, vents or gas utilization equipment can fail, malfunction or fall into disrepair at any time and as such the owner/customer of the premises being served shall be aware of this fact. Nothing in this section shall modify the Company's obligations under 4 CSR 240-40.030(10)(J), 4 CSR 240-40.030(12)(S) and 4 CSR 240-40.030(14)(B).

The owner/customer shall be responsible at all times for the safekeeping of all Company property installed on the premises being served, and to that end shall give no one, except the Company's authorized employees, contractors or agents, access to such property.

DATE OF ISSUE June 4, 2013  
month day year

DATE EFFECTIVE July 4 2013  
month day year

ISSUED BY Michael R. Noack

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

3.19 COMPANY LIABILITY: Customer shall save Company harmless from customer's claims for trespass, injury to persons, or damage to lawns, trees, shrubs, buildings or other property that may be caused by reason of the installation, operation, or replacement of the service line, yard line and other necessary appurtenances to serve customer unless it shall affirmatively appear that the injury to persons or damage to property complained of has been caused by negligence on the part of Company or its accredited personnel.

Company may refuse or discontinue service if an inspection or test reveals leakage, escape or loss of gas on customer's premises. Provided that the Company has complied with 4 CSR 240-40.030(10)(J), 4 CSR 240-40.030(12)(S) and 4 CSR 240-40.030(14)(B), Company will not be liable for any loss, damage or injury whatsoever caused by such leakage, escape or loss of gas from customer's service line, yard line, ancillary lines, house piping, appliances or other equipment.

The Company does not own, nor is it responsible for the repair or maintenance of any piping, vents, or gas utilization equipment on the downstream side of the gas meter, its related appurtenances and piping. All piping, vents or gas utilization equipment furnished by the owner/customer of the premises being served shall be suitable for the purposes hereof and the owner/customer of the premises shall be responsible for the repair and maintenance of such at all times in accordance with accepted practice and in conformity with requirements of public health and safety, as set forth by the properly constituted authorities and by the Company. As with any fixture or appurtenance within premises, piping, vents or gas utilization equipment can fail, malfunction or fall into disrepair at any time and as such the owner/customer of the premises being served shall be aware of this fact, and Company shall owe customer no duty to warn of potential hazards that may exist with such facilities on the downstream side of the gas meter, its related appurtenances and piping, provided that the Company has complied with 4 CSR 240-40.030(10)(J), 4 CSR 240-40.030(12)(S) and 4 CSR 240-40.030(14)(B).

The owner/customer shall be responsible at all times for the safekeeping of all Company property installed on the premises being served, and to that end shall give no one, except the Company's authorized employees, contractors or agents, access to such property. The owner/customer of the premises being served shall be liable for and shall indemnify, hold harmless and defend the Company for the cost of repairs for damage done to Company's property due to negligence or misuse of it by the owner/customer or persons on the premises affected thereby.

DATE OF ISSUE December 9, 2011  
month day year

DATE EFFECTIVE January 19, 2012  
month day year

ISSUED BY Michael R. Noack

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

3.19 COMPANY LIABILITY: Customer shall save Company harmless from all claims for trespass, injury to persons, or damage to lawns, trees, shrubs, buildings or other property that may be caused by reason of the installation, operation, or replacement of the service line, yard line and other necessary appurtenances to serve customer unless it shall affirmatively appear that the injury to persons or damage to property complained of has been caused by willful default or gross negligence on the part of Company or its accredited personnel.

Company may refuse or discontinue service if an inspection or test reveals leakage, escape or loss of gas on customer's premises. Company will not be liable for any loss, damage or injury whatsoever caused by such leakage, escape or loss of gas from customer's service line, yard line, ancillary lines, house piping, appliances or other equipment.

The Company does not own, nor is it responsible for the repair or maintenance of any piping, vents, or gas utilization equipment on the delivery side of the gas meter, its related appurtenances and piping. All piping, vents or gas utilization equipment furnished by the owner/customer of the premises being served shall be suitable for the purposes hereof and the owner/customer of the premises shall be responsible for the repair and maintenance of such at all times in accordance with accepted practice and in conformity with requirements of public health and safety, as set forth by the properly constituted authorities and by the Company. As with any fixture or appurtenance within premises, piping, vents or gas utilization equipment can fail, malfunction or fall into disrepair at any time and as such the owner/customer of the premises being served shall be aware of this fact, and Company shall owe customer no duty to warn of potential hazards that may exist with such facilities on the delivery side of the gas meter, its related appurtenances and piping.

The owner/customer shall be responsible at all times for the safekeeping of all Company property installed on the premises being served, and to that end shall give no one, except the Company's authorized employees, contractors or agents, access to such property. The owner/customer of the premises being served shall be liable for and shall indemnify, hold harmless and defend the Company for the cost of repairs for damage done to Company's property due to negligence or misuse of it by the owner/customer or persons on the premises affected thereby.

The Company shall not be liable for loss, damage or injury to persons or property, in any manner directly or indirectly connected with or arising out of the delivery of gas through piping or gas utilization equipment on the delivery side of the meter, which shall include but not be limited to any and all such loss, damage or injury involving piping, vents or gas utilization equipment, whether inspected or not by the Company, or occasioned by interruption, failure to commence delivery, or failure of service or delay in commencing service due to accident to or breakdown of plant, lines, or equipment, strike, riot, act of God, order of any court or judge granted in any bonafide adverse legal proceedings or action or any order of any commission or tribunal having jurisdiction; or, without limitation by the preceding enumeration, any other act or things due to causes beyond Company's control, or attributable to the negligence of the Company, its employees, contractors or agents.

DATE OF ISSUE March 28, 2007  
month day year

DATE EFFECTIVE ~~April 28, 2007~~  
month day year  
**April 3, 2007**

ISSUED BY Michael R. Noack

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111



Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

3.19 COMPANY LIABILITY: Customer shall save Company harmless from all claims for trespass, injury to persons, or damage to lawns, trees, shrubs, buildings or other property that may be caused by reason of the installation, operation, or replacement of the service line, yard line and other necessary appurtenances to serve customer unless it shall affirmatively appear that the injury to persons or damage to property complained of has been caused by willful default or negligence on the part of Company or its accredited personnel.

Company may refuse or discontinue service if an inspection or test reveals leakage, escape or loss of gas on customer's premises. Company will not be liable for any loss, damage or injury whatsoever caused by such leakage, escape or loss of gas from customer's service line, yard line, ancillary lines, house piping, appliances or other equipment.

3.20 Company will waive all connection or reconnection charges necessitated because gas service was disconnected due to property damage incurred as a result of the May 2003 tornadoes. If so requested, customers should be prepared to provide proof of damage sustained during the tornadoes. This waiver authority shall expire on December 1, 2003.

DATE OF ISSUE May 14, 2003  
month day year

DATE EFFECTIVE June 14, 2003  
month day year

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111



P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

Second Revised  
First Revised

SHEET No. R-34  
SHEET No. R-34

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas **Public**

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

REC'D JUL 16 2001

Service Commission

3.19 COMPANY LIABILITY: Customer shall save Company harmless from all claims for trespass, injury to persons, or damage to lawns, trees, shrubs, buildings or other property that may be caused by reason of the installation, operation, or replacement of the service line, yard line and other necessary appurtenances to serve customer unless it shall affirmatively appear that the injury to persons or damage to property complained of has been caused by willful default or negligence on the part of Company or its accredited personnel.

Company may refuse or discontinue service if an inspection or test reveals leakage, escape or loss of gas on customer's premises. Company will not be liable for any loss, damage or injury whatsoever caused by such leakage, escape or loss of gas from customer's service line, yard line, ancillary lines, house piping, appliances or other equipment.

**CANCELLED**

JUN 14 2003  
By 3rd RSR-34  
Public Service Commission  
MISSOURI

Missouri Public

FILED AUG 06 2001

01 - 292

Service Commission

DATE OF ISSUE July 16, 2001  
month day year

DATE EFFECTIVE August 06, 2001  
month day year

ISSUED BY Robert J. Hack

**AUG 06 2001**  
Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

**Missouri Public  
Service Commission**

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

REC'D FEB 16 1999

3.18 COMPANY LIABILITY: Customer shall save Company harmless from all claims for trespass, injury to persons, or damage to lawns, trees, shrubs, buildings or other property that may be caused by reason of the installation, operation, or replacement of the service line, yard line and other necessary appurtenances to serve customer unless it shall affirmatively appear that the injury to persons or damage to property complained of has been caused by willful default or negligence on the part of Company or its accredited personnel.

Company may refuse or discontinue service if an inspection or test reveals leakage, escape or loss of gas on customer's premises. Company will not be liable for any loss, damage or injury whatsoever caused by such leakage, escape or loss of gas from customer's service line, yard line, ancillary lines, house piping, appliances or other equipment.

**CANCELLED**

AUG 06 2001  
1, 2nd RS R-34  
Public Service Commission  
MISSOURI

**Missouri Public  
Service Commission**

FILED APR 18 1999

DATE OF ISSUE February 16 1999  
month day year

DATE EFFECTIVE April 18 1999  
month day year

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN - 7 1994

3.17 COMPANY LIABILITY: Customer shall save Company <sup>Missouri Public Service Commission</sup> all claims for trespass, injury to persons, or damage to lawns, trees, shrubs, buildings or other property that may be caused by reason of the installation, operation, or replacement of the service line, yard line and other necessary appurtenances to serve customer unless it shall affirmatively appear that the injury to persons or damage to property complained of has been caused by willful default or negligence on the part of Company or its accredited personnel.

Company may refuse or discontinue service if an inspection or test reveals leakage, escape or loss of gas on customer's premises. Company will not be liable for any loss, damage or injury whatsoever caused by such leakage, escape or loss of gas from customer's service line, yard line, ancillary lines, house piping, appliances or other equipment.

**CANCELLED**

APR 18 1999  
By LSRS # R-34  
Public Service Commission  
MISSOURI

**FILED**

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**MO. PUBLIC SERVICE COMM.**

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

P.S.C.MO. No. 1  
Canceling P.S.C.MO. No. 1

Third Revised  
Second Revised

SHEET No. R-34.1  
SHEET No. R-34.1

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

3.20 Company will waive all connection or reconnection charges necessitated because gas service was disconnected due to property damage incurred because of the May 22, 2011 tornado. If so requested, customers should be prepared to provide proof of damage sustained during the tornado. This waiver authority shall expire concurrent with the expiration of the "Rebuild Joplin: Experimental Pilot Program for Residential and SGS Natural Gas Energy Efficiency Incentives" and the "Rebuild Joplin: Energy Star® New Homes Experimental Pilot Program".

DATE OF ISSUE June 4 2013  
month day year

DATE EFFECTIVE July 4 2013  
month day year

ISSUED BY Michael R. Noack

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

Second Revised  
First Revised

SHEET No. R-34.1  
SHEET No. R-34.1

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

Provided that the Company has complied with 4 CSR 240-40.030(10)(J), 4 CSR 240-40.030(12)(S) and 4 CSR 240-40.030(14)(B), the Company shall not be liable for loss, damage or injury to persons or property, in any manner directly or indirectly connected with or arising out of the delivery of gas through piping or gas utilization equipment on the downstream side of the gas meter, which shall include but not be limited to any and all such loss, damage or injury involving piping, vents or gas utilization equipment not owned by the Company downstream of the gas meter, whether inspected or not by the Company, or occasioned by interruption, failure to commence delivery, or failure of service or delay in commencing service due to accident to or breakdown of plant, lines, or equipment, strike, riot, act of God, order of any court or judge granted in any bonafide adverse legal proceedings or action or any order of any commission or tribunal having jurisdiction; or, without limitation by the preceding enumeration, any other act or things due to causes beyond Company's control, or attributable to the negligence of the Company, its employees, contractors or agents, provided that the Company has complied with 4 CSR 240-40.030(10)(J), 4 CSR 240-40.030(12)(S) and 4 CSR 240-40.030(14)(B).

3.20 Company will waive all connection or reconnection charges necessitated because gas service was disconnected due to property damage incurred because of the May 22, 2011 tornado. If so requested, customers should be prepared to provide proof of damage sustained during the tornado. This waiver authority shall expire concurrent with the expiration of the "Rebuild Joplin: Experimental Pilot Program for Residential and SGS Natural Gas Energy Efficiency Incentives" and the "Rebuild Joplin: Energy Star® New Homes Experimental Pilot Program".

DATE OF ISSUE May 10 2012  
month day year

DATE EFFECTIVE June 9 2012  
month day year

ISSUED BY Michael R. Noack

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

CANCELLED  
July 4, 2013  
Missouri Public  
Service Commission  
GC-2011-0100; YG-2013-0589

Filed  
Missouri Public  
Service Commission  
JG-2012-0718

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

Provided that the Company has complied with 4 CSR 240-40.030(10)(J), 4 CSR 240-40.030(12)(S) and 4 CSR 240-40.030(14)(B), the Company shall not be liable for loss, damage or injury to persons or property, in any manner directly or indirectly connected with or arising out of the delivery of gas through piping or gas utilization equipment on the downstream side of the gas meter, which shall include but not be limited to any and all such loss, damage or injury involving piping, vents or gas utilization equipment not owned by the Company downstream of the gas meter, whether inspected or not by the Company, or occasioned by interruption, failure to commence delivery, or failure of service or delay in commencing service due to accident to or breakdown of plant, lines, or equipment, strike, riot, act of God, order of any court or judge granted in any bonafide adverse legal proceedings or action or any order of any commission or tribunal having jurisdiction; or, without limitation by the preceding enumeration, any other act or things due to causes beyond Company's control, or attributable to the negligence of the Company, its employees, contractors or agents, provided that the Company has complied with 4 CSR 240-40.030(10)(J), 4 CSR 240-40.030(12)(S) and 4 CSR 240-40.030(14)(B).

- 3.20 Company will waive all connection or reconnection charges necessitated because gas service was disconnected due to property damage incurred because of the May 22, 2011 tornado. If so requested, customers should be prepared to provide proof of damage sustained during the tornado. This waiver authority shall expire on May 22, 2012.

DATE OF ISSUE December 9 2011  
month day year

DATE EFFECTIVE ~~January 8 2012~~  
month day year

ISSUED BY Michael R. Noack

January 19, 2012  
Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

CANCELLED  
June 9, 2012  
Missouri Public  
Service Commission  
JG-2012-0178

FILED  
Missouri Public  
Service Commission  
GT-2012-0183; YG-2012-0261

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

3.20 Company will waive all connection or reconnection charges necessitated because gas service was disconnected due to property damage incurred because of the May 22, 2011 tornado. If so requested, customers should be prepared to provide proof of damage sustained during the tornado. This waiver authority shall expire on May 22, 2012.

FILED  
Missouri Public  
Service Commission  
JG-2011-0599

DATE OF ISSUE May 29 2011  
month day year

DATE EFFECTIVE June 28 2011  
month day year

ISSUED BY Michael R. Noack Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

CANCELLED  
January 19, 2012  
Missouri Public  
Service Commission

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

4. TAKING GAS SERVICE

4.01 CUSTOMER'S INSTALLATION: Any and all piping, appliances, equipment or facilities (except meters, regulators, or related equipment owned by Company and located on customer's premises) required to utilize gas service beyond the point of delivery shall be furnished, installed and maintained in a safe, efficient, and proper operating condition at the expense of customer and shall be the sole responsibility of customer, except that customer-owned service lines and yard lines will be maintained as provided for in Section 3.15.

4.02 STANDARDS AND APPROVALS: Customer's installation shall conform with all applicable laws, the requirement of all governmental authorities having jurisdiction, and all reasonable requirements of Company. All required approvals of customer's installation must be obtained by customer before Company shall be obligated to commence or continue supplying gas service to customer. Company shall inspect all accessible piping and connections and may refuse service or discontinue service until the foregoing provisions have been complied with.

4.03 SIZE OF PIPING: The size of pipe required for specific installations will be determined by the quantity of gas required, the length of the pipe, and pressure loss. The piping owned by Residential or General Service customers shall be so designed and installed that the loss of pressure between the meter and any gas-burning appliance does not exceed one-half inch of water column when all appliances of customer are operating simultaneously at maximum capacity. Failure to meet the requirements of this Section shall be deemed sufficient reason to refuse or discontinue service.

DATE OF ISSUE January 7 1994  
month day year

DATE EFFECTIVE February 1 1994  
month day year

ISSUED BY \_\_\_\_\_  
F. Jay Cummings

Vice President, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111



Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

4.04 SERVICE LINE RELOCATION: Relocation or extensions of service lines and yard lines necessitated by change or alteration in buildings or premises or for customer's convenience shall be made by Company and charged to customer.

4.05 PROTECTION OF COMPANY'S PROPERTY: All service lines and yard lines, meters, regulators, and other equipment installed by Company at its expense are the property of Company. Under no circumstances shall any person other than Company's representative, or other person authorized by Company, connect or disconnect any meter, connect to a meter, or disturb the service line or yard line after the meter has been installed. Any infraction of this Section may be considered sufficient cause for discontinuance of service.

If the meter or other facilities belonging to Company are damaged or destroyed due to negligence or misuse by customer or by any member of customer's family, or by any agent, employee, or other representative of customer, or any other person on customer's premises with customer's knowledge and consent, then the cost of necessary repairs or replacements shall be paid by customer.

4.06 NOTICE BY CUSTOMER OF GAS LEAKS: Customer shall in person or by telephone immediately notify Company of any escape of gas in or about customer's premises.

4.07 DANGEROUS CONDITIONS ON CUSTOMER'S PREMISES: In any case where Company discovers that a dangerous condition exists with regard to customer's appliances, equipment or piping, it may, without advance notice, shut off the service and immediately notify customer. Service shall not be resumed until such dangerous condition has been eliminated.

DATE OF ISSUE January 7 1994  
month day year

DATE EFFECTIVE February 1 1994  
month day year

ISSUED BY \_\_\_\_\_ Vice President, Rates and Regulatory Affairs  
F. Jay Cummings

Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- 4.08 TAMPERING WITH COMPANY'S PROPERTY: No one except an agent of Company or one otherwise lawfully entitled to do so shall be permitted to remove or tamper with Company's meter or connections, or with any of the property of Company on or about customer's premises or elsewhere. If at any time Company shall find that a meter, gas piping, gas equipment, other instrumentality or any part thereof between Company's main and the point of delivery has been tampered with by anyone except an agent of Company, or one otherwise lawfully entitled to do so, and where in the opinion of Company an unsafe condition may have been created, it shall be considered cause for immediate discontinuance of service by Company.
  
- 4.09 RESELLING OR REDISTRIBUTING SERVICE: Unless provided to municipal gas systems, to retail distributors of compressed natural gas which is used only as a fuel for use in natural gas powered vehicles or to other gas utilities subject to the Commission's jurisdiction, gas service furnished is for the sole use of customer and customer shall not resell or redeliver gas. In case gas supplied by Company to customer is resold, service may be discontinued after notice as provided in Section 3.08(B), herein. If service is discontinued for this cause, a reconnection charge as provided in Section 14, herein, shall be paid before service is restored.
  
- 4.10 FRAUDULENT USE OF SERVICE: In case of unauthorized or fraudulent use of gas in any manner on the premises occupied by customer with or without customer's knowledge, where in the opinion of Company, an unsafe condition may have been created, service may be shut off without any advance notice, and shall not be resumed until customer shall have given satisfactory assurance that such unauthorized or fraudulent use of gas has been discontinued and shall have paid to Company an amount estimated by Company to be a reasonable payment for gas so used and not paid for. Company shall also be entitled to collect a reconnection charge as provided in Section 14, herein.

DATE OF ISSUE January 7 1994  
month day year

DATE EFFECTIVE February 1 1994  
month day year

ISSUED BY F. Jay Cummings

Vice President, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

If, thereafter, service to customer is restored without the consent of Company by reconnecting the meter or installing a by-pass or by any other means or device, Company may cut the service line in the parkway to prevent the unauthorized taking of gas. In such event, Company will reconnect the service only upon the payment of the charge as provided for in Section 14, herein, and payment of an amount estimated by Company as reasonable for gas fraudulently used.

In the event the service line in the parkway is reconnected without the consent of Company, Company may cut off service at the main. Before gas service is restored, Company may require the payment of the reconnection charge provided for in Section 14, herein, where the main is in an unpaved area or the reconnection charge provided for in Section 14, herein, if the main is under pavement. In addition, customer must pay for the estimated amount of gas fraudulently used.

In each of the above cases, Company may require the payment of a deposit, as provided in Section 2.05 herein, in addition to the stated charges before service is restored.

- 4.11 TERMINATION OR DISCONTINUANCE OF SERVICE BY CUSTOMER: Unless otherwise provided by contract, a customer may request discontinuance of service upon giving 3 days (Sundays and legal holidays excluded) notice by phone or in writing mailed or delivered to Company at its office. Customer shall be liable for all service supplied to the premises, to which the notice of discontinuance is applicable, up to the date specified therein provided that such date gives Company at least 3 days in which to effect a turn off. Final gas bills resulting from termination or discontinuance of service are due and payable upon presentation.

DATE OF ISSUE October 27 1995  
month day year

DATE EFFECTIVE November 26 1995  
month day year

ISSUED BY \_\_\_\_\_ Director, Rates and Regulatory Affairs  
John M. Fernald Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

**RECEIVED**

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN - 7 1994

**MISSOURI**

Public Service Commission

If, thereafter, service to customer is restored without the consent of Company by reconnecting the meter or installing a by-pass or by any other means or device, Company may cut the service line in the parkway to prevent the unauthorized taking of gas. In such event, Company will reconnect the service only upon the payment of the charge as provided for in Section 14, herein, and payment of an amount estimated by Company as reasonable for gas fraudulently used.

In the event the service line in the parkway is reconnected without the consent of Company, Company may cut off service at the main. Before gas service is restored, Company may require the payment of the reconnection charge provided for in Section 14, herein, where the main is in an unpaved area or the reconnection charge provided for in Section 14, herein, if the main is under pavement. In addition, customer must pay for the estimated amount of gas fraudulently used.

In each of the above cases, Company may require the payment of a deposit, as provided in Section 2.05 herein, in addition to the stated charges before service is restored.

4.11 **TERMINATION OR DISCONTINUANCE OF SERVICE BY CUSTOMER:** Unless otherwise provided by contract, a customer may request discontinuance of service upon giving 3 days (Sundays and legal holidays excluded) notice in writing mailed or delivered to Company at its office. Customer shall be liable for all service supplied to the premises, to which the notice of discontinuance is applicable, up to the date specified therein provided that such date gives Company at least 3 days in which to effect a turn off. Final gas bills resulting from termination or discontinuance of service are due and payable upon presentation.

NOV 20 1995

BY 1st RS R-38  
Public Service Commission

FEB 1 1994  
94 - 40

**MO. PUBLIC SERVICE COMMISSION**

MISSOURI

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rate and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

In the event that customer fails to give notice of discontinuance of service to Company, customer shall continue to be liable for gas service supplied to the premises until such time as Company receives a service request from a new occupant or owner of the premises.

The owner of rental property may contract in writing for gas service to be continued automatically in the owner's name, with full responsibility for payment for all gas thereafter delivered, when service is terminated at the request of the tenant. The charge for such revert to owner transfer will be as set forth in Section 14 herein. No such contract providing for automatic continuation of service shall be for a lesser initial term than one year, and shall continue in effect thereafter until terminated by either party upon 30 days written notice; provided, however, that such contract may be terminated during the initial term upon notification in writing to Company that the owner has sold said rental property.

4.12 NOTICES: Except as provided in Section 4.06, herein, all notices addressed to Company shall be in writing. Telephone communication shall not be considered proper notice; however, if oral orders are taken in person or over the telephone by an agent of Company, it is for customer's convenience and shall be done at customer's risk. Company shall not be responsible for error, delay, or expense resulting from such procedure, but shall exercise reasonable diligence in carrying out such oral communications from customer.

DATE OF ISSUE February 16, 2010  
month day year

DATE EFFECTIVE ~~February 28, 2010~~  
~~March 18, 2010~~  
month day year

ISSUED BY Michael R. Noack Director, Pricing and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

In the event that customer fails to give notice of discontinuance of service to Company, customer shall continue to be liable for gas service supplied to the premises until such time as Company receives a service request from a new occupant or owner of the premises.

The owner of rental property may contract in writing for gas service to be continued automatically in the owner's name, with full responsibility for payment for all gas thereafter delivered, when service is terminated at the request of the tenant. No such contract providing for automatic continuation of service shall be for a lesser initial term than one year, and shall continue in effect thereafter until terminated by either party upon 30 days written notice; provided, however, that such contract may be terminated during the initial term upon notification in writing to Company that the owner has sold said rental property.

- 4.12 NOTICES: Except as provided in Section 4.06, herein, all notices addressed to Company shall be in writing. Telephone communication shall not be considered proper notice; however, if oral orders are taken in person or over the telephone by an agent of Company, it is for customer's convenience and shall be done at customer's risk. Company shall not be responsible for error, delay, or expense resulting from such procedure, but shall exercise reasonable diligence in carrying out such oral communications from customer.

DATE OF ISSUE January 7 1994  
month day year

DATE EFFECTIVE February 1 1994  
month day year

ISSUED BY \_\_\_\_\_ Vice President, Rates and Regulatory Affairs  
F. Jay Cummings Missouri Gas Energy

Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

5. MEASUREMENT AND REGULATION

5.01 METER AND REGULATOR INSTALLATION: Company shall provide and install at its own expense and shall continue to own, maintain and operate all equipment for the measurement and regulation of gas to its customers, except as otherwise provided herein.

5.02 METER AND REGULATOR LOCATION: Customer shall provide and at all times maintain, at the place specified by Company, space for the meter and regulator installation. If a suitable service/yard line and meter location is available, the meter set assembly for residential service shall be, if practicable, located at or near the building being served. Such location shall at all times be readily accessible for reading, inspecting and testing. Where meters, regulators or other equipment have been or are to be installed out-of-doors, such protection as Company may require shall be provided by customer at customer's expense.

After the meter installation has been located on the premises of customer, the performance of work and the cost related to any subsequent change in the location thereof, if necessitated by change or alteration in the building or premises or for customer's convenience, shall be the responsibility of customer.

In the event Company is required to remove and reinstall a meter having an inlet connection not exceeding 1 1/4 inches in diameter, a charge as provided for in Section 14, herein, will be made. Actual cost will be charged for removal and reinstallation of any larger meter.

5.03 MULTIPLE METERING: When more than one meter installation is used to measure the service supplied to customer, a separate bill in accordance with the applicable rate schedule will be rendered for the service supplied through each meter installation.

DATE OF ISSUE January 7 1994  
month day year

DATE EFFECTIVE February 1 1994  
month day year

ISSUED BY \_\_\_\_\_ Vice President, Rates and Regulatory Affairs  
F. Jay Cummings

Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

Company may combine consumption registered, and render a single bill, for the same class of gas service supplied to customer at customer's premises through 2 or more meter installations if, at the option of Company, such multiple metering is installed as a convenience or benefit to Company.

5.04 MULTIPLE OCCUPANCY BUILDINGS: When a building is occupied by more than one customer, Company will install as many meters as there are separate applications for service, provided the house piping is so arranged that all meters or groups of meters may be located at a central point or points and that the house piping is clearly and permanently marked to indicate the particular customer supplied by it. House piping systems designed to be supplied from separate meters shall not be interconnected.

5.05 METER READING: Company uses a plan of continuous cycle meter reading in its service area which is divided into meter reading districts. Company reserves the right to redesignate meter reading districts. Except as otherwise provided herein, each meter in each such district will be read monthly on or about the same day of the month, and such readings shall be the basis for Company's billing for gas service. Customer consumption, used for billing purposes of service rendered to customer, will be extracted utilizing an Encoder Receiver Transmitter ("ERT") module. The ERT will be attached to all meters through the Company's Automated Meter Reading ("AMR") program. Failure of Company to obtain a meter reading shall not relieve customer of the obligation to pay for all gas received. Meters which are inside the premises and on which ERT modules are not installed may be read by appointment within an agreed to hourly period between 8:00 A.M. and 5:00 P.M. on normal weekdays, Monday through Friday, at the charge provided for in Section 14 herein; and may be read between 5:00 P.M. and 9:00 P.M. Monday through Friday or between 8:00 A.M. and 5:00 P.M. on Saturday at the charge provided for in Section 14 herein, except in those situations where the safety of employees is a consideration.

DATE OF ISSUE December 24, 1996  
month day year

DATE EFFECTIVE January 30, 1997  
month day year

ISSUED BY \_\_\_\_\_  
Charles B. Hernandez

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111



Missouri Gas Energy,  
a Division of Southern Union Company For

All Missouri Service Areas

**RECEIVED**

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JAN - 7 1994

**MISSOURI**  
**Public Service Commission**

Company may combine consumption registered, and render a single bill, for the same class of gas service supplied to customer at customer's premises through 2 or more meter installations if, at the option of Company, such multiple metering is installed as a convenience or benefit to Company.

5.04 **MULTIPLE OCCUPANCY BUILDINGS:** When a building is occupied by more than one customer, Company will install as many meters as there are separate applications for service, provided the house piping is so arranged that all meters or groups of meters may be located at a central point or points and that the house piping is clearly and permanently marked to indicate the particular customer supplied by it. House piping systems designed to be supplied from separate meters shall not be interconnected.

5.05 **METER READING:** Company uses a plan of continuous cycle meter reading in its service area which is divided into meter reading districts. Except as otherwise provided herein, each meter in each such district will be read monthly on or about the same day of the month, and such readings shall be the basis for Company's billing for gas service. Company reserves the right to redesignate meter reading districts. Failure of Company to obtain a meter reading shall not relieve customer of the obligation to pay for all gas received. Customer's meter may be read by appointment between 8:00 A.M. and 1:00 P.M., or 1:00 P.M. and 5:00 P.M., during normal weekdays, Monday through Friday at the charge provided for in Section 14 herein; may be read by appointment within an agreed to hourly period between 8:00 A.M. and 5:00 P.M. on normal weekdays, Monday through Friday, at the charge provided for in Section 14 herein; and may be read between 5:00 P.M. and 9:00 P.M. Monday through Friday or between 8:00 A.M. and 5:00 P.M. on Saturday at the charge provided for in Section 14 herein, except in those situations where the safety of employees is a consideration.

**CANCELLED**

JAN 30 1997  
BY Let RSR-41  
Public Service Commission  
**MISSOURI**

**FILED**

FEB 1 1994  
94 40

**MO. PUBLIC SERVICE COMM.**

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Canceling P.S.C. MO. No. 1  
P.S.C. MO. No. 1

Second Revised  
First Revised

SHEET No. R-42  
SHEET No. R-42

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

Company reserves the right to discontinue service, in accordance with Sections 3.06, 3.07, and 3.08 herein, for failure or refusal of customer to provide Company personnel access within the hours of 8:00 A.M. to 5:00 P.M., Mondays through Fridays, to read meters inside buildings or to maintain ERT modules, and where such failure or refusal has resulted in at least 2 consecutive estimates of consumption. Discontinuance of service shall not be effected until Company has requested customer to provide access at a time specified which time will be within the hours of 8:00 A.M. to 5:00 P.M., Mondays through Fridays. If service is discontinued for this cause, a reconnection charge in the amount provided for in Section 14 herein, shall be paid before service is restored.

DATE OF ISSUE December 24, 1996 DATE EFFECTIVE January 30, 1997  
month day year month day year

ISSUED BY \_\_\_\_\_ Director, Pricing and Regulatory Affairs  
Charles B. Hernandez Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For

All Missouri Service Areas

RECEIVED

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JUL 14 1995

MISSOURI  
Public Service Commission

Company reserves the right to discontinue service, in accordance with Sections 3.06, 3.07, and 3.08 herein, for failure of customer to provide Company personnel access within the hours of 8:00 A.M. to 5:00 P.M., Mondays though Fridays, to read meters and where such failure has resulted in at least 6 consecutive estimates of consumption. Discontinuance of service shall not be effected until Company has requested customer to provide access at a time specified which time will be within the hours of 8:00 A.M. to 5:00 P.M., Mondays through Fridays. If service is discontinued for this cause, a reconnection charge in the amount provided for in Section 14 herein, shall be paid before service is restored.

When, during normal working hours, the Company is unable to regularly secure access to the customer's premises for the purpose of obtaining meter readings, the Company may, when practical to do so, install on the meter a remote reading attachment. The attachment shall be installed upon agreement of the customer to pay \$50.00 of the initial installation costs, which amount may be paid in installments, at the customer's option, over a period of up to 20 months with no interest or finance costs. The remote reading attachment and all parts and portions thereof, shall remain the property of the Company and shall be maintained by the Company. Any customer, whether or not access to his premises is a problem, may request the installation of such remote reading attachment and the Company may install same, subject to the charge and conditions set out above. During the period from April 1 through October 31, when the Company is unable for six successive regular meter reading times to secure access to a customer's premises for the purpose of obtaining a meter reading, the Company may discontinue service to the customer, in accordance with sections 3.06, 3.07, and 3.08 herein, unless and until the customer shall contract for and permit the installation of a remote reading attachment subject to the charge and conditions set out above or until the customer has made provisions for future access acceptable to the Company.

FILED

OCT 21 1995

MO. PUBLIC SERVICE COM. 11

CANCELLED

JAN 30 1997

BY 2nd RS R-42  
Public Service Commission  
MISSOURI

DATE OF ISSUE July 14, 1995  
month day year

DATE EFFECTIVE October 21, 1995  
month day year

ISSUED BY John M. Fernald Director, Rates and Regulatory Affairs  
Missouri Gas Energy, 3420 Broadway, Kansas City, MO 64111

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

**RECEIVED**

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN - 7 1994

**MISSOURI  
Public Service Commission**

Company reserves the right to discontinue service, in accordance with Sections 3.06 and 3.07 herein, for failure or refusal of customer to provide Company personnel access within the hours of 8:00 A.M. to 5:00 P.M., Mondays through Fridays, to read meters inside buildings, and where such failure or refusal has resulted in at least 2 consecutive estimates of consumption. Discontinuance of service shall not be effected until Company has requested customer to provide access at a time specified which time will be within the hours of 8:00 A.M. to 5:00 P.M., Mondays through Fridays. If service is discontinued for this cause, a reconnection charge in the amount provided for in Section 14 herein, shall be paid before service is restored.

- 5.06 METER SEALS: Seals may be placed by Company on any meter or meter enclosure. Such seals shall not be broken or disturbed by any person other than persons authorized by Company.
- 5.07 EVIDENCE OF CONSUMPTION: The registration of Company's meters will be accepted and received at all times and placed as prima facie evidence of the amount of gas taken by customer.
- 5.08 DELIVERY PRESSURE: Company shall generally supply gas at a delivery pressure of 4 to 7 inches water column; however, Company may, at its option, deliver gas at such higher pressure as may be authorized by rules of the Commission.

**CANCELLED**

**FILED**

OCT 21 1995  
BY *ltd R-42*  
Public Service Commission  
MISSOURI

FEB 1 1994  
94 - 40  
MO. PUBLIC SERVICE COMM.

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

5.06 METER SEALS: Seals may be placed by Company on any meter or meter enclosure. Such seals shall not be broken or disturbed by any person other than persons authorized by Company.

5.07 EVIDENCE OF CONSUMPTION: The registration of Company's meters will be accepted and received at all times and placed as prima facie evidence of the amount of gas taken by customer.

5.08 DELIVERY PRESSURE: Company shall generally supply gas at a delivery pressure of 4 to 7 inches water column; however, Company may, at its option, deliver gas at such higher pressure as may be authorized by rules of the Commission.

If Company agrees to provide a higher deliver pressure in order to satisfy the requirements of any customer, Company reserves the right to correct volumes delivered at such higher pressures to 6.93 inches water column (4 ounces per square inch gauge) for billing purposes.

5.09 ACCURACY AND TESTS: The accuracy and testing of Company's meters shall be in accordance with the General Orders of the Commission applicable thereto.

Pursuant to the Commission's Order in Case No. GO-91-353, the Company has been granted a variance from the requirements of 4 CSR 240-10.030 (19) relating to the removal, testing and inspection of gas meters. The variance authorizes the Company to employ statistical sampling for determining when certain meters should be removed from service for testing.

DATE OF ISSUE February 12, 2002  
month day year

DATE EFFECTIVE March 14, 2002  
month day year

ISSUED BY Robert J. Hack Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

**CANCELLED**  
First Revised  
Original

SHEET No. R-42.1  
SHEET No. R-42.1

Missouri Gas Energy,  
a Division of Southern Union Company

By *2nd RS R-42.1*  
Public Service Commission  
MISSOURI  
For: All Missouri Service Areas  
**RECEIVED**  
APR 16 1997

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

MISSOURI  
Public Service Commission

- 5.06 METER SEALS: Seals may be placed by Company on any meter or meter enclosure. Such seals shall not be broken or disturbed by any person other than persons authorized by Company.
- 5.07 EVIDENCE OF CONSUMPTION: The registration of Company's meters will be accepted and received at all times and placed as prima facie evidence of the amount of gas taken by customer.
- 5.08 DELIVERY PRESSURE: Company shall generally supply gas at a delivery pressure of 4 to 7 inches water column; however, Company may, at its option, deliver gas at such higher pressure as may be authorized by rules of the Commission.

If Company agrees to provide a higher deliver pressure in order to satisfy the requirements of any customer, Company reserves the right to correct volumes delivered at such higher pressures to 6.93 inches water column (4 ounces per square inch gauge) for billing purposes.

- 5.09 ACCURACY AND TESTS: The accuracy and testing of Company's meters shall be in accordance with the General Orders of the Commission applicable thereto.

Pursuant to the Commission's Order in Case No. GO-91-353, the Company has been granted a variance from the requirements of 4 CSR 240-10.030 (19) relating to the removal, testing and inspection of gas meters. The variance authorizes the Company to employ statistical sampling for determining when certain meters should be removed from service for testing.

Pursuant to the Commission Order in Case No. GO-97-242, the Company has been granted a temporary variance, to extend two years from April 29, 1997, from the requirements of 4 CSR 240-10.030 (19) and the Commission's Order in Case No. GO-91-353. The temporary variance authorizes the Company to substitute the retirement and replacement of certain older meters for the removal and testing of a like number of meters that would be tested per the statistical sampling method.

**FILED**

DATE OF ISSUE April 21 1997  
month day year

DATE EFFECTIVE APR 29 1997  
month day year 97-242  
**MO. PUBLIC SERVICE CO.**

ISSUED BY Charles B. Hernandez

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For

~~Missouri Service Areas~~

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

**JUL 14 1995**

**MISSOURI  
Public Service Commission**

- 5.06 METER SEALS: Seals may be placed by Company on any meter or meter enclosure. Such seals shall not be broken or disturbed by any person other than persons authorized by Company.
- 5.07 EVIDENCE OF CONSUMPTION: The registration of Company's meters will be accepted and received at all times and placed as prima facie evidence of the amount of gas taken by customer.
- 5.08 DELIVERY PRESSURE: Company shall generally supply gas at a delivery pressure of 4 to 7 inches water column; however, Company may, at its option, deliver gas at such higher pressure as may be authorized by rules of the Commission.

**CANCELLED**

APR 23 1997

BY let RSR42.1  
Public Service Commission  
MISSOURI

**FILED**

OCT 21 1995

**MO. PUBLIC SERVICE COMM.**

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DATE EFFECTIVE October 21, 1995  
month day year

ISSUED BY John M. Fernald Director, Rates and Regulatory Affairs  
Missouri Gas Energy, 3420 Broadway, Kansas City, MO 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

5.10 METER TESTING: Company will, when requested in writing by a customer upon reasonable notice, test the accuracy of the meter in use by such customer; provided customer shall agree to accept the results of the tests made by Company as final. If such a test is requested by a customer within a period of one year after the date of installation or the last previous test of said meter, customer may be required by Company to make a deposit to cover the actual cost of such test. Any deposit made in compliance to the foregoing shall be refunded or credited to customer's account if the meter is found when tested to have an average error of more than 2 percent fast. If the meter is found to be less than 2 percent fast, said deposit shall be retained by Company.

5.11 BILLING ADJUSTMENT:

(A) For all billing errors, the Company will determine from all related and available information the probable period during which such condition existed and shall make billing adjustments (except as provided in (B), (C) and (D) of this provision) for the period estimated to be involved as follows:

Residential Customers:

In the event of an overcharge: An adjustment shall be made for the entire period that the overcharge existed not to exceed sixty consecutive billing periods, calculated from the date of discovery, inquiry or actual notification of the Company, whichever was first.

In the event of an undercharge: An adjustment shall be made for the entire period that the undercharge existed not to exceed twelve consecutive billing

DATE OF ISSUE April 21 1997  
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ISSUED BY Charles B. Hernandez Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111



Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

**RECEIVED**

JAN - 7 1994

If Company agrees to provide a higher deliver pressure in order to meet the requirements of any customer, Company reserves the right to correct volumes delivered at such higher pressures to 6.93 inches water column (4 ounces per square inch gauge) for billing purposes.

5.09 ACCURACY AND TESTS: The accuracy and testing of Company's meters shall be in accordance with the General Orders of the Commission applicable thereto.

5.10 METER TESTING: Company will, when requested in writing by a customer upon reasonable notice, test the accuracy of the meter in use by such customer; provided customer shall agree to accept the results of the tests made by Company as final. If such a test is requested by a customer within a period of one year after the date of installation or the last previous test of said meter, customer may be required by Company to make a deposit to cover the actual cost of such test. Any deposit made in compliance to the foregoing shall be refunded or credited to customer's account if the meter is found when tested to have an average error of more than 2 percent fast. If the meter is found to be less than 2 percent fast, said deposit shall be retained by Company.

5.11 BILLING ADJUSTMENT:

(A) For all billing errors, the Company will determine from all related and available information the probable period during which such condition existed and shall make billing adjustments (except as provided in (B), (C) and (D) of this provision) for the period estimated to be involved as follows:

Residential Customers:

In the event of an overcharge: An adjustment shall be made for the entire period that the overcharge existed not to exceed sixty consecutive billing periods, calculated from the date of discovery, inquiry or actual notification of the Company, whichever was first.

In the event of an undercharge: An adjustment shall be made for the entire period that the undercharge existed not to exceed twelve consecutive billing periods.

CANCELLED

APR 29 1997

BY Let R. R. 43  
Public Service Commission  
MISSOURI

**FILED**

FEB 1 1994  
94 - 40

MO. PUBLIC SERVICE COMM.

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

periods, calculated from the date of discovery, inquiry or actual notification of the Company, whichever was first.

Customers Other Than Residential:

In the event of an overcharge: An adjustment shall be made for the entire period that the overcharge existed not to exceed sixty consecutive billing periods, calculated from the date of discovery, inquiry or actual notification of the Company, whichever was first.

In the event of an undercharge: An adjustment shall be made for the entire period that the undercharge existed not to exceed sixty consecutive billing periods, calculated from the date of discovery, inquiry or actual notification of the Company, whichever was first.

- (B) No billing adjustment will be made where the full amount of the adjustment is less than \$1.00.
- (C) Where, upon test, a meter error is found to be 2% or less, no billing adjustment will be made.
- (D) When evidence of tampering is found, or 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 a claim after determining the probable period during which such condition existed from all related and available information.
- (E) When the customer has been undercharged, except as provided in (D) of this rule, and a billing adjustment is made, the customer may elect to pay the amount of the adjustment in equal installments over a period not to exceed the period for which the billing adjustment was applicable.
- (F) If a meter malfunctions or does not register for any period, Company may estimate and charge for the gas used in conformance with (A) above by averaging the amount registered over similar periods preceding or subsequent thereto, or over corresponding periods in previous years.

DATE OF ISSUE January 7 1994  
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DATE EFFECTIVE February 1 1994  
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ISSUED BY \_\_\_\_\_ Vice President, Rates and Regulatory Affairs  
F. Jay Cummings Missouri Gas Energy

Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

6. CHOICE AND APPLICATION OF RATE SCHEDULES

- 6.01 POSTING: The rate schedules and General Terms and Conditions for Gas Service of Company currently in effect are those on file with the Commission and will be made available by Company for inspection by any interested person during normal working hours at the business offices of Company.
- 6.02 CHOICE BY CUSTOMER: If a customer is eligible to take gas service from Company under more than one applicable rate schedule, the choice of such rate schedules shall lie with customer. Company, based on the information at hand, will, upon request, assist customer in the selection of the rate schedule under which gas service will be supplied; however, the responsibility for the selection of such rate schedule shall lie with customer.
- 6.03 CHANGE OF RATE SCHEDULES: Company may require customer to terminate his existing service agreement and enter into a new service agreement under a different applicable rate schedule if customer's gas requirements prove to be different from those originally estimated, or if there is a change in the character or conditions of customer's gas requirements and such change is based upon permanent rather than temporary or seasonal conditions.
- 6.04 NOTICE OF SEASONAL RESIDENTIAL RATE CHANGES: During the billing period prior to any tariffed seasonal residential rate change, a utility shall notify each affected customer, on the bill or on a notice accompanying the bill, of the direction of the upcoming seasonal rate change and the months during which the forthcoming seasonal rate will be in effect.

DATE OF ISSUE October 8 1994  
month day year

DATE EFFECTIVE December 10 1994  
month day year

ISSUED BY \_\_\_\_\_ Director, Rates and Regulatory Affairs  
John M. Fernald

Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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JAN - 7 1994

6. CHOICE AND APPLICATION OF RATE SCHEDULES

MISSOURI  
Public Service Commission

- 6.01 POSTING: The rate schedules and General Terms and Conditions for Gas Service of Company currently in effect are those on file with the Commission and will be made available by Company for inspection by any interested person during normal working hours at the business offices of Company.
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- 6.03 CHANGE OF RATE SCHEDULES: Company may require customer to terminate his existing service agreement and enter into a new service agreement under a different applicable rate schedule if customer's gas requirements prove to be different from those originally estimated, or if there is a change in the character or conditions of customer's gas requirements and such change is based upon permanent rather than temporary or seasonal conditions.

CANCELLED

DEC 10 1994  
BY Let R.S. #45  
Public Service Commission  
MISSOURI

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94 - 40  
MO. PUBLIC SERVICE COMM.

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

First Revised  
Original

SHEET No. R-45.1  
SHEET No. R-45.1

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

6.05 CONTRACT RATES: Company may, in instances where it faces competition from alternative suppliers of natural gas, enter into special transportation rate contracts with industries or other large consumers on such terms and conditions as may be agreed upon by the parties and which, in the Company's sole discretion, are deemed necessary to retain services to an existing customer or, to reestablish service to a previous customer or to acquire new customers. The rates agreed upon by Company and customer shall not exceed the maximum transportation charges nor be less than the minimum transportation charges otherwise applicable to customer. All such contracts shall be furnished to the Commission staff and the Office of Public Counsel and shall be subject to the Commission's jurisdiction.

DATE OF ISSUE October 8 1994  
month day year

DATE EFFECTIVE December 10 1994  
month day year

ISSUED BY \_\_\_\_\_ Director, Rates and Regulatory Affairs  
John M. Fernald Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

**RECEIVED**

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN - 7 1994

**MISSOURI  
Public Service Commission**

6.04 CONTRACT RATES: Company may, in instances where it faces competition from alternative suppliers of natural gas, enter into special transportation rate contracts with industries or other large consumers on such terms and conditions as may be agreed upon by the parties and which, in the Company's sole discretion, are deemed necessary to retain services to an existing customer or, to reestablish service to a previous customer or to acquire new customers. The rates agreed upon by Company and customer shall not exceed the maximum transportation charges nor be less than the minimum transportation charges otherwise applicable to customer. All such contracts shall be furnished to the Commission staff and the Office of Public Counsel and shall be subject to the Commission's jurisdiction.

CANCELLED

DEC 10 1994

BY Lot R.S. #R-45.1  
Public Service Commission  
MISSOURI

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**MO. PUBLIC SERVICE COMM.**

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

7. BILLING AND PAYMENT

7.01 BILLING INFORMATION: Bills rendered to customers for residential gas service shall clearly state:

- (A) The beginning and ending meter readings of the billing period and the dates thereof.
- (B) The date when the bill will be considered due and the date when it will be delinquent if different.
- (C) Any previous balance which states the balance due for utility charges separate from charges for services not subject to Commission jurisdiction.
- (D) The amount due for the most recent billing period for gas usage stated separately from the amount due for the same period for a deposit and the amount due for the same period for service not subject to Commission jurisdiction.
- (E) The amount due for other authorized charges.
- (F) The total amount due.
- (G) License, occupation, gross receipts, franchise, and sales taxes.
- (H) The purchased gas adjustment cost in total or cents per unit basis.
- (I) For initiating customer inquiries or complaints, customers may call the Company at 1-800-582-1234 outside of the Kansas City Metro area, or 756-5252 inside the Kansas City Metro area.

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month day year

DATE EFFECTIVE November 26 1995  
month day year

ISSUED BY \_\_\_\_\_  
John M. Fernald

Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For

All Missouri Service Areas

RECEIVED

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE OCT 7 1994

7. BILLING AND PAYMENT

MISSOURI  
Public Service Commission

7.01 BILLING INFORMATION: Bills rendered to customers for residential gas service shall clearly state:

- (A) The beginning and ending meter readings of the billing period and the dates thereof.
- (B) The date when the bill will be considered due and the date when it will be delinquent if different.
- (C) Any previous balance which states the balance due for utility charges separate from charges for services not subject to Commission jurisdiction.
- (D) The amount due for the most recent billing period for gas usage stated separately from the amount due for the same period for a deposit and the amount due for the same period for service not subject to Commission jurisdiction.
- (E) The amount due for other authorized charges.
- (F) The total amount due.
- (G) License, occupation, gross receipts, franchise, and sales taxes.
- (H) The purchased gas adjustment cost in total or cents per unit basis.
- (I) For initiating customer inquiries or complaints, customers may call the Company at 1-800-582-1234 outside of the Kansas City Metro area, or 221-4600 inside the Kansas City Metro area.

NOV 20 1995  
BY 2nd RS R-46  
Public Service Commission  
MISSOURI

FILED

DEC 10 1994

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ISSUED BY

John M. Fernald  
John M. Fernald

Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111



Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

**RECEIVED**

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN - 7 1994

**MISSOURI  
Public Service Commission**

7. BILLING AND PAYMENT

7.01 BILLING INFORMATION: Bills rendered to customers for residential gas service shall clearly state:

- (A) The beginning and ending meter readings of the billing period and the dates thereof.
- (B) The date when the bill will be considered due and the date when it will be delinquent if different.
- (C) Any previous balance.
- (D) The amount due for gas usage.
- (E) The amount due for other authorized charges.
- (F) The total amount due.
- (G) The address of the Company where the customer may initiate an inquiry or complaint regarding the bill as rendered or the service provided.
- (H) License, occupation, gross receipts, franchise, and sales taxes.
- (I) The purchased gas adjustment cost in total or cents per unit basis.
- (J) For initiating customer inquiries or complaints, customers may call the Company at 1-800-582-1234 outside of the Kansas City Metro area, or 221-4600 inside the Kansas City metro area.

**CANCELLED**

DEC 10 1994  
BY 1st R.S. # R-46  
Public Service Commission  
MISSOURI

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FEB 1 1994  
94 - 40  
**MO. PUBLIC SERVICE COMM.**

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

7.02 BILLING PERIOD: Except as otherwise provided in these General Terms and Conditions for Gas Service, the Company will read the customer's meter in accordance with its cycle billing procedure and bills based on such readings will be rendered at intervals of approximately one month. 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. The Company shall have the right to read meters bi-monthly and render bills at approximate one-month intervals. The interim bill shall be based on estimated consumption with any adjustments being made in the next billing month in which a meter reading is obtained.

Proration Rule - For billing periods less than twenty-six (26) days, the Customer Charge shall be calculated by dividing the number of days in the customer billing period by thirty (30) days, multiplied by the applicable Customer Charge.

7.03 DESCRIPTION: This Average Bill Calculation (ABC) plan is designed so that, to the extent possible, each of a subscribing customer's bills over a twelve-month period, from August to July, will be the same amount. This ABC plan amount is based on historical billings, as adjusted to reflect expected prices and usage, and is reviewed twice each year and, if necessary, adjusted at that time for overcollections or undercollections. In special circumstances, such as significant rate changes or abnormal weather, additional reviews and, if necessary, adjustments will be allowed. The Commission Staff and the Office of the Public Counsel will be notified if additional adjustments are made.

AVAILABILITY: The ABC plan is available to customers who qualify to receive service under Sheet No. 25, Residential Gas Service. At Company's option, Small General Service customers, based on usage patterns and payment history, may be allowed to participate in the ABC plan under the same conditions. To qualify, the Company's Customer Service Department must receive a request to be placed on the plan, the customer must not have been disqualified by the provisions from being on the plan and the customer must have been in compliance with the General Terms and Conditions as approved by the Commission.

To qualify for the ABC plan, a new customer must establish an acceptable credit rating in compliance with the Company's General Terms and Conditions, which may include providing a deposit.

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month day year

DATE EFFECTIVE May 30 2001  
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ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

Fifth Revised  
Fourth Revised

SHEET No. R-47  
SHEET No. R-47

Missouri Gas Energy,  
a Division of Southern Union Company

**Missouri Public  
Service Commission**  
For: All Missouri Service Areas

REC'D MAR 31 1999

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

7.02 BILLING PERIOD: Except as otherwise provided in these General Terms and Conditions for Gas Service, the Company will read the customer's meter in accordance with its cycle billing procedure and bills based on such readings will be rendered at intervals of approximately one month. 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. The Company shall have the right to read meters bi-monthly and render bills at approximate one-month intervals. The interim bill shall be based on estimated consumption with any adjustments being made in the next billing month in which a meter reading is obtained.

Proration Rule - For billing periods less than twenty-six (26) days, the Customer Charge shall be calculated by dividing the number of days in the customer billing period by thirty (30) days, multiplied by the applicable Customer Charge.

7.03 DESCRIPTION: This Average Bill Calculation (ABC) plan is designed so that each of a subscribing customer's bills over a twelve-month period, from August to July, will be the same amount. This ABC plan amount is based on historical billings and is reviewed twice each year and, if necessary, adjusted at that time for overcollections or undercollections.

AVAILABILITY: The ABC plan is available to customers who qualify to receive service under Sheet No. 25, Residential Gas Service. At Company's option, Small General Service customers, based on usage patterns and payment history, may be allowed to participate in the ABC plan under the same conditions. To qualify, the Company's Customer Service Department must receive a request to be placed on the plan, the customer must not have been disqualified by the provisions from being on the plan and the customer must have been in compliance with the General Terms and Conditions as approved by the Commission.

To qualify for the ABC plan, a new customer must establish an acceptable credit rating in compliance with the Company's General Terms and Conditions, which may include providing a deposit.

**Missouri Public  
Service Commission**

CANCELLED

MAY 30 2001

Public Service Commission  
MISSOURI  
1, 64-RS R-47

FILED APR 30 1999

DATE OF ISSUE March 31 1999  
month day year

DATE EFFECTIVE April 30 1999  
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ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs

Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

**RECEIVED**

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

MAY 30 1997

MISSOURI  
Public Service Commission

7.02 BILLING PERIOD: Except as otherwise provided in these General Terms and Conditions for Gas Service, the Company will read the customer's meter in accordance with its cycle billing procedure and bills based on such readings will be rendered at intervals of approximately one month. 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. The Company shall have the right to read meters bi-monthly and render bills at approximate one-month intervals. The interim bill shall be based on estimated consumption with any adjustments being made in the next billing month in which a meter reading is obtained.

Proration Rule - For billing periods less than twenty-six (26) days, the Customer Charge shall be calculated by dividing the number of days in the customer billing period by thirty (30) days, multiplied by the applicable Customer Charge.

7.03 AVAILABILITY: This Levelized Payment Plan is available to customers who qualify to receive service under Sheet No. 25, Residential Gas Service, who contact the Company's Customer Service Department, request to be placed on the plan and who are not disqualified by these provisions from being on the plan. At Company's option, certain nonresidential customers, based on usage patterns and payment history, may be allowed to participate in Missouri Gas Energy's levelized payment plan under these same conditions.

To qualify for the Levelized Payment Plan, a new customer must establish an acceptable credit rating in compliance with the Company's General Terms and Conditions, which may include providing a deposit.

**CANCELLED**

APR 30 1999  
By *SMR* R-47  
Public Service Commission  
MISSOURI

**FILED**

JUL 1 1997

MO. PUBLIC SERVICE COMM

DATE OF ISSUE May 30, 1997  
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DATE EFFECTIVE July 1, 1997  
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ISSUED BY Charles B. Hernandez

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

**RECEIVED**

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

MAR 12 1997

MISSOURI  
Public Service Comm. et

7.02 BILLING PERIOD: Except as otherwise provided in these General Terms and Conditions for Gas Service, the Company will read the customer's meter in accordance with its cycle billing procedure and bills based on such readings will be rendered at intervals of approximately one month. 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. The Company shall have the right to read meters bi-monthly and render bills at approximate one-month intervals. The interim bill shall be based on estimated consumption with any adjustments being made in the next billing month in which a meter reading is obtained.

Proration Rule - For billing periods less than twenty-six (26) days, the Customer Charge shall be calculated by dividing the number of days in the customer billing period by thirty (30) days, multiplied by the applicable Customer Charge.

7.03 AVAILABILITY: This Levelized Payment Plan is available to customers who qualify to receive service under Sheet No. 25, Residential Gas Service, who contact the Company's Customer Service Department, request to be placed on the plan and who are not disqualified by these provisions from being on the plan. At Company's option, certain nonresidential customers, based on usage patterns and payment history, may be allowed to participate in Missouri Gas Energy's levelized payment plan under these same conditions.

To qualify for the Levelized Payment Plan, a new customer must establish an acceptable credit rating in compliance with the Company's General Terms and Conditions, which may include providing a deposit.

An existing customer will qualify for the Levelized Payment plan provided the customer has not been late in paying his bill consecutively for two (2) times in the previous twelve (12) months and no arrears are registered against his account at his current location, or previous location if the customer has not established a twelve (12) month billing history.

CANCELLED

JUL 1 1997

BY 46 RS R-47  
Public Service Commission  
MISSOURI

**FILED**

MAR 21 1997

96-285

MO. PUBLIC SERVICE COMM

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DATE EFFECTIVE March 21 1997  
month day year

ISSUED BY Charles B. Hernandez

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

RECEIVED

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN 8 (1997)

MISSOURI  
Public Service Commission

7.02 BILLING PERIOD: Except as otherwise provided in these General Terms and Conditions for Gas Service, the Company will read the customer's meter in accordance with its cycle billing procedure and bills based on such readings will be rendered at intervals of approximately one month. 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. The Company shall have the right to read meters bi-monthly and render bills at approximate one-month intervals. The interim bill shall be based on estimated consumption with any adjustments being made in the next billing month in which a meter reading is obtained.

7.03 AVAILABILITY: This Levelized Payment Plan is available to customers who qualify to receive service under Sheet No. 25, Residential Gas Service, who contact the Company's Customer Service Department, request to be placed on the plan and who are not disqualified by these provisions from being on the plan. At Company's option, certain nonresidential customers, based on usage patterns and payment history, may be allowed to participate in Missouri Gas Energy's levelized payment plan under these same conditions.

To qualify for the Levelized Payment Plan, a new customer must establish an acceptable credit rating in compliance with the Company's General Terms and Conditions, which may include providing a deposit.

An existing customer will qualify for the Levelized Payment plan provided the customer has not been late in paying his bill consecutively for two (2) times in the previous twelve (12) months and no arrears are registered against his account at his current location, or previous location if the customer has not established a twelve (12) month billing history.

CANCELLED

FILED

FEB 1 1997

MAR 21 1997

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BY 3rd RS R47  
Public Service Commission

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MISSOURI

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month day year

DATE EFFECTIVE February 1, 1997  
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ISSUED BY Charles B. Hernandez Director, Pricing and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

First Revised  
Original

SHEET No. R-47  
SHEET No. R-47

Missouri Gas Energy,  
a Division of Southern Union Company

For

All Missouri Service Areas

OCT 7 1994

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

MISSOURI

Public Service Commission

7.02 BILLING PERIOD: Except as otherwise provided in these General Terms and Conditions for Gas Service, the Company will read the customer's meter in accordance with its cycle billing procedure and bills based on such readings will be rendered at intervals of approximately one month. 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. The Company shall have the right to read meters bi-monthly and render bills at approximate one-month intervals. The interim bill shall be based on estimated consumption with any adjustments being made in the next billing month in which a meter reading is obtained.

7.03 LEVELIZED PAYMENT PLAN: This Levelized Payment Plan is available to customers who qualify to receive service under Sheet Nos. 25 and 27, Residential Gas Service and General Gas Service and who make written application to join the plan.

Completion of Company's application for levelized payment shall constitute a request for service under said plan.

To qualify for the Levelized Payment Plan, a new customer must establish an acceptable credit rating in compliance with the Company's General Terms and Conditions, which may include providing a deposit.

An existing customer will qualify for the Levelized Payment plan provided customer has not been late in paying his bill consecutively for two (2) times in the previous twelve (12) months and no arrears are registered against his account.

**CANCELLED**

FEB 1 1997

*2nd RS R-47*  
Public Service Commission  
MISSOURI

**FILED**

DEC 10 1994

MO. PUBLIC SERVICE COMMISSION

DATE OF ISSUE October 8 1994  
month day year

DATE EFFECTIVE December 10, 1994  
month day year

ISSUED BY

*John M. Fernald*  
John M. Fernald

Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

**RECEIVED**

JAN - 7 1994

**MISSOURI  
Public Service Commission**

7.02 BILLING PERIOD: Except as otherwise provided in these General Terms and Conditions for Gas Service, the Company will read the customer's meter in accordance with its cycle billing procedure and bills based on such readings will be rendered at intervals of approximately one month. If the Company changes a meter reading route or schedule which results in a significant alteration of a billing cycle, notice shall be given to the affected customer. The Company shall have the right to read meters by-monthly and render bills at approximate one-month intervals. The interim bill shall be based on estimated consumption with any adjustments being made in the next billing month in which a meter reading is obtained.

7.03 LEVELIZED PAYMENT PLAN: This Levelized Payment Plan is available to customers who qualify to receive service under Sheet Nos. 25 and 27, Residential Gas Service and General Gas Service and who make written application to join the plan.

Completion of Company's application for levelized payment shall constitute a request for service under said plan.

To qualify for the Levelized Payment Plan, a new customer must establish an acceptable credit rating in compliance with the Company's General Terms and Conditions, which may include providing a deposit.

An existing customer will qualify for the Levelized Payment plan provided customer has not been late in paying his bill consecutively for two (2) times in the previous twelve (12) months and no arrears are registered against his account.

**CANCELLED**

**FILED**

DEC 10 1994  
BY lat R.S. # R-47  
Public Service Commission  
MISSOURI

FEB 1 1994  
94 - 40  
**MO. PUBLIC SERVICE COMM**

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs



Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

CALCULATIONS: The monthly ABC plan billing for service shall be based on actual billings during the most recent available 24-month period at the same service location, as adjusted to reflect expected prices, and usage based on typical weather. If there are fewer than 24 months of billing history at the same service location, the ABC plan billing shall be based on the most recent 12 month period at the same service location, as adjusted to reflect expected prices, and usage based on typical weather. If there are fewer than 12 months of history at the same service location, ABC plan billing may be based on the available history for the premise, or upon bills of similar residential units in the same area, as adjusted to reflect expected prices, and usage based on typical weather.

PAYMENT CRITERIA: ABC plan billings become due and payable as stated thereon. Failure to pay the monthly ABC plan billing amount within the time stated on the bill may be cause for discontinuance by the Company of the customer's participation in the ABC plan. The election to receive service under this plan shall not modify or revoke the provisions of these General Terms and Conditions for Gas Service concerning delayed payment charges and disconnection for non-payment.

Settlement Balance: Billings to customers participating in the ABC plan will contain the information specified in Subsection 7.01, and shall also show the amount owed to the Company ("undercollection") or the amount owed to the customer ("overcollection") based on the accumulated dollar amounts paid to date under the ABC plan as compared to the accumulated dollar amounts accrued based on actual usage and rates.

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ISSUED BY Robert J. Hack Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

Second Revised  
First Revised

SHEET No. R-48  
SHEET No. R-48

Missouri Gas Energy,  
a Division of Southern Union Company

**Missouri Public  
Service Commission**  
For: All Missouri Service Areas

REC'D MAR 31 1999

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

**CALCULATIONS:** The monthly ABC plan billing for service shall be based on actual billings during the most recent available 24-month period at the same service location. If there are fewer than 24 months of billing history at the same service location, the ABC plan billing shall be based on the most recent 12 month period at the same service location. If there are fewer than 12 months of history at the same service location, ABC plan billing may be based on the available history for the premise, or upon bills of similar residential units in the same area.

**PAYMENT CRITERIA:** ABC plan billings become due and payable as stated thereon. Failure to pay the monthly ABC plan billing amount within the time stated on the bill may be cause for discontinuance by the Company of the customer's participation in the ABC plan. The election to receive service under this plan shall not modify or revoke the provisions of these General Terms and Conditions for Gas Service concerning delayed payment charges and disconnection for non-payment.

**Settlement Balance:** Billings to customers participating in the ABC plan will contain the information specified in Subsection 7.01, and shall also show the amount owed to the Company ("undercollection") or the amount owed to the customer ("overcollection") based on the accumulated dollar amounts paid to date under the ABC plan as compared to the accumulated dollar amounts accrued based on actual usage and rates.

**CANCELLED**

MAY 30 2001

By 3rd RSR-48  
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MISSOURI

**Missouri Public  
Service Commission**

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Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

**GENERAL TERMS AND CONDITIONS FOR GAS SERVICE**

**MISSOURI**  
Public Service Commission

**CALCULATIONS:** Each month, Company shall calculate the customer's average usage based upon his available consumption history at the premises for a time period not to exceed the most recent twelve months currently ended. Where a customer does not have a twelve month consumption history at this residence, he will make the choice to utilize either the usage history of the former occupant or an average of his actual usage.

The monthly bill will be prepared based on such average usage and calculated under current tariffs with all applicable adjustments and surcharges. The monthly billing amount shall apply only to the premises then occupied by that customer.

**PAYMENT CRITERIA:** Levelized Monthly Billings become delinquent in accordance with Subsection 7.07. Failure to pay the Levelized Payment Bill within the time stated thereon may be cause for discontinuance by the Company of the Levelized Payment Plan with respect to the customer. The election to receive service under this plan shall not modify or revoke the provisions of these General Terms and Conditions for Gas Service concerning delayed payment charges and disconnection for non-payment.

Billings to customers using the Levelized Payment Plan will contain the information specified in Subsection 7.01 hereof, and shall also show the overage and underage of the dollar amounts paid to date as compared to the dollar amounts of the accumulated actual billings.

**CANCELLED**

APR 30 1999  
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Public Service Commission  
MISSOURI

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ISSUED BY Charles B. Hernandez Director, Pricing and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

**RECEIVED**

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN - 7 1994

**MISSOURI  
Public Service Commission**

Each month Company shall calculate customer's average usage based upon his available consumption history at the premises not to exceed the twelve months currently ended. Where customer does not have a twelve month consumption history at his residence, he will make the choice to utilize either the usage history of the former occupant or an average of his actual usage.

The monthly bill will be prepared based on such average usage and calculated under current tariffs with all applicable adjustments and surcharges. The monthly billing amount shall apply only to the premises then occupied by customer, and that if such premises are vacated, the Levelized Payment Plan with respect to customer shall immediately be discontinued.

Levelized Monthly Billings become delinquent in accordance with Subsection 7.07. Failure to pay the Levelized Payment Bill within the time stated therein may be cause for discontinuance by the Company of the Levelized Payment Plan with respect to the customer. The election to receive service under this plan shall not modify or revoke the provisions of these General Terms and Conditions for Gas Service concerning delayed payment charge and disconnects for non-payment, except that a credit balance in the Levelized Payment Plan will be considered when a disconnect is indicated.

Billings to customers using the Levelized Payment Plan will contain the information specified in Subsection 7.01 hereof, and shall also show the overage and underage of the dollar amounts paid to date as compared to the dollar amounts of the accumulated actual billings.

**FILED**

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94 - 40

**MO. PUBLIC SERVICE COMM.**

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
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ISSUED BY F. Jay Cummings Vice President, Rate and Regulatory Affairs

**CANCELLED**

FEB 1 1997

*Let RS R-48*  
Missouri Public Service Commission

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

BILLING ADJUSTMENTS: The accounts participating in the ABC plan will be reviewed in February and July of each year, with any changes appearing on bills in March and August. ABC accounts may also be reviewed and changed at other times if circumstances warrant.

The July review of accounts participating in the ABC plan shall be handled as follows:

a) If the July settlement balance results in an undercollection from the customer and is less than or equal to the monthly ABC plan amount, the ABC plan amount is the amount due to the Company and will be included in computing the next plan year's monthly ABC plan billing effective with the August bill.

b) If the July settlement balance results in an undercollection from the customer which is greater than the monthly ABC plan amount, the settlement balance will be amortized over twelve (12) months and included in computing the next plan year's monthly ABC plan billing effective with the August bill.

c) If the July settlement balance results in an overcollection from the customer, the overcollection will be transferred to the customer's account balance or upon request, may be refunded.

The February review of accounts participating in the ABC plan shall be handled as follows:

a) If the February settlement balance plus the accumulated dollar amounts accrued based on expected usage and rates from the months of March through July less 5 months of the current ABC billing amount reflects an undercollection from the customer greater than two (2) months of ABC billing, the monthly ABC billing amount will be adjusted effective with the March bill.

b) If the February settlement balance plus the accumulated dollar amounts accrued based on expected usage and rates from the months of March through July less 5 months of the current ABC billing amount reflects an overcollection from the customer equal to or greater than two (2) months of ABC billing, the monthly ABC billing may be adjusted effective with the March bill. The overcollection will be transferred to the customer's account balance or, upon request, may be refunded.

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DATE EFFECTIVE May 30 2001  
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ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

**Missouri Public  
Service Commission**  
For: All Missouri Service Areas

REC'D MAR 31 1999

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

**BILLING ADJUSTMENTS:** The accounts participating in the ABC plan will be reviewed in February and July of each year, with any changes appearing on bills in March and August.

The July review of accounts participating in the ABC plan shall be handled as follows:

- a) If the July settlement balance results in an undercollection from the customer and is less than or equal to the monthly ABC plan amount, the ABC plan amount is the amount due to the Company and will be included in computing the next plan year's monthly ABC plan billing effective with the August bill.
- b) If the July settlement balance results in an undercollection from the customer which is greater than the monthly ABC plan amount, the settlement balance will be amortized over twelve (12) months and included in computing the next plan year's monthly ABC plan billing effective with the August bill.
- c) If the July settlement balance results in an overcollection from the customer, the overcollection will be transferred to the customer's account balance or upon request, may be refunded.

The February review of accounts participating in the ABC plan shall be handled as follows:

- a) If the February settlement balance plus the accumulated dollar amounts accrued based on actual usage and rates from the months of March through July of the prior year less 5 months of the current ABC billing amount reflects an undercollection from the customer greater than two (2) months of ABC billing, the monthly ABC billing amount will be adjusted effective with the March bill.
- b) If the February settlement balance plus the accumulated dollar amounts accrued based on actual usage and rates from the months of March through July of the prior year less 5 months of the current ABC billing amount reflects an overcollection from the customer equal to or greater than two (2) months of ABC billing, the monthly ABC billing may be adjusted effective with the March bill. The overcollection will be transferred to the customer's account balance or upon request, may be refunded.

**Missouri Public  
Service Commission**

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ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

CANCELLED

MAY 30 2001  
3 24 25 R 48-A

Public Service Commission  
MISSOURI

P.S.C. MO. No. 1  
Canceling P.S. C. MO. No. 1

First Revised  
Original

SHEET No. R-48A  
SHEET No. R-48A  
**RECEIVED**

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE MISSOURI  
Public Service Commission

**BILLING ADJUSTMENTS:** The Levelized Payment Plan accounts will be reviewed by Company in January and July of each year. If the difference between the accumulated Levelized billing and the accumulated actual billing is greater than 2 times the current month's billing, the Levelized Monthly Billing amount shall be adjusted to bring the difference within the allowable limit of two (2) times the current month's billing. Failure of Customer to agree with Company's recommended adjustment shall be cause for discontinuance of the customer from the plan.

The customer's payment of the new levelized amount shall constitute agreement to the new monthly levelized billing amount. If the customer contacts the Company and disagrees with the new levelized amount, the Company shall discontinue the customer from the plan and the account shall be brought to the current balance.

**TERMINATION AND DISCONTINUANCE:** A customer may be removed from the Levelized Payment Plan for any of the following reasons:

- The customer is delinquent two (2) consecutive billing periods. Customers will be automatically removed from the plan after the customer has been delinquent for two (2) consecutive billing periods.
- Service to the customer is discontinued pursuant to Subsection 3.06.
- The customer requests termination of the plan.

If any customer has been discontinued from the plan or terminated from the plan, reentry may be limited to once every twelve (12) months at the same location.

The customer will be required to bring the account to the current balance upon termination or discontinuance of the plan. If a credit balance remains, customer may obtain a refund or apply the credit value to charges for future months' service.

**CANCELLED**

**FILED**

APR 30 1999  
By *IndRS # R-48A*  
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MISSOURI  
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MO. PUBLIC SERVICE COMM

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ISSUED BY Charles B. Hernandez

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company For            All Missouri Service **RECEIVED**

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JAN - 7 1994

**MISSOURI**  
**Public Service Commission**

The Levelized Payment Plan accounts will be reviewed by Company and if the difference between the accumulated Levelized billing and the accumulated actual billing is greater than 30% of the accumulated actual billings, or, if the difference between the accumulated Levelized billing and the accumulated actual billing is greater than 3 times the current month's billing, customer shall be contacted and the Levelized Monthly Billing amount shall be adjusted to bring the difference within the above-mentioned range. Failure of Customer to agree with Company's recommended adjustment shall be cause for discontinuance of the customer from the plan.

If the Levelized Payment Plan is discontinued pursuant to the above-mentioned rules or terminated by customer, any amount(s) payable by or due customer on the account of the metered service during the period covered by the Levelized Payment Plan shall be billed to the customer or paid to the customer.

**CANCELLED**

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MISSOURI

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94 - 40

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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs



Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

INTEREST: No interest shall be due from the customer or payable to the customer on the difference between the accumulated dollars accrued based on actual usage and rates and the amounts paid to date under the ABC plan.

TERMINATION AND DISCONTINUANCE: A customer may be removed from the ABC plan for any of the following reasons:

- ?? The customer fails to pay the full monthly ABC billing for two (2) billing periods while enrolled in the plan, the customer will be automatically removed from the plan.
- ?? One or more occurrences by payment of check subsequently returned by the bank.
- ?? Service to the customer is discontinued pursuant to Subsection 3.06.
- ?? The customer requests termination of the plan.

If any customer in the plan shall cease, for any reason, to participate in the plan, then the Company may require payment in full prior to being reinstated on the plan.

The customer may be required to bring the account to the current balance upon termination or discontinuance of the ABC plan. If an amount owed to the customer remains upon termination or discontinuance of the ABC plan, the customer may obtain a refund or apply the amount to charges for future service.

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ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

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First Revised  
Original

SHEET No. R-48B  
SHEET No. R-48B

Missouri Gas Energy,  
a Division of Southern Union Company

**Missouri Public  
Service Commission**  
For: All Missouri Service Areas

REC'D MAR 31 1999

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

**INTEREST:** No interest shall be due from the customer or payable to the customer on the difference between the accumulated dollars accrued based on actual usage and rates and the amounts paid to date under the ABC plan.

**TERMINATION AND DISCONTINUANCE:** A customer may be removed from the ABC plan for any of the following reasons:

- The customer fails to pay the full monthly ABC billing for two (2) billing periods while enrolled in the plan, the customer will be automatically removed from the plan.
- One or more occurrences by payment of check subsequently returned by the bank.
- Service to the customer is discontinued pursuant to Subsection 3.06.
- The customer requests termination of the plan.

If any customer in the plan shall cease, for any reason, to participate in the plan, then the Company may require payment in full prior to being reinstated on the plan.

The customer may be required to bring the account to the current balance upon termination or discontinuance of the ABC plan. If an amount owed to the customer remains upon termination or discontinuance of the ABC plan, the customer may obtain a refund or apply the amount to charges for future service.

Effective with the approval of the ABC plan by the Commission, the Company will continue to honor the Levelized Payment Plan ("LPP") arrangement entered into between the Company and the customer until July 31, 1999. Effective with August 1999 billings, all LPP payment plans previously entered into with the Company will be converted to the ABC plan.

**CANCELLED**

MAY 30 2001

12 2nd R5 R-48B  
Public Service Commission  
MISSOURI

**Missouri Public  
Service Commission**

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ISSUED BY Robert J. Hack Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

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Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

MISSOURI  
Public Service Commission

Settlement of accounts will occur when participation in the Levelized Payment Plan is terminated or discontinued. No interest shall be due from the customer or payable to the customer on the difference between actual payments and the Levelized Monthly Billing amount.

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ISSUED BY Charles B. Hernandez

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

7.04 ESTIMATED BILLING: In the event any meter is not read as scheduled, the Company may estimate the customer's consumption and bill accordingly.

The Company may render a bill based on estimated usage:

- (A) When extreme weather conditions, emergencies, labor agreements, work stoppages, or other conditions beyond the Company's control, prevent actual meter readings.
- (B) When the Company is unable to obtain access to the customer's premises for the purpose of reading the meter, or in situations where the customer makes reading the meter unnecessarily difficult. If the Company is unable to obtain an actual meter reading for these reasons, where practicable, it may undertake reasonable alternatives to obtain a customer reading of the meter, such as mailing or leaving postpaid, pre-addressed postcards upon which the customer may note the reading unless the customer requests otherwise.
- (C) When the Company has reason to believe that the reading submitted by the meter reader is erroneous. Such reasons may include readings that indicate usage which is outside of the range of probability based on customer's historical usage and when the Company has a reasonable suspicion that the meter reading equipment has malfunctioned or a reasonable suspicion that the meter reader is producing unreliable results.

When such estimates are made, the customer's bill shall indicate that a "local adjustment" has been made in a manner to distinguish estimates made under this provision from other estimated bills.

DATE OF ISSUE June 9 1995  
month day year

DATE EFFECTIVE July 23 1995  
month day year

ISSUED BY \_\_\_\_\_  
John M. Fernald

Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

**RECEIVED**

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE - 7 1994

**MISSOURI  
Public Service Commission**

7.04 ESTIMATED BILLING: In the event any meter is not read as scheduled, the Company may estimate the customer's consumption and bill accordingly.

The Company may render a bill based on estimated usage:

- (A) When extreme weather conditions, emergencies, labor agreements, work stoppages, or other conditions beyond the Company's control, prevent actual meter readings.
- (B) When the Company is unable to obtain access to the customer's premises for the purpose of reading the meter, or in situations where the customer makes reading the meter unnecessarily difficult. If the Company is unable to obtain an actual meter reading for these reasons, where practicable, it may undertake reasonable alternatives to obtain a customer reading of the meter, such as mailing or leaving postpaid, pre-addressed postcards upon which the customer may note the reading unless the customer requests otherwise.

Except as provided in subsection (A) and (B) of this Rule, the Company may not render an estimated bill for; (a) more than three (3) consecutive billing periods or one (1) year, whichever is less, (b) as a customer's initial or final bill for service.

When the Company renders an estimated bill in accordance with these General Terms and Conditions for Gas Service, it shall:

- (A) Maintain accurate records of the reasons therefore and efforts made to secure an actual reading.
- (B) Clearly and conspicuously note on the bill that it is based on estimated usage.
- (C) Use customer supplied readings whenever possible, to determine usage.

**CANCELLED**

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JUL 23 1995  
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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

A local adjustment must not be made if the previous three consecutive bills were based on estimated meter readings. The actual reading must be used unless another correcting reading is obtained.

A second adjustment within a twelve-month period cannot be made without attempting to obtain a confirming or correcting reading by means of a special meter reading attempt, or a request of the customer to schedule an inspection of meter or reading device. If a reading (inspection) is not obtained, supervisory approval must be obtained to make a modification. A notice is to be attached to the bill informing the customer that the bill is estimated and does not reflect an actual meter reading.

Additional adjustments within a twelve-month period cannot be made without the approval of the customer. In cases which would otherwise indicate an additional adjustment, the Company shall promptly take the necessary actions to rectify the situation causing the erroneous reading, whether the cause was mechanical in nature or human error.

Except as provided in subsections (A), (B) and (C) above of this Rule, the Company may not render an estimated bill for; (a) more than three (3) consecutive billing periods or one (1) year, whichever is less, or (b) as a customer's initial or final bill for service.

When the Company renders an estimated bill in accordance with these General Terms and Conditions for Gas Service, it shall:

- (A) Maintain accurate records of the reasons therefore and efforts made to secure an actual reading.
- (B) Clearly and conspicuously note on the bill that it is based on estimated usage.
- (C) Use customer supplied readings, whenever possible, to determine usage.

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DATE EFFECTIVE July 23 1995  
month day year

ISSUED BY John M. Fernald Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

(D) For residential customers served under the RS rate schedule and commercial customers served under the GS rate schedule, determine a customer's estimated usage through a formula which uses customer's historical consumption, current and historical consumption of similar customers for whom actual meter readings were obtained, and the length of the billing period. The Company has established peer groups compiled of similar customers which receive the same type of service within the same geographical area. A peer group shall contain a minimum of 100 customers. The estimation formula shall be:

$$E = (A/B) \times C \times D$$

Where:

E = Estimated usage for the customer in the current month,

A = Peer's per day usage in the current month,

B = Peer's per day usage for the same month last year,

C = Per day usage for the same month last year for the customer,

D = Number of days in the billing period.

If "C", customer's usage for the same month last year, is unavailable, "B", peer's usage for the same month last year, is used as an estimate.

(E) For all other commercial and industrial customers not covered in subsection (D) of this Rule, determine a customer's estimated usage based on customer's current and historical usage and, if the customer's usage is heating related, applicable current and historical heating degree days.

After reading is obtained, an adjusted bill, if necessary, shall be rendered for the period since the last previous reading of the meter.

DATE OF ISSUE January 7 1994  
month day year

DATE EFFECTIVE February 1 1994  
month day year

ISSUED BY F. Jay Cummings

Vice President, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

All adjusted bills and bills covering more than a one month period shall be based on increasing the length of the rate blocks according to the number of months of service involved; that is to say, the rate blocks will be doubled for a two-month's reading and tripled for a three month's reading, etc. Irrespective of whether a bill is based on the Company's reading or the Company's estimate of consumption, the Company shall have the right to discontinue service for non-payment thereof as provided elsewhere in these General Terms and Conditions for Gas Service with respect to delinquent bills.

When the Company underestimates the customer's usage, the customer shall be given the opportunity, if requested, to make payment in installments.

7.05 RENDITION OF BILLS: The Company shall be required to render a bill by mailing, hand delivery or electronic posting.- The loss or non-receipt of a bill by the customer shall not release or diminish the obligation of the customer with respect to the full payment thereof, including additional charges as provided in Rule 7.07 hereof. In the event of loss of or failure to receive a bill, the Company shall, upon request of the customer, make a duplicate thereof.

7.06 FAILURE TO OBTAIN METER READING: 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 such 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. Such 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 at those charges provided for in Rule 14. 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.

If a customer fails to report usage, 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 Rules 3.06, 3.07, and 3.08 hereof.

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month day year

ISSUED BY Michael R. Noack

Director, Rates and Regulatory Affairs  
Missouri Gas Energy, KCMO 64111



GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

All adjusted bills and bills covering more than a one month period shall be based on increasing the length of the rate blocks according to the number of months of service involved; that is to say, the rate blocks will be doubled for a two-month's reading and tripled for a three month's reading, etc. Irrespective of whether a bill is based on the Company's reading or the Company's estimate of consumption, the Company shall have the right to discontinue service for non-payment thereof as provided elsewhere in these General Terms and Conditions for Gas Service with respect to delinquent bills.

When the Company underestimates the customer's usage, the customer shall be given the opportunity, if requested, to make payment in installments.

7.05 MAILING BILLS: Normally bills will be sent by mail; however, the loss or non-receipt of a bill by the customer shall not release or diminish the obligation of the customer with respect to the full payment thereof, including additional charges as provided in Rule 7.07 hereof. In the event of loss of or failure to receive a bill, the Company shall, upon request of the customer, make a duplicate thereof.

7.06 FAILURE TO OBTAIN METER READING: 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 such 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. Such 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 at those charges provided for in Rule 14. 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.

If a customer fails to report usage, 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 Rules 3.06, 3.07, and 3.08 hereof.

DATE OF ISSUE October 8 1994  
month day year

DATE EFFECTIVE December 10 1994  
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ISSUED BY \_\_\_\_\_  
John M. Fernald

Director, Rates and Regulatory Affairs  
Missouri Gas Energy, KCMO 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

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**GENERAL TERMS AND CONDITIONS FOR GAS SERVICE**

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**CANCELLED**

**FILED**

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Public Service Commission  
MISSOURI

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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

7.07 PAYMENT OF BILLS: All bills for service are due and payable upon receipt and become delinquent on the date specified thereon. For residential customers, such date shall be 21 days from the date of rendition. For non-residential customers, such date shall be as specified in the Company's applicable rate schedules.

If the last calendar day for payment falls on a Sunday, legal holiday, or any other days when the offices of the Company regularly used for the payment of customer bills are not open to the general public, the final payment date shall be extended through the next business day. The date of payment for remittance by mail or for remittance originated electronically is the date on which the Company receives the remittance.

7.08 DEFAULT: Failure of the customer to pay any amount due the Company under the customer's service agreement in the full amount due before the twenty-second (22nd) day after rendition shall constitute a default by the customer in his service agreement. The customer's obligation to pay the amount due to the Company under the customer's service agreement shall be separate from other claims by the customer against the Company. Failure of the Company to pay such claims or to give the customer credit therefore, shall not justify failure by the customer to pay the amount due the Company under the customer's service agreement nor prevent default by the customer.

7.09 EXTENSION AGREEMENT: The company may enter into an extension agreement upon the request of a customer who claims an inability to pay the bill in full.

7.10 RETURNED PAYMENT CHARGE: The Company shall assess a returned payment charge as set forth in Section 14, herein, whenever any check or electronic payment submitted to the Company by or on behalf of a customer has been returned unpaid by the financial institution through which such payment was to have been made.

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ISSUED BY Michael R. Noack Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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DATE EFFECTIVE August 06, 2001  
month day year

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

First Revised  
Original

SHEET No. R-52  
SHEET No. R-52

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Missouri Gas Energy,  
a Division of Southern Union Company

For

All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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BY 2ND R-52  
Public Service Commission  
MISSOURI  
7.08

PAYMENT OF BILLS: All bills for service are due and payable upon receipt and become delinquent on the date specified thereon. For residential customers, such date shall be 21 days from the date of rendition. For non-residential customers, such date shall be as specified in the Company's applicable rate schedules.

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8. CLAIMS AND COMPLAINTS SETTLEMENTS - RESIDENTIAL ONLY

8.01 COMPLAINTS AND DISPUTED CLAIMS: When a customer advises the Company prior to the date of the proposed discontinuance of service that all or any part of any billing as rendered is in dispute, the Company shall:

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ISSUED BY

*John M. Fernald*  
John M. Fernald

Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

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If a customer fails to report usage, 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 Rules 3.06, 3.07, and 3.08 hereof.

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DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

8. CLAIMS AND COMPLAINTS SETTLEMENTS - RESIDENTIAL ONLY

8.01 COMPLAINTS AND DISPUTED CLAIMS: When a customer advises the Company prior to the date of the proposed discontinuance of service that all or any part of any billing as rendered is in dispute, the Company shall:

- (A) Immediately record the date, time and place the complaint is made.
- (B) Investigate the dispute promptly and completely.
- (C) Attempt to resolve the dispute informally in a manner mutually satisfactory to both parties.

A customer may advise the Company that a claim is in dispute in any reasonable manner such as by written notice, in person or by a telephone call directed to the appropriate personnel of the Company. A dispute must be registered with the utility 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 General Terms and Conditions for Gas Service.

The Company, in attempting to resolve the dispute in a mutually satisfactory manner, may employ telephone communication, personal meetings, on-site visits or any other technique reasonably conducive to settlement of the dispute.

The failure of a customer who has lodged a dispute to cooperate in the investigation of that dispute, to respond to the Company's offer to negotiate, or 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 Company may, not less than five days after provision of the notice required by Rule 8.06, proceed to discontinue service unless the customer files an informal complaint with the Commission within the five-day period.

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DATE EFFECTIVE August 06, 2001  
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ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

First Revised  
Original

SHEET No. R-53  
SHEET No. R-53

Missouri Gas Energy,  
a Division of Southern Union Company

For

All Missouri Service Areas **RECEIVED**

OCT 7 1994

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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2nd R-53  
Public Service Commission  
MISSOURI

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MISSOURI PUBLIC SERVICE COMMISSION

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DATE EFFECTIVE December 10, 1994  
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ISSUED BY

*John M. Fernald*  
John M. Fernald

Director, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111



Missouri Gas Energy,

a Division of Southern Union Company For All Missouri Service Areas

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**MISSOURI  
Public Service Commission**

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The Company, in attempting to resolve the dispute in a mutually satisfactory manner, may employ telephone communication, personal meetings, on-site visits or any other technique reasonably conducive to settlement of the dispute.

The failure of a customer who has lodged a dispute to cooperate in the investigation of that dispute, to respond to the Company's offer to negotiate, or to enter into a reasonable settlement agreement shall constitute a waiver of the customer's right to continuance of service and the Company may not, less than five days after provision of the notice required by Rule 8.06, proceed to discontinue service unless the customer files an informal complaint with the Commission within the five-day period.

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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

**MO. PUBLIC SERVICE COMMISSION**

P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

First Revised  
Original

SHEET No. R-54  
SHEET No. R-54

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

8.02 PAYMENT OF AMOUNT NOT IN DISPUTE: If a customer makes a complaint on a disputed charge, 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.

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 on an amount based on usage during a like period under similar conditions which shall represent the amount not in dispute.

Failure of the customer to pay the Company the amount not in dispute within four working days from the date that the dispute is registered or by the delinquent date of the disputed bill, whichever is later shall be grounds for dismissal of an informal or formal complaint and constitute a waiver of the customer's right to continuance of service and the Company may then proceed to discontinue service as provided in Rules 3.06, 3.07 and 3.08.

Customers presenting frivolous disputes shall have no right to continue service. The Company, before proceeding to discontinue the service of a customer presenting a dispute it deems frivolous, shall advise the Consumer Services Division of the Commission of the circumstances. The Consumer Services Division shall attempt to contact the customer by telephone and ascertain the basis of the dispute. If telephone contact cannot be made, the Consumer Services Division shall send the customer a notice by first class mail stating that service may be discontinued by the Company unless the customer contacts the

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ISSUED BY \_\_\_\_\_  
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Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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Public Service Commission**

8.02 PAYMENT OF AMOUNT NOT IN DISPUTE: If a customer makes a complaint on a disputed bill, he shall pay to the Company an amount equal to that part of the bill 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.

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, fifty (50) percent of the bill in dispute on an amount based on usage during a like period under similar conditions which shall represent the amount not in dispute.

Failure of the customer to pay the Company the amount not in dispute within four (4) working days from the date that the complaint is lodged 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 Rules 3.06, 3.07 and 3.08.

Customers presenting frivolous disputes shall have no right to continue service. The Company, before proceeding to discontinue the service of a customer presenting a dispute it deems frivolous, shall advise the Consumer Services Division of the Commission of the circumstances. The Consumer Services Division shall attempt to contact the customer by telephone and ascertain the basis of the dispute. If telephone contact cannot be made, the Consumer Services Division shall send the customer a notice by first class mail stating that service may be discontinued by the Company unless the customer contacts the

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BY let R-S # R-54  
Public Service Commission  
Missouri

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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

Consumer Services Department within twenty-four 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 days after the notice required by Rule 3.08 has been sent the customer by the Company. The customer shall retain the right to lodge an informal complaint with the Commission.

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.

Prior to filing an informal or formal complaint, the customer shall pursue remedies directly with the company as provided in this rule. The commission specifically reserves the right to waive this requirement when circumstances require.

If a customer files an informal complaint with the commission prior to advising the company that all or a portion of a bill is in dispute, the commission shall notify the customer of the payment required by this rule.

8.03 SETTLEMENT AGREEMENT: If the Company and the 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 sixty (60) days shall be in writing and mailed or otherwise delivered to the customer.

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.

DATE OF ISSUE October 8 1994  
month day year

DATE EFFECTIVE December 10 1994  
month day year

ISSUED BY \_\_\_\_\_ Director, Rates and Regulatory Affairs  
John M. Fernald Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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Public Service Commission**

Consumer Services Division within twenty-four hours. If it appears that the dispute is frivolous or if contact with the customer cannot be made within forty-eight 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 five days after the notice required by Rule 3.08 has been sent the customer by the Company. The customer shall retain the right to lodge an informal complaint with the Commission.

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.

8.03

**SETTLEMENT AGREEMENT:** If the Company and the 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 sixty (60) days shall be in writing and mailed or otherwise delivered to the customer.

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.

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BY let R.S. # R-35  
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ISSUED BY F. Jay Cummings Vice President, Rate and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

For purposes of determining reasonableness under these General Terms and Conditions for Gas Service, the parties shall consider the following:

- (A) Size of the delinquent account.
- (B) Customer's ability to pay.
- (C) Customer's payment history.
- (D) Time that the debt has been outstanding.
- (E) Reasons why debt has been outstanding.
- (F) Any other relevant factors relating to the customer's service.

8.04 DEFAULT OF SETTLEMENT AGREEMENT: 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 Rule 3.08:

- (A) That the customer is in default of the settlement agreement.
- (B) The nature of the default.
- (C) That unless full payment of all balances due is made within ten (10) days from the date of mailing, the Company will discontinue service.

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DATE EFFECTIVE December 10 1994  
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ISSUED BY \_\_\_\_\_  
John M. Fernald

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Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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For purposes of determining reasonableness under these General Terms and Conditions for Gas Service, the parties shall consider the following:

**MISSOURI  
Public Service Commission**

- (A) Size of the delinquent account.
- (B) Customer's ability to pay.
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- (D) Time that the debt has been outstanding.
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8.04

**DEFAULT OF SETTLEMENT AGREEMENT:** 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:

- (A) That the customer is in default of the settlement agreement.
- (B) The nature of the default.
- (C) That unless full payment of all balances due is made within five (5) days from the date of mailing, the Company will discontinue service.

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Public Service Commission  
MISSOURI

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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

(D) The date upon or after which service will be discontinued.

8.05 RES JUDICATA: The Company may treat a customer complaint or dispute involving the same question or issue based upon the same facts as already adjudged and is not required to comply with these General Terms and Conditions for Gas Service more than once prior to discontinuance of service.

8.06 FAILURE TO REACH AGREEMENT: If the Company does not resolve the complaint to the satisfaction of the customer, the Company representative shall advise the customer:

(A) That each party has a right to register an informal complaint with the Commission; and,

(B) Of the address and telephone number where the customer may file an informal complaint with the Commission.

8.07 OTHER REMEDIES: Nothing in these provisions shall be construed to prevent a party from pursuing appropriate legal and equitable remedies at any time prior to or after the issuance of any informal Commission staff opinion.

8.08 DISCONTINUANCE PENDING DECISION: The Company shall not discontinue residential service or issue a notice of discontinuance relative to the matter in dispute pending the decision of the hearing examiner or other Commission personnel except pursuant to the terms of an interim determination.

8.09 RECORD KEEPING: The Company shall maintain records on its customers for at least two (2) years which is to contain information concerning:

(A) The payment performance of each of its customers for each billing period;

(B) The number and general description of complaints registered with the Company;

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month day year

ISSUED BY \_\_\_\_\_  
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Kansas City, MO. 64111



Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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JAN - 7 1994

**MISSOURI  
Public Service Commission**

(D) The date upon or after which service will be discontinued

8.05 RES JUDICATA: The Company may treat a customer complaint or dispute involving the same question or issue based upon the same facts as already adjudged and is not required to comply with these General Terms and Conditions for Gas Service more than once prior to discontinuance of service.

8.06 FAILURE TO REACH AGREEMENT: If the Company does not resolve the complaint to the satisfaction of the customer, the Company representative shall advise the customer:

(A) That each party has a right to register an informal complaint with the Commission; and,

(B) Of the address and telephone number where the customer may file an informal complaint with the Commission.

8.07 OTHER REMEDIES: Nothing in these provisions shall be construed to prevent a party from pursuing appropriate legal and equitable remedies at any time prior to or after the issuance of any informal Commission staff opinion.

8.08 DISCONTINUANCE PENDING DECISION: The Company shall not discontinue residential service or issue a notice of discontinuance relative to the matter in dispute pending the decision of the hearing examiner or other Commission personnel except pursuant to the terms of an interim determination.

CANCELLED

DEC 10 1994  
BY Lat R.S. # R-57  
Public Service Commission  
MISSOURI

**FILED**

FEB 1 1994  
94 - 40

**MO. PUBLIC SERVICE COM.**

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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- (C) The number of settlement agreements made by the Company;
- (D) The actual number of discontinuances of service due to each of the following categories of reasons:
  - (1) The customer's failure to keep a settlement agreement or cold weather rule payment agreement;
  - (2) The customer's failure to make any other required utility payment;
  - (3) Unauthorized interference, diversion or use of utility service; and
  - (4) All other reasons combined.
- (E) Actual number of reconnections; and
- (F) Refund of deposits.

The Company shall submit to the commission, upon request, a written summary of the information required by this Rule.

DATE OF ISSUE October 8 1994  
month day year

DATE EFFECTIVE December 10 1994  
month day year

ISSUED BY \_\_\_\_\_ Director, Rates and Regulatory Affairs  
John M. Fernald Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

Name of Issuing Corporation

For: All Missouri Service Areas

Community, Town

or City

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

9. MAIN EXTENSION POLICY CONVENTIONAL

9.01 GENERAL: The Company will make extensions of its gas distribution mains where such extensions are necessary to serve an applicant(s) for service, whose premises are located within the Company's service area, in accordance with the terms and conditions hereinafter set forth. Applicant(s) as used in this Rule 9 shall mean a person(s) applying for gas service to a conventional establishment. Extension allowances and refunds for mobile homes which are connected directly to main extensions made under this Rule 9 shall be in accordance with the provisions of Rule 10 hereof.

9.02 EXTENSIONS NOT REQUIRING CUSTOMER DEPOSITS: Except as otherwise provided in these General Terms and Conditions for Gas Service, the Company will extend its gas distribution mains without cost to an applicant(s) whose total requirements are on a firm basis and where annual consumption is less than 6,000 Ccf, provided the necessary extension is not greater than 75 feet of main per applicant applying for immediate service. Where the cost of making such extension is prohibitive due to unusual construction conditions or barriers, the Company may require a deposit even though the length of extension does not exceed 75 feet per applicant. This provision shall not be applicable to reinforcing high or intermediate pressure mains.

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ISSUED BY: Charles B. Hernandez Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

**RECEIVED**

JAN - 7 1994

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

**MISSOURI**

**Public Service Commission**

9. MAIN EXTENSION POLICY CONVENTIONAL

9.01 GENERAL: The Company will make extensions of its gas distribution mains where such extensions are necessary to serve an applicant(s) for service, whose premises are located within the Company's service area, in accordance with the terms and conditions hereinafter set forth. Applicant(s) as used in this Rule 9 shall mean a person(s) applying for gas service to a conventional establishment. Extension allowances and refunds for mobile homes which are connected directly to main extensions made under this Rule 9 shall be in accordance with the provisions of Rule 10 hereof.

9.02 EXTENSIONS NOT REQUIRING CUSTOMER DEPOSITS: Except as otherwise provided in these General Terms and Conditions for Gas Service, the Company will extend its gas distribution mains without cost to an applicant(s) whose total requirements are on a firm basis and where annual consumption is less than 600 MCF, provided the necessary extension is not greater than 75 feet of main per applicant applying for immediate service. Where the cost of making such extension is prohibitive due to unusual construction conditions or barriers, the Company may require a deposit even though the length of extension does not exceed 75 feet per applicant. This provision shall not be applicable to reinforcing high or intermediate pressure mains.

Missouri Public  
Service Commission

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by 1st RW. SH. R.58

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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

Name of Issuing Corporation

Community, Town or City

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

9.03 EXTENSIONS REQUIRING CUSTOMER DEPOSITS: The Company will extend its gas distribution mains where the extension required is greater than 75 feet per applicant, whose total requirements are on a firm basis and where annual consumption is less than 6,000 Ccf, provided the applicant(s) shall deposit in advance with the Company an amount sufficient to cover the cost of that portion of the extension in excess of 75 feet per applicant. Included in such cost shall be the Company's cost of labor, overheads and material used. For purposes of these rules, overheads shall include administrative and general salaries, payroll taxes and insurance, pensions and other employee benefits, and stores issuance expenses. Labor related overheads are transferred to construction based on the percentage relationship that construction payroll bears to total payroll while stores overheads are transferred to construction based on the percentage relationship that stores expense bears to the total cost of material. A copy of the Company's estimate showing the costs of labor, overheads and material required to perform the work hereunder shall be furnished to the customer upon request prior to construction.

Applicants requesting to be connected to a gas distribution main which was installed according to an agreement made after January 1, 1987, for which a construction deposit was required, shall pay as a nonrefundable sum a main tap charge if the request is made within a period of 5 years from the date of the main extension agreement. The main tap charge shall be an amount determined by dividing the total cost of the main extension by the number of potential customers reasonably expected to take service from the extension, less the cost-free allowance per potential customer as determined in Section 9.02. For purposes of this calculation, the number of potential customers shall be that number established by the Company based on, but not limited to, information supplied by the applicant, a legal description of the area, maps, and the Company's experience in similar developments.

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DATE EFFECTIVE: September 02 1998  
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ISSUED BY: Charles B. Hernandez Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

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Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas  
JAN - 7 1994

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE **MISSOURI**  
**Public Service Commission**

9.03 EXTENSIONS REQUIRING CUSTOMER DEPOSITS: The Company will extend its gas distribution mains where the extension required is greater than 75 feet per applicant, whose total requirements are on a firm basis and where annual consumption is less than 600 MCF, provided the applicant(s) shall deposit in advance with the Company an amount sufficient to cover the cost of that portion of the extension in excess of 75 feet per applicant. Included in such cost shall be the Company's cost of labor, overheads and material used. For purposes of these rules, overheads shall include administrative and general salaries, payroll taxes and insurance, pensions and other employee benefits, and stores issuance expenses. Labor related overheads are transferred to construction based on the percentage relationship that construction payroll bears to total payroll while stores overheads are transferred to construction based on the percentage relationship that stores expense bears to the total cost of material. A copy of the Company's estimate showing the costs of labor, overheads and material required to perform the work hereunder shall be furnished to the customer upon request prior to construction.

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Missouri Public  
Service Commission

CANC SEP 02 1998  
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MO. PUBLIC SERVICE COM.

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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

Name of Issuing Corporation  
City

Community, Town o

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

If within a period of 5 years from the date of an agreement made prior to January 1, 1987, to install a main extension for which a deposit was required, additional customers are connected directly to the extension and not to a further extension, the Company shall refund to the customers who made the deposit an amount equal to the cost of 75 feet of main extension per additional customer added, but at no time shall the aggregate refunds exceed the original deposit. At the end of this 5 year period, any remaining portion of the customers' deposit shall become a nonrefundable contribution in aid of construction.

If, within a period of 5 years from the date of an agreement made on and after January 1, 1987, to install a main extension for which a deposit was required, additional customers are connected directly to the extension, and not to a further extension, the Company shall refund to the customers who made the deposit a pro rata share of an amount equal to the cost of 75 feet of main extension, plus the main tap charge collected from the additional customers as required by this Section. This refunding procedure is intended to equalize the required deposit per customer after all potential customers are connected to and served from the main extension within a period of 5 years from the date of the main extension agreement. At the end of this 5 year period, any remaining portion of customers' deposit shall become a nonrefundable contribution in aid of construction and no additional main tap charges from new applicants or extension allowances from the Company will be applicable to the extension.

9.04 EXTENSIONS TO INTERRUPTIBLE SERVICE AND LARGE FIRM SERVICE CUSTOMERS: When an extension of the Company's distribution system is requested by an applicant desiring to receive interruptible service or firm service in excess of 6,000 Ccf annually, the amount of investment in distribution mains which the Company will make without a deposit will be determined by the Company from an analysis of the character of service requested, the estimated revenue to be derived from the applicant, and the estimated expense of providing such service. A main extension necessary to provide interruptible or large firm service shall be subject to such other terms and conditions as may be mutually agreed to be the Company and the applicant.

DATE OF ISSUE: August 28 1998  
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ISSUED BY: Charles B. Hernandez

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas  
JAN - 7 1994

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GENERAL TERMS AND CONDITIONS FOR GAS SERVICE  
**MISSOURI**  
**Public Service Commission**

If within a period of 5 years from the date of an agreement made prior to January 1, 1987, to install a main extension for which a deposit was required, additional customers are connected directly to the extension and not to a further extension, the Company shall refund to the customers who made the deposit an amount equal to the cost of 75 feet of main extension per additional customer added, but at no time shall the aggregate refunds exceed the original deposit. At the end of this 5 year period, any remaining portion of the customers' deposit shall become a nonrefundable contribution in aid of construction.

If, within a period of 5 years from the date of an agreement made on and after January 1, 1987, to install a main extension for which a deposit was required, additional customers are connected directly to the extension, and not to a further extension, the Company shall refund to the customers who made the deposit a pro rata share of an amount equal to the cost of 75 feet of main extension, plus the main tap charge collected from the additional customers as required by this Section. This refunding procedure is intended to equalize the required deposit per customer after all potential customers are connected to and served from the main extension within a period of 5 years from the date of the main extension agreement. At the end of this 5 year period, any remaining portion of customers' deposit shall become a nonrefundable contribution in aid of construction and no additional main tap charges from new applicants or extension allowances from the Company will be applicable to the extension.

9.04 EXTENSIONS TO INTERRUPTIBLE SERVICE AND LARGE FIRM SERVICE CUSTOMERS: When an extension of the Company's distribution system is requested by an applicant desiring to receive interruptible service or firm service in excess of 600 MCF annually, the amount of investment in distribution mains which the Company will make without a deposit, will be determined by the Company from an analysis of the character of service requested, the estimated revenue to be derived from the applicant, and the estimated expense of providing such service. A main extension necessary to provide interruptible or large firm service shall be subject to such other terms and conditions as may be mutually agreed to by the Company and the applicant.

Missouri Public  
Service Commission

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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs



Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- 9.05 OWNERSHIP: All gas main extensions shall be and remain the property of the Company whether extended without cost to the customer or upon a deposit-refund basis.
- 9.06 CUSTOMER CONTRACTS: The Company shall not be required to make a main extension as provided herein unless the applicant(s) to be served by such extension shall contract to take service for at least one year.
- 9.07 DETERMINATION OF EXTENSION LENGTH: The distance from the premises for which service is sought to the nearest existing gas distribution main having capacity sufficient to provide adequate service to applicant and other customers thereto connected shall be used in determining the length of the extension. In those instances where unusual conditions exist and where good engineering practices dictate that an alternate to the shortest route be selected, the Company reserves the right to determine such alternate route. The cost of extending from the premises to an existing main having adequate capacity shall be used as a basis for determining the amount of the deposit required in case the extension is in excess of the free allowance. Distances shall be measured along streets and alleys and not across private property.
- 9.08 RIGHT-OF-WAY AND FRANCHISE LIMITATIONS: The Company shall not in any case be required to secure private right-of-way for the purpose of making extensions of gas mains or other facilities to premises of prospective customers. When necessary, the Company shall endeavor to secure franchise rights from the municipality to cover extensions requested, but will not undertake to make extensions on streets or alleys not covered by lawful franchise grants.

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ISSUED BY \_\_\_\_\_ Vice President, Rates and Regulatory Affairs  
F. Jay Cummings Missouri Gas Energy

Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

9.09 EXTENSIONS IN UNIMPROVED STREETS AND ALLEYS: The Company shall not be required to construct any extensions of gas mains in any streets or alleys for which the property lines, sidewalk lines, and curb lines have not been previously graded, except where, although the street or alley is ungraded, the grade or ditch lines shall have been established and the existing contour of the ground shall not be more than twelve (12) inches above or below the established grade at the proposed locations of the Company's mains. Free and safe access to and through such streets and alleys must be provided.

10. MOBILE HOME SERVICE

10.01 AVAILABILITY: Natural gas service, except that which is temporary or seasonal in character, is available to mobile homes in all communities served by the Company at applicable rates under all other provisions of these General Terms and Conditions for Gas Service subject, however, to the modifications and additions set forth in this Rule 10.

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ISSUED BY \_\_\_\_\_ Vice President, Rates and Regulatory Affairs  
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Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

10.02 GENERAL SERVICE CONDITIONS FOR MASTER METERED MOBILE HOME COURTS INSTALLED PRIOR TO MAY 14, 1985: Gas service to mobile homes courts installed prior to May 14, 1985, will be available to the court owner or operator at a master meter, subject to the following conditions and/or modifications.

- (A) The court owner or operator shall save and hold harmless the Company from any and all liability for injury or damage to persons or property resulting directly or indirectly from the presence or use of natural gas within the court-owned distribution system, except such damages or injuries resulting from failure of the Company's facilities.
- (B) Except as modified in Paragraph (C) and (D) below, gas shall be supplied to individual mobile homes within a master metered court through a distribution system operated and maintained in a safe condition at the expense of the court owner or his operator. Facilities necessary for proper pressure regulation shall also be operated and maintained in a safe condition at the expense of the court owner or operator. The distribution system and related pressure regulation facilities shall conform with all applicable laws, the requirements of all governmental authorities having jurisdiction, and all requirements of the Company. The Company shall have the right to inspect such system and facilities and may discontinue service until the foregoing provisions have been complied with.
- (C) Company-owned submeters within master metered courts shall remain in place. The Company shall continue to submit bills to those persons receiving service through the submeters. In the event the master meter serves load that is not submetered, the customer will be billed for the difference between the total of the submeter readings and the master meter reading. The master meter and the submeters shall be read on the same day.

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ISSUED BY \_\_\_\_\_  
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Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- (D) The court owner or operator shall provide and at all times maintain, at the place specified by the Company, suitable meter set piping and space for the meter and regulator installation, with such location readily accessible for reading, inspection, and testing at all times. The cost related to any change in the meter set location shall be the responsibility of the court owner or operator. Any work associated with the provision of suitable meter set piping or changes thereto must be performed by the Company or Company's agent or other individuals that have been prequalified by the Company. The estimated cost therefore is paid in advance by the court owner or his operator.
- (E) The Company may assume ownership and if necessary upgrade or repipe mobile home court distribution systems when such is requested by the Court owner or operator or required by the provisions of Section 10.05 of this Rule. Repiping requested or required shall be performed pursuant to the applicable extension provisions of Section 10.04 of this Rule.
- (F) When service to individual mobile homes is to be supplied by the Company pursuant to the provisions of Paragraphs (D), or (E), of this Section, such service shall be subject to the provisions of Paragraphs (B), (C), and (D) of Section 10.03 of this Rule.
- (G) The existence of company-owned submeters, pursuant to the provisions of Paragraphs (C) and (D) of this Section, shall not affect the application of the provisions of Paragraph (A) of this Section, with regard to court-owned piping between the outlet of the master meter and the inlet of the submeters.

DATE OF ISSUE January 10 1994  
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ISSUED BY \_\_\_\_\_  
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Vice President, Rates and Regulatory Affairs  
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Missouri Gas Energy,  
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For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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Missouri Gas Energy,  
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For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

10.03 GENERAL SERVICE CONDITIONS FOR MOBILE HOME COURTS INSTALLED AFTER MAY 14, 1985, AND FOR INDIVIDUAL MOBILE HOMES LOCATED ON CITY OR SUBURBAN LOTS:

- (A) Gas Service will be provided by the Company to individual mobile homes located on city or suburban lots or in mobile home courts through distribution facilities owned, installed, operated, and maintained by and at the expense of the Company in the same manner as service is provided to conventional establishments, except as provided for in Section 10.04 of this Rule.
- (B) When service to individual mobile homes is to be supplied by the Company, such service shall be subject to the execution of the Company's standard application or contract by the customer at each metered location.
- (C) Service will be billed at each metered location under the Company's applicable tariffs, including the minimum bill provisions thereof, and payment of such billings shall be the responsibility of the applicant for service at the respective metered locations.
- (D) Where service at a mobile home site is provided to and in the name of the court owner or his operator for use by the occupant of the mobile home site, the court owner or his operator shall collect no more from such occupant than the amount of the Company's billing for gas delivered to such metered location. Violation of this condition shall subject the court owner or operator to discontinuance of service.

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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs  
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Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

10.04 MOBILE HOME EXTENSION RULES: When extensions of Company facilities including extensions for repiping mobile home court distribution systems not owned by the Company, are necessary pursuant to the provisions of this Rule, such extensions shall be performed pursuant to the following conditions.

- (A) Extension allowances, deposit requirements, and deposit refunds for conventional establishments connected to main extensions necessary pursuant to the provisions of this Rule shall be determined pursuant to the applicable provisions of Rule 9 of these General Terms and Conditions for Gas Service.
- (B) All main and service line extension contracts for mobile homes, for refund purposes, shall be reviewed annually on the anniversary date of the installation of the extension. The aggregate refunds made under any mobile home contract shall never exceed the amount of the original advance for construction.
- (C) After the Company performs repiping of a mobile home court requested or required pursuant to the provisions of this Rule, all mains, service lines, regulators, meters, and/or other related appurtenances required for the repiping shall be owned, installed, operated and maintained by and at the expense of the Company, except as proved for in Paragraphs (E) and (F) below.
- (D) It is agreed as a condition of service that the Company has been granted a blanket easement to install and maintain all gas facilities. The Company shall not in any case be required to obtain private right-of-way and/or easements for the purpose of making extensions of gas mains, service lines, or other facilities to any individual mobile home or within any mobile home court, or for the purpose of repiping a mobile home court pursuant to the provisions of this Rule. All necessary right-of-way and/or easements, within any mobile home court, shall be furnished by the owner without cost to the Company.

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ISSUED BY \_\_\_\_\_ Vice President, Rates and Regulatory Affairs  
F. Jay Cummings Missouri Gas Energy

Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- (E) The following special conditions shall be applicable to main extensions:
- (1) For the purposes contained herein main extension costs will consist of the following three segments, with the sum of the three segments equaling the total cost of the main extension.
    - (a) The cost of installing up to seventy-five (75) feet of main for each occupied pad under ideal conditions (no rock, paving, drives, or other obstructions);
    - (b) The cost in excess of installing up to seventy-five (75) feet of main for each occupied pad under ideal conditions (no rock, paving, drives, or other obstructions); and
    - (c) The cost of installing in excess of seventy-five (75) feet of main for each occupied pad.

Included in such cost shall be the Company's cost of labor, overheads and material. For purposes of these rules, overheads shall include administrative and general salaries, payroll taxes and insurance, pensions, and other employee benefits, and stores issuance expenses. Labor related overheads are transferred to construction based on the percentage relationship that construction payroll bears to total payroll while stores overheads are transferred to construction based on the percentage relationship that stores expense bears to the total cost of material. A copy of the Company's estimate showing the costs of labor, overheads and material required to perform the work hereunder shall be furnished to the customer upon request prior to construction.

- (2) For individual mobile homes located either on city or suburban lots or in mobile home courts, extensions will be made with the mobile home or mobile home court owner paying segments (b) and (c) as advances for construction, with such advances being subject to the following refund provisions:

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ISSUED BY \_\_\_\_\_  
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Kansas City, MO. 64111



Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

a) The Company shall refund to the mobile home or mobile home court owner an amount equal to the cost of seventy-five (75) feet of main extension installed under ideal conditions for each additional company installed mobile home service line connected directly to such extension; (b) Extension contracts for individual mobile homes and mobile home courts shall terminate five (5) years from the date of installation; and (c) at the end of this (5) year period any unrefunded portion of such advances shall be credited to the appropriate plant account(s), as mandated by the Uniform System of Accounts.

(F) The following special conditions shall be applicable to service line extensions:

(1) For the purposes contained herein, service line extension costs will consist of the following three segments, with the sum of the three segments equaling the total cost of the service line extension.

(a) The cost of installing up to sixty (60) feet of service line under ideal conditions (no rock, paving, drives, or other obstructions);

(b) The cost in excess of installing up to sixty (60) feet of service line under ideal conditions (no rock, paving, drives, or other obstructions); and

(c) The cost of installing in excess of sixty (60) feet of service line.

Included in such cost shall be the Company's cost of labor, overheads and material. For purposes of these rules, overheads shall include administrative and general salaries, payroll taxes and insurance, pensions and other employee benefits, and stores issuance expenses. Labor related overheads are transferred to construction based on the percentage relationship that construction payroll bears to total payroll while stores overheads are transferred to construction based on the percentage relationship that stores expense bears to the total cost of material. A copy of the Company's estimate showing the costs of labor, overheads and material required to perform the work hereunder shall be furnished to the customer upon request prior to construction.

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Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- 10.04 (2) Extensions to occupied pads will be made with the mobile home or mobile home court owner paying segments (b) and (c), as advances for construction. Such advances shall be credited to the appropriate plant account(s), as mandated by the Uniform System of Accounts.
- (3) Extensions to unoccupied pads will be made with the mobile home or mobile home court owner paying segments (a), (b), and (c) as advances for construction, with segment (a) costs subject to refund after the pads are occupied for a period of one year. Segments (b) and (c) advances shall be credited to the appropriate plant account(s), as mandated by the Uniform System of Accounts.

10.05 SPECIAL CONDITIONS PERTAINING TO LEAK SURVEYS AND REPIPING OF MOBILE HOME COURT DISTRIBUTION SYSTEMS OWNED BY OTHERS:

- (A) The Company shall conduct leakage surveys in all mobile home court natural gas distribution systems (systems) in its certificated areas in accordance with state and federal pipeline safety regulations.
- (B) All system leaks discovered during leak surveys conducted pursuant to the provisions of this Section shall be classified, and rechecked according to the provisions of applicable Commission rules, by the Company or Company's agent. All existing and/or potential safety hazards discovered on privately owned facilities during these leak surveys shall also be repaired by the Company or Company's agent and at the expense of the owner or operator. The court owner and/or operator shall be notified by the Company, in writing, of the results of all leak surveys conducted. This notification shall indicate what costs will be incurred to correct any safety problems discovered, the time frame in which the actions are to be completed, and the court owner and/or operator's obligation to pay such cost as a condition to continued service. Should the Company or Company's agent discover conditions that are an immediate hazard to public safety, repairs may be made before the court owner and/or operator is notified. Such lack of notification shall not excuse the court owner and/or operator from the obligation to pay the cost of the repairs.

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ISSUED BY \_\_\_\_\_  
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Vice President, Rates and Regulatory Affairs  
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Missouri Gas Energy,  
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For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

- (C) Failure on the part of a court owner or operator to allow the company to repair hazardous conditions shall result in the discontinuance of service to that system, until such time as the conditions are corrected. Prior to such discontinuance, notification shall be given to the owner or operator of the affected court, the staff of the Public Service Commission, the Office of the Public Counsel, and all end users of the gas in the affected court. Service reconnection necessary due to the discontinuance provisions of this Paragraph shall be conducted by the Company, with the system's owner or operator being charged a fee as stated in Rule 14 of these General Terms and Conditions for Gas Service for each mobile home to be reconnected.
- (D) Systems pursuant to the provisions of this Section may be purchased by the Company, or may remain in operation as a master metered system subject to the provisions of this and other applicable General Terms and Conditions for Gas Service on file with the Commission.
- (E) If the owner or operator of a system which the Commission or Company determines requires repiping pursuant to the provisions of this Section refuses to allow such, the Company shall discontinue service to the system, until such time as the system is repiped. Prior to such discontinuance, notification shall be given to the owner or operator of the affected court, the staff of the Public Service Commission, the Office of the Public Counsel, and all end users of the gas in the affected court.

DATE OF ISSUE January 10 1994  
month day year

DATE EFFECTIVE February 1 1994  
month day year

ISSUED BY \_\_\_\_\_  
F. Jay Cummings

Vice President, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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Vice President, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

P.S.C. MO. No. 1  
Canceling P.S.C. MO. No. 1

First Revised  
Original

SHEET No. R-73  
SHEET No. R-73

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

CUSTOMER APPLICATION

FIRST NAME: MIDDLE NAME:  
LAST NAME: CUST SUFFIX:  
LICENSE NO: SOC SEC NO: OWNS:  
SPOUSE NAME: SOC SEC NO:  
HOME PHONE: WORK PHONE: EXT:  
EMPLOYMENT:  
COMPANY NAME: DBA:  
PREVIOUS ADDRESS:  
EMPLOYEE (Y/N):  
BUILDER  
V.I.P. CUSTOMER MEDICAL EQUIPMENT:  
DIVERSION CUSTOMER SPECIAL NOTE (1) :  
REGISTERED CUSTOMER SPECIAL NOTE (2) :  
LIFE SUPPORT CUSTOMER SPECIAL NOTE (3) :  
REMARKS:

-----

ADDRESS:  
SN:  
KEY: NO: KEY INFO: KEY USE:  
REMARKS:  
RURAL LOC:  
CURB BOX LOCATION:  
CUSTOMER NAME:  
DATE WANTED: TIME WANTED:  
REQUESTED BY: CONTACT PHONE:  
FIELD ORDER NO: SERVING OFFICE:  
COMPLETED BY: DATE: TIME ARRIVED: TIME LEFT:

ORDER	METER	STATUS	INDEX	LAST DEMAND	BILLING	MTR	MTR	MTR	
TYPE	SVC	NUMBER	FND LFT	FOUND/OK	READ INDEX	CONSTANT	PHA	DESC	LOC

FIELD RMKS:  
CAN'T GET IN DATE: CAN'T GET IN TIME: WORKED BY:  
CGI REASON:

Form 650-2 (2/94)

DATE OF ISSUE October 27 1995  
month day year

DATE EFFECTIVE November 26 1995  
month day year

ISSUED BY John M. Fernald

Director, Rates and Regulatory Affairs  
Missouri Gas Energy, 3420 Broadway  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

RECEIVED

1. SERVICE APPLICATION FORM

JAN - 7 1994

APPLICATION FOR GAS SERVICE

The undersigned, owner or tenant (strike one), of the premises at

MISSOURI  
Public Service Commission

STREET, AVE. CITY, STATE  
application for gas service at said premises. The undersigned hereby agrees to comply with the rules and regulations of the Company and to pay for all gas delivered at the Company's prescribed and approved rate. Any gas hereafter delivered at any other location shall be subject to all conditions of this agreement.

Date 19 Applicant  
If applicant is tenant, name and address of owner must be given.

Name \_\_\_\_\_ Address \_\_\_\_\_ Tel. No. \_\_\_\_\_

CREDIT INFORMATION

Applicant last used gas at \_\_\_\_\_ Date \_\_\_\_\_  
STREET, AVE. CITY

Employed by \_\_\_\_\_ Address \_\_\_\_\_ Years \_\_\_\_\_

Wife's (Husband's) first name \_\_\_\_\_ Relative \_\_\_\_\_  
NAME-ADDRESS

Credit References \_\_\_\_\_

U.S.A. 305 Social Sec. No. \_\_\_\_\_ Tele. No. \_\_\_\_\_

CANCELLED

NAME	ADDRESS	FOLIO	METER NUMBER	NO. DIALS	DATE		ORDER TAKEN BY
					IN	OUT	
1							
2							
3							
4							

NOV 20 1995

BY Lat PS R-73  
Public Service Commission  
MISSOURI

CUSTOMER CLASSIFICATION	GAS WILL BE USED FOR				MAILING ADDRESS	DATE WANTED
	1	2	3	4		
Commercial				Space Heat		1
Tax Exempt				Gas Air Cond.		2
DPA				Range		3
Combined B&I				Pool Heater		4
Spec. Mand.				Gas Light		1
Mult. Copies				Incinerator		2
Outside Tax				Water Htr.		3
Pres Comp. Indus.				Dryer-Comb.		4

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FEB 1 1994  
94 - 40

MO. PUBLIC SERVICE COMM.

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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DATE OF ISSUE January 7 1994  
month day year

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month day year

ISSUED BY \_\_\_\_\_ Vice President, Rates and Regulatory Affairs  
F. Jay Cummings Missouri Gas Energy

Kansas City, MO. 64111



Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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F. Jay Cummings

Missouri Gas Energy  
Kansas City, MO. 64111

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For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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Missouri Gas Energy  
Kansas City, MO. 64111

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For: All Missouri Service Areas

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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

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For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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Vice President, Rates and Regulatory Affairs  
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Kansas City, MO. 64111

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month day year

ISSUED BY \_\_\_\_\_ Vice President, Rates and Regulatory Affairs

F. Jay Cummings

Missouri Gas Energy  
Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company  
 Name of Issuing Corporation

For: All Missouri Service Areas  
 Community, Town or City

<u>GENERAL TERMS AND CONDITIONS FOR GAS SERVICE</u>	
13. <u>PRIORITY OF SERVICE</u>	
13.01	PURPOSE: The purpose of this rule is to establish the priority of service required to be provided by Company during periods of natural gas supply deficiencies and/or capacity constraints on the Company's distribution system.
13.02	CURTAILMENT: During periods of natural gas supply deficiencies and/or capacity constraints on the Company's distribution system, the Company will curtail or limit gas service to its customers (or conversely, allocate its available supply of gas) as provided in this Rule 13. Curtailment may be initiated due to a supply deficiency or limitation of pipeline capacity or a combination of both. For purposes of this Rule, interruption of service to a particular customer due to the failure of the customer's transportation volumes to be delivered to Company does not constitute curtailment under this rule.
13.03	PRIORITY CATEGORIES: Each customer's requirements shall be classified into priority categories. The priority categories to be utilized by the Company for allocating available gas service, listed in their order of priority, with Category 3 being of the lowest priority and Category 1 being the highest priority of service to be retained, are listed below:  <p style="text-align: center;"><b><u>For an MGE Sales Service Supply Deficiency</u></b></p> <p style="margin-left: 40px;"><u>Category 1.</u></p> <p style="margin-left: 80px;">Sales service to residential customers, public housing authorities, public schools, hospitals, and other human needs customers receiving firm sales service from the Company</p> <p style="margin-left: 40px;"><u>Category 2.</u></p> <p style="margin-left: 80px;">Commercial sales service</p> <p style="margin-left: 40px;"><u>Category 3.</u></p> <p style="margin-left: 80px;">Industrial sales service</p>

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ISSUED BY: Charles B. Hernandez

Director, Pricing and Regulatory Affairs

Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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JAN - 7 1994

**MISSOURI  
Public Service Commission**

13. PRIORITY OF SERVICE

- 13.01 PURPOSE: The purpose of this Rule is to establish the priority of service during periods of supply deficiencies.
- 13.02 CURTAILMENT: During periods of limitation of pipeline capacity or limitation of gas supply, the Company will curtail or limit gas service to its customers (or conversely, allocate its available supply of gas) as in this Rule provided. Curtailment may be initiated due to a supply deficiency or due to weather or other operating conditions, or a combination thereof.
- 13.03 PRIORITY CATEGORIES: Each customer's requirements shall be classified into priority categories. The priority categories, to be utilized by the Company for allocating available gas service, listed in descending order of priority, are as follows:

Category 1. Residential requirements; commercial requirements of less than 1,000 MCF per month, schools, hospitals and similar institutions; and other uses the curtailment of which the Secretary of Energy determines would endanger life, health, or maintenance of physical property.

Category 2. Commercial requirements of 1,000 MCF per month or more but less than 3,000 MCF per month; industrial and essential agricultural requirements of less than 3,000 MCF per month; and plant protection requirements of commercial, industrial and essential agricultural users.

**CANCELLED**

FEB 1 1997

BY: 1st. R.S.R.-81  
Public Service Commission  
MISSOURI

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FEB 1 1994  
94 - 40

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month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs



Missouri Gas Energy,  
a Division of Southern Union Company  
 Name of Issuing Corporation

For: All Missouri Service Areas  
 Community, Town or City

<u>GENERAL TERMS AND CONDITIONS FOR GAS SERVICE</u>	
<b><u>For an MGE Distribution System Capacity Deficiency</u></b>	
<p><u>Category 1.</u></p> <p>Sales or transportation service to residential customers, public housing authorities, public schools, hospitals, and other human needs customers receiving firm sales service from the Company</p> <p><u>Category 2.</u></p> <p>Commercial sales service and commercial transportation service</p> <p><u>Category 3.</u></p> <p>Industrial sales service and industrial transportation service</p>	
13.04	<p><b>CURTAILMENT PROCEDURES:</b> Notice shall be given to all affected LVS customers by telephone or in writing. Notice shall be given to all other affected customers via mass media (radio and television). Notice shall be given as far in advance as possible and may be changed by the company as conditions warrant.</p> <p>Curtailment shall be assigned initially to the lowest priority category (Category 3) and successively to each higher priority category as required. Should partial service only be available to an affected category, deliveries to individual customers shall be limited to the customer's pro rata share of available supply, such allocation to be based on the ratio of the customer's requirements in the category for which partial service is available to the aggregate requirements of all the Company's customers in the same category.</p>
13.05	<p><b>UNAUTHORIZED USE CHARGE:</b> If during any period of curtailment, any customer takes, without the Company's advance approval, a volume of gas in excess of the volumes authorized to be used by such customer, said excess volumes shall be considered "unauthorized use" and will be billed pursuant to the Unauthorized Use Charges as set forth in the Company's approved tariff.</p>

DATE OF ISSUE January 30 1997  
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 month day year

ISSUED BY: Charles B. Hernandez

Director, Pricing and Regulatory Affairs

Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

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JAN - 7 1994

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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**Public Service Commission**

Category 3. All other essential agricultural requirements for which no determination has been made by the Federal Energy Regulatory Commission, in consultation with the Secretary of Agriculture, that an alternate fuel is economically practicable and reasonably available.

Category 4. Essential industrial process and feedstock requirements which have been designated by the Secretary of Energy and which the Federal Energy Regulatory Commission had determined do not have a reasonably available and economically practicable alternate fuel.

Category 5. All other industrial or commercial feedstock or process requirements.

Category 6. All commercial and industrial requirements not otherwise specified.

Category 7. All other commercial and industrial requirements of more than 300 MCF per day but less than 1,500 MCF per day, where alternate fuel capabilities can meet such requirements.

Category 8. All other commercial and industrial requirements of 1,500 MCF per day or more but less than 3,000 MCF per day, where alternate fuel capabilities can meet such requirements.

**CANCELLED**

FEB 1 1997  
By 1st RS R-82  
Public Service Commission  
MISSOURI

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ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company  
 Name of Issuing Corporation

For: All Missouri Service Areas  
 Community, Town or City

<u>GENERAL TERMS AND CONDITIONS FOR GAS SERVICE</u>	
<p>13.06 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 priority of service plan or curtailment procedures 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.</p> <p>13.07 PRECEDENCE: To the extent that this Rule 13, or any provision(s) hereof, conflict with any other provision(s) of the Company's filed tariff, General Terms and Conditions for Gas Service, or contracts, this Rule shall take precedence during such period of curtailment.</p>	

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 month day year

ISSUED BY: Charles B. Hernandez Director, Pricing and Regulatory Affairs

Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

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GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN - 7 1994

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Category 9. All other commercial and industrial requirements of 3,000 MCF per day or more but less than 10,000 MCF per day, where alternate fuel capabilities can meet such requirements.

Category 10. All other commercial and industrial requirements of 10,000 MCF per day or more, where alternate fuel capabilities can meet such requirements.

For the purpose of this Rule the definition of terms describing priority categories shall be those set forth by the Federal Power Commission in Orders Nos. 493 and 493-A, Docket No. R-474 and in Opinion No., 805 in Docket No. RP75-62 as modified by the Federal Energy Regulatory Commission's Order No. 29 except that the definitions of "essential agricultural requirements" and "essential industrial process and feedstock requirements" shall be those specified from time to time by the responsible Federal agencies under the Natural Gas Policy Act of 1978.

The volumes utilized in classifying customer's requirements into priority categories shall be customer's maximum monthly requirement or customer's average daily requirement in the month of maximum demand, all occurring during each year ended April 30.

13.04 CURTAILMENT PROCEDURES: Monthly allocations or curtailment shall be based on a period beginning on the first day of any month and extending through the last day of the month. Notice shall be given to each affected customer by telephone or in writing as far in advance as practicable and may be changed by the Company as conditions warrant.

**CANCELLED**

FEB 1 1997  
BY let RS R-83  
Public Service Commission  
MISSOURI

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MO. PUBLIC SERVICE COMM.

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ISSUED BY F. Jay Cummings Vice President, Rate and Regulatory Affairs

FORM NO. 13

Cancelling P.S.C. MO. No.1  
P.S.C. MO. No.1

First Revised  
Original

SHEET No. R-84  
SHEET No. R-84

Missouri Gas Energy,  
a Division of Southern Union Company  
Name of Issuing Corporation

For: All Missouri Service Areas  
Community, Town or City

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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month day year

DATE EFFECTIVE February 1 1997  
month day year

ISSUED BY: Charles B. Hernandez Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

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JAN 7 1994

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

**MISSOURI**

**Public Service Commission**

Curtailment shall be assigned initially to those best efforts or as-available sales and transportation arrangements where the Company is not responsible for providing continuous service except to the extent that curtailment of such services would not be useful in maintaining deliveries to other customers in accordance with these rules. Additional curtailment shall be assigned initially to the lowest priority category (Category 10) and successively to each higher priority category as required. Should partial service only be available to an affected category, deliveries to individual customers shall be limited to the customer's pro rata share of available supply, such allocation to be based on the ratio of the customer's requirements in the category for which partial service is available to the aggregate requirements of all the Company's customers in the same category.

**13.05 UNAUTHORIZED OVERRUN DELIVERIES:** If during any curtailment period, any customer takes, without the Company's advance approval a volume of gas in excess of the volumes authorized to be used by such customer, said excess volumes shall be considered unauthorized overrun deliveries.

If cumulative unauthorized overrun delivery quantities taken by any customer during a continuous curtailment period exceed 5% of authorized daily delivery levels, said customer shall pay to the Company an Overrun Penalty for each MCF of unauthorized overrun delivery quantities as follows:

\$5 for each MCF which exceeds authorized delivery levels by more than 5% through 10%;

\$10 for each MCF which exceeds authorized delivery levels by more than 10% through 15%;

\$15 for each MCF which exceeds authorized delivery levels by more than 15%.

**CANCELLED**

FEB 1 1997

**FILED**

B: let RS R-84  
Public Service Commission

FEB 1 1994

MISSOURI

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

FORM NO. 13

P.S.C. MO. No. 1  
Cancelling P.S.C. MO. No. 1

First Revised  
Original

SHEET No. R-85  
SHEET No. R-85

Missouri Gas Energy,  
a Division of Southern Union Company  
Name of Issuing Corporation

For: All Missouri Service Areas  
Community, Town or City

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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DATE OF ISSUE January 30 1997  
month day year

DATE EFFECTIVE February 1 1997  
month day year

ISSUED BY: Charles B. Hernandez Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

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Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas JAN - 7 1994

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

**MISSOURI**  
**Public Service Commission**

All revenues received from unauthorized overrun charges that exceed the amounts the Company was charged from its suppliers due to unauthorized overruns, shall be refunded to the residential, general service and unmetered gaslight customers in accordance with the Purchased Gas Cost Adjustment Sheet No. 21, Section V. Refund Provision.

**13.06 EMERGENCY EXEMPTION:** Emergency exemption from any curtailment order or procedure may be requested by a customer where supplemental deliveries are required to forestall substantial damage to physical property, risk of life or injury to plant personnel, to prevent the threat of a plant production shutdown due to the failure of alternate fuel facilities or a customer's inability, for reasons other than price, to obtain an alternate fuel, or other emergency situations involving the occurrence of unforeseen or extraordinary circumstances, including emergencies involving the protection of air quality. The Company shall grant requests for emergency exemptions only if it is satisfied that the customer has, to the maximum extent possible, scheduled the use of all alternate sources of supply available during the emergency period involved and otherwise meets the conditions imposed for emergency exemption. Request for such exemptions may be submitted by telephone or telegraph, but must immediately be followed by written request setting forth details of the nature, cause and expected duration of the emergency. Where supplemental volumes are delivered to a customer under this provision, the customer must act with dispatch to eliminate the cause of the emergency, and may be required to pay back such supplemental deliveries from future allocations.

**CANCELLED**

FEB 1 1997  
BY Let R.S. R-85  
Public Service Commission  
MISSOURI

**FILED**

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94 - 40  
MO. PUBLIC SERVICE COM

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month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs



FORM NO. 13

P.S.C. MO. No. 1  
Cancelling P.S.C. MO. No. 1

First Revised  
Original

SHEET No. R-86  
SHEET No. R-86

Missouri Gas Energy,  
a Division of Southern Union Company  
Name of Issuing Corporation

For: All Missouri Service Areas  
Community, Town or City

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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month day year

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month day year

ISSUED BY: Charles B. Hernandez Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

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GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JAN - 7 1994

**MISSOURI  
Public Service Commission**

13.07 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 priority of service plan or curtailment procedures 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.

13.08 PRECEDENCE: To the extent that this Rule 13, or any provision(s) hereof, conflict with any other provision(s) of the Company's filed tariff, General Terms and Conditions for Gas Service, or contracts, this Rule shall take precedence.

**CANCELLED**

FEB 1 1997

BY: *Let R S R-86*  
Public Service Commission  
MISSOURI

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FEB 1 1994

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month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

14. OTHER CHARGES

14.0 SCHEDULE OF OTHER CHARGES:

<u>Description of Charge</u>	<u>Section Ref.</u>	<u>Amount</u>
Collection or disconnection	3.11	\$24.00
New connection charge	3.03	\$32.00
Transfer charge	3.03	\$32.00
Revert to owner	4.11	
Landlord to tenant transfer	3.03	\$15.00
Tenant to landlord transfer	3.03	\$15.00
Reconnection charge:		
Failure to furnish deposit	2.05	\$65.00
At customer's request	3.12	\$65.00
Reselling or redistributing gas	4.09	\$65.00
Fraudulent or unauthorized use of gas	4.10	\$65.00
Meter removal and reinstallation at Customer's request	5.02	\$65.00
Failure to provide access for meter reading	5.05	\$65.00
Tampering with Company property	4.05 & 4.08	\$65.00
Cut off at curb (unpaved) Disconnection & reconnection	4.10	\$56.00
Cut off at main (paved) Disconnection & reconnection	4.10	\$106.00

February 28, 2010

DATE OF ISSUE February 16, 2010  
month day year

DATE EFFECTIVE ~~March 18, 2010~~  
month day year

ISSUED BY: Michael R. Noack

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

14. OTHER CHARGES

14.0 SCHEDULE OF OTHER CHARGES:

<u>Description of Charge</u>	<u>Section Ref.</u>	<u>Amount</u>
Collection or disconnection	3.11	\$ 8.00
Connection charge	3.03	\$45.00
Transfer charge	3.03	\$ 6.50
Reconnection charge:		
Failure to furnish deposit	2.05	\$45.00
At customer's request	3.12	\$45.00
Reselling or redistributing gas	4.09	\$45.00
Fraudulent or unauthorized use of gas	4.10	\$45.00
Meter removal and reinstallation at Customer's request	5.02	\$45.00
Failure to provide access for meter reading	5.05	\$45.00
Tampering with Company property	4.05 & 4.08	\$45.00
Cut off at curb (unpaved) Disconnection & reconnection	4.10	\$56.00
Cut off at main (paved) Disconnection & reconnection	4.10	\$106.00

DATE OF ISSUE September 24, 2004  
month day year

DATE EFFECTIVE October 24, 2004  
month day year

ISSUED BY: Michael R. Noack

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

**CANCELLED**

FORM NO. 13

P.S.C. MO. No. 1

Canceling P.S.C. MO. No.

Second Revised

First Revised

SHEET No. R-87

SHEET No. R-87

Missouri Gas Energy  
a Division of Southern Union Company

OCT 02 2004  
By 3rd RSR-87  
Public Service Commission  
MISSOURI

For: All Missouri Service Areas **Missouri Public**

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

REC'D JUL 16 2001

Service Commission

14. OTHER CHARGES

14.0 SCHEDULE OF OTHER CHARGES:

<u>Description of Charge</u>	<u>Section Ref.</u>	<u>Amount</u>
Collection or disconnection	3.11	\$ 8.00
Connection charge <b>Missouri Public</b>	3.03	\$20.00
Transfer charge <b>FILED AUG 06 2001</b>	3.03	\$ 5.00
Reconnection charge: <b>01 - 292</b> <b>Service Commission</b>		
Failure to furnish deposit	2.05	\$35.00
At customer's request	3.12	\$35.00
Reselling or redistributing gas	4.09	\$35.00
Fraudulent or unauthorized use of gas	4.10	\$35.00
Meter removal and reinstallation at Customer's request	5.02	\$35.00
Failure to provide access for meter reading	5.05	\$35.00
Tampering with Company property	4.05 & 4.08	\$35.00
Cut off at curb (unpaved) Disconnection & reconnection	4.10	\$56.00
Cut off at main (paved) Disconnection & reconnection	4.10	\$106.00

DATE OF ISSUE July 16, 2001  
month day year

DATE EFFECTIVE August 15, 2001  
month day year

**AUG 06 2001**

ISSUED BY: Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Gas Energy,  
a Division of Southern Union Company

For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE Missouri Public Service Commission

REC'D AUG 28 1998

14. OTHER CHARGES

14.0 SCHEDULE OF OTHER CHARGES:

<u>Description of Charge</u>	<u>Section Ref.</u>	<u>Amount</u>
Collection or disconnection	3.10	\$ 8.00
Reconnection charge:		
Failure to furnish deposit	2.05	\$29.00
At customer's request	3.11	\$29.00
Reselling or redistributing gas	4.09	\$29.00
Fraudulent or unauthorized use of gas	4.10	\$29.00
Meter removal and reinstallation at Customer's request	5.02	\$29.00
Failure to provide access for meter reading	5.05	\$29.00
Tampering with Company property	4.05 & 4.08	\$29.00
Cut off at curb (unpaved) Disconnection & reconnection	4.10	\$50.00
Cut off at main (paved) Disconnection & reconnection	4.10	\$100.00

CANCELLED

AUG 06 2001  
2ND RSR-87  
Missouri Public Service Commission  
MISSOURI

DATE OF ISSUE August 28 1998  
month day year

DATE EFFECTIVE [REDACTED]  
month day year

SEP 02 1998

ISSUED BY: Charles B. Hernandez

Director, Pricing and Regulatory Affairs  
Missouri Gas Energy, Kansas City, MO. 64111

Missouri Public Service Commission

98-140

FILED SEP 02 1998

Missouri Gas Energy,  
a Division of Southern Union Company For All Missouri Service Areas

Missouri Public Service Commission **GENERAL TERMS AND CONDITIONS FOR GAS SERVICE** **RECEIVED**

*CANC SEP 02 1998  
by 1st RW - Sht  
R-87*

JAN - 7 1994

14. OTHER CHARGES

**MISSOURI  
Public Service Commission**

14.01 SCHEDULE OF OTHER CHARGES:

<u>Description of Charge</u>	<u>Section Ref.</u>	<u>Amount</u>
Collection or disconnection	3.10	\$ 8.00
Reconnection charge:		
Failure to furnish deposit	2.05	\$15.00
At customer's request	3.11	\$15.00
Reselling or redistributing gas	4.09	\$15.00
Fraudulent or unauthorized use of gas	4.10	\$15.00
Meter removal and reinstallation Customer's request	5.02	\$15.00
Failure to provide access for meter reading	5.05	\$15.00
Tampering with Company property	4.05 & 4.08	\$15.00
Cut off at curb (unpaved)		
Disconnection & reconnection	4.10	
Cut off at main (paved)		
Disconnection & reconnection	4.10	

**FILED**

FEB 1 1994  
94 - 40

**MO. PUBLIC SERVICE COMMISSION**

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
 a Division of Southern Union Company

For: All Missouri Service Areas

<u>GENERAL TERMS AND CONDITIONS FOR GAS SERVICE</u>		
<u>Description of Charge</u>	<u>Section Ref.</u>	<u>Amount</u>
To mobile home court after disconnection for reselling of gas by court owner	10.03 (A)	Greater of 5.00/unit or \$25.00
Request for meter reading during normal working hours:		
A.M. - P.M. reading Monday through Friday	5.05	\$5.00
Specific hourly appointment or weekdays between 5:00 and 9:00 P.M.	5.05	\$10.00
Request for meter reading on Saturday between 8:00 A.M. & 5:00 P.M.	5.05	\$10.00
Returned Payment Charge	7.10	\$15.00

DATE OF ISSUE July 16, 2001  
 month day year

DATE EFFECTIVE August 06, 2001  
 month day year

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs  
 Missouri Gas Energy, Kansas City, MO. 64111



Missouri Gas Energy,  
a Division of Southern Union Company

For All Missouri Service Areas

**RECEIVED**

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN - 7 1994

**MISSOURI**

**Public Service Commission**

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A.M. - P.M. reading Monday through Friday	5.05	\$ 5.00
Specific hourly appointment or weekdays between 5:00 and 9:00 P.M.	5.05	\$10.00
Request for meter reading on Saturday between 8:00 A.M. & 5:00 P.M.	5.05	\$10.00

**CANCELLED**

AUG 06 2001

*1st RS R-88*

Public Service Commission  
MISSOURI

**FILED**

FEB 1 1994  
94 - 40

**MO. PUBLIC SERVICE COMM**

DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994  
month day year month day year

ISSUED BY F. Jay Cummings Vice President, Rates and Regulatory Affairs

Missouri Gas Energy,  
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For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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DATE OF ISSUE January 7 1994  
month day year

DATE EFFECTIVE February 1 1994  
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Vice President, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111

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For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

16. GENERAL CLAUSES

16.01 CONFIDENTIALITY: All customer specific information will be treated as confidential and will not be released to any other party outside of the Company without specific customer approval. Customer specific information will include all billing statement information, usage data and customer supplier/broker information. Except as provided below, the Company shall notify the customer of any request to disclose such information and shall not disclose such information except upon consent by the customer. This section shall not be construed as precluding the Company from providing information regarding customer status to law enforcement or emergency personnel acting in their official capacity pursuant to procedures established by the Company, in which case the Company shall not be required to notify the customer or obtain the customer's consent. Nor shall notice to the customer or customer consent be required when customer-specific information is released pursuant to court order, subpoena or other order or requirement issued by a duly constituted authority, or when release of such information is necessary to provide service. In addition neither notice to the customer nor customer consent shall be required when customer-specific information is released pursuant to request by the Missouri Public Service Commission or the Staff of the Missouri Public Service Commission.

DATE OF ISSUE January 7 1994  
month day year

DATE EFFECTIVE February 1 1994  
month day year

ISSUED BY \_\_\_\_\_  
F. Jay Cummings

Vice President, Rates and Regulatory Affairs  
Missouri Gas Energy  
Kansas City, MO. 64111