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

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### Second Revised First Revised

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		Kansas City, MO. 64111

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ISSUED BY Robert J. Hack

Vice President, Rates and Regulatory Affairs Missouri Gas Energy

Kansas City, MO. 64111

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		GENER	RAL TERMS AND CONDITIONS FOR	<u> GAS SERVICE</u>
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	R-46		Billing Information	OCT 7 <b>1994</b>
	R-47		Billing Period	1000011001
	R-47		Levelized Payment Plan	MISSOURI
	R-49		Estimated Billing	Public Service Commission
	R-51		Mailing Bills	
	R-51		Failure To Obtain Meter Reading	
	R-52 R-52		Payment Of Bills Default	
	R-52 R-52	7.08 7.09	Extension Agreement	
	R-32	7.09	Extension Agreement	
8. Cl			NTS SETTLEMENTS-RESIDENTIAL	
	R-52	8.01	Complaints And Disputed Claims	CANCELLED
	R-54		Payment Of Amount Not In Dispute	
	R-55	8.03	Settlement Agreement	
	R-56	8.04	Default Of Settlement Agreement	APR 8 0 1999
	R-57	8.05	Res Judicata	n DSHR-9
	R-57		Failure To Reach Agreement	By Commission
	R-57		Other Remedies	Public Salvice OURI
	R-57 R-57	8.09	Discontinuance Pending Decision Record Keeping	APR 3 0 1999 By 2nd RSH R-4 Public Service Commission MISSOURI
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	R-58	9.01	General	<b>–</b> "
	R-58	9.02	Extensions Not Requiring Customer	
	R-58a	9.03	Extensions Requiring Customer Dep	•
	R-59	9.04	Extensions To Interruptible Service Large Firm Service Customers	ano
	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 Limita	
	R-61	9.09	Extensions In Unimproved Streets A	
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a Division of Sout			Missouri Service Areas
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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	
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R-52	8.01	Complaints And Dispute	
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R-58	9.02	Extensions Not Requirin	a Customer Deposits
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R-59	9.04		ble Service and Large Firm
		Service Customers	5
R-60	9.05	Ownership	
R-60	9.06	Customer Contracts	
R-60	9.07	Determination Of Exten	sion Length
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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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10.03 General And For R-66 10.05 Special	or To May 14 Service Co Individual M 10.04 Conditions	I Service Conditions For Master Metered Mobile Home Courts			
11. SERVICE / R-73	APPLICATIC	DN FORM			
12. LEFT BLANK INTENTIONALLY R-74 throught R-80					
13. PRIORITY R-81 R-81 R-83 R-83 R-84 R-85 R-86 R-86	13.01 13.02 13.03 13.04	Purpose Curtailment Priority Categories Curtailment Procedures Unauthorized Overrun Deliveries Emergency Exemption			
14. OTHER CH R-87		Schedule Of Other Charges			
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16. GENERAL R-92		Confidentiality			

DATE OF ISSUE	<u>January</u>	7	1994	DATE EFFECTIVE	February	1	1994
	month	day	year		month	day	year
ISSUED BY				Vice President, Ra	ates and Reg	ulatory /	Affairs
	F. Jay C	ummir	ngs		Missou	ri Gas E	nergy
			-		Kansas City	ν, MΟ. θ	64111

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

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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.

DATE OF ISSUE	<u>October</u> month	8 day	<u>1994</u> year	DATE EFFECTIVE	<u>December</u> month	10 day	<u>1994</u> year
ISSUED BY				Director, R	ates and Regu	latory /	Affairs
	John M.	Ferna	ld		Missour	Gas E	inergy
					Kansas City	, MO. (	64111

P.S.C.MO. No. <u>1</u><u>Original</u>

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Comp	ellowing terms, when us any's rate schedules an ted therein, have the me	d in custome	ers' service a	and Conditions f	or Gas Servi	ice, in
1.01	ANCILLARY LINE: Ext line to supply fuel to a				nected to the	a yard
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1.04	CUSTOMER: Any per take a class of gas serv point of delivery and f service.	vice supplied	by Company	under one rate sc	hedule at a	single
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1.06	COMMISSION: The P successor of such con					-
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Canceling	P.S.C. MO. No.	1

Second Revised First Revised

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	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.				
DATE O	F ISSUEApril28, 2008 2008 monthDATE EFFECTIVEMay28, 2008 monthmonthdayyear				
ISSUED	BY Michael R Noack Director Rates and Regulatory Affairs				

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

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

Kansas City, MO. 64111

### 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.
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	DATE OF ISSUE	<u>October</u> month	8 day	<u>1994</u> year	DATE EFFECTIVE	<u>December</u> month	10 day	<u>1994</u> year
	ISSUED BY				Director, F	ates and Regu		
John M. Fernald						Missouri	Gas E	nergy

P.S.C.MO.	No.
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SHEET No. R-7

Missouri Gas Energy, a Division of Southern Union Company For

All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JAN - (

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- 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.
   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 101994 BY 101 R-S R-7 Public Service Commission MISSOURI	FILED 558 - 1, 1994
DATE OF ISSUE January month	MO. 7 1994 DATE EFFECTIV day year	PUBLIC SERVICE COMM
ISSUED BY F. Jay Cummings	Vice President, Rate	es and Regulatory Affairs

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

Second Revised First Revised

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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 customerowned 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.

DATE OF ISSUE April 28, 2008	DATE EFFECTIVE <u>May 28, 2008</u>
month day year	month day year
ISSUED BY Michael R. Noack	Director, Rates and Regulatory Affairs
	Missouri Gas Energy
	Kansas City, MO. 64111

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	1

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE					
1.16	6 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.					
1.17	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.					
1.18	IN DISPUTE: In dispute means any matter regarding a charge or service which is the subject of an unresolved inquiry.					
1.19	LIHEAP: The federal Low Income Home Energy Assistance Program administered by the Missouri Division of Family Services under section 660.110 RSMo.					
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1.21	1.21 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.					
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1.24	MONTH: An interval of approximately 30 days, unless otherwise specified, or appearing from the context to be a calendar month.					
1.25	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.					
DATE O	FISSUE October 8 1994 DATE EFFECTIVE December 10 1994 month day year month day year					
ISSUED BY Director, Rates and Regulatory Affairs						
	John M. Fernald Missouri Gas Energy Kansas City, MO. 64111					

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SHEET No.<u>R-8</u>

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JAN - 7 1994
1.15	MISSOURI IN DISPUTE: Any matter regarding customer's gas servion to 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.
1.19	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.
1.20	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.
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Canceling	P.S.C. MO. No.	1

Second Revised First Revised

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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.

DATE OF ISSUEApril28, 2008<br/>monthDATE EFFECTIVEMay28, 2008<br/>monthISSUED BYMichael R. NoackDirector, Rates and Regulatory Affairs

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

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	1

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

		GENERAL	. TERI	<u>MS AND (</u>	CONDITION	S FOR GAS S	SERVICE		
1.26	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.								
1.27	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.								
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DATE OF	= ISSUE	<u>October</u> month	8 day	<u>1994</u> year	DATE	EFFECTIVE	December month	10 day	<u>1994</u> year
ISSUED	BY	John M.	Forne			Director, R	ates and Regul Missouri		
LLED			rema	u			Missouri Kansas City,		•••

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SHEET No. R-9

Missouri Gas Energy,

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<u>a Divisio</u>	n 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 SOURI
1.25	REGISTERED ELDERLY OR HANDICAPPED CUSTOMER: Putestion and eustomer 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.
1.27	RESIDENTIAL SERVICE OR USE: The provision of or use of the bousehold and domestic purposes.
1.28	domestic purposes. SETTLEMENT AGREEMENT: An agreement between aresidentiable stomer 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.
	FEB 1 1994 94 - 40
	MO. PUBLIC SERVICE COMM
JATEOF	ISSUE January 7 1994 DATE EFFECTIVE February 1 199 month day year month day year
	month day year month day year
SSUED B	BYVice President, Rates and Regulatory Affairs
_	F. Jay Cummings

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	1

Second Revised First Revised SHEET No. <u>R-10</u> SHEET No. <u>R-10</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

	GENERAL TERMS AND CONDITIONS FOR GAS	SERVICE
1.35	SERVICE AGREEMENT: The application, agreement, implied, pursuant to which Company supplies gas service	
1.36	SERVICE LINE: The pipe installed from Company's Company's meter or to the connection to customer's pip downstream.	
1.37	SERVICE LINE - CUSTOMER OWNED: That portion of f owned by customer, extending from customer's property the drainage ditch or curb line to the inlet of Company's m	line or customer's side of
1.38	TERMINATION OF SERVICE: A cessation of gas service	requested by customer.
1.39	UTILICARE: The state program of energy assistance RSMo.	established by 660.122
1.40	YARD LINE: The term yard line is used in conjuncti- settings to designate the underground piping insta Company's meter to the building wall. In the event mult served, building shall mean that building nearest to the o line.	illed from the outlet of iple buildings are being
DATE OF	FISSUE <u>April 28, 2008</u> DATE EFFECTIVE month day year	<u>May 28, 2008</u> month day year
ISSUED	BYMichael R. NoackDirector, R	ates and Regulatory Affairs
		Missouri Gas Energy Kansas City, MO. 64111
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	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	1

Service Commission

First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
1.34	SERVICE AGREEMENT: The application, agreement, or contract express or implied, pursuant to which Company supplies gas service to customer.
1.35	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.
1.36	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.
1.37	TERMINATION OF SERVICE: A cessation of gas service requested by customer.
1.38	UTILICARE: The state program of energy assistance established by 660.122 RSMo.
1.39	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.
	F ISSUE <u>October 8 1994</u> DATE EFFECTIVE <u>December 10 199</u> month day year month day yea
ISSUED	
	John M. Fernald Missouri Gas Energy Kansas City, MO. 6411
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a <u>Pivision</u>	of Southern Unio	n Company	y ⊦or	All Missouri Servi	· · · · · · · · · · · · · · · · · · ·	<b></b>
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1.34	Company's mete	er to the bu	ilding wall. In the	conjunction with bing installed from event multiple build est to the connection	ings are b	eing
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DATE OF	ISSUE <u>January</u>	7	<u>1994</u> DATE E	FECTIVE February	1	1
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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

## GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

### 2. <u>SERVICE AGREEMENTS</u>

- 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	DATE EFFECTIVE	February	1	1994
	month	day	year		month	day	year
ISSUED BY				Vice President, R	ates and Reg	ulatory /	Affairs
	F. Jay Cu	ummin	igs		Missou	ri Gas E	nergy
	-		-		Kansas Cit	y, MO. 6	64111

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

#### 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	<u>May</u> month	11 day	2011 year	DATE EFFECTIVE <u>June 10 2011</u> month day year
ISSUED BY				Director, Pricing and Regulatory Affairs
	Michael F	R. Noa	ack	Missouri Gas Energy
				Kansas City, MO. 64111
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				Missouri P

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P.S.C. MO. No.

<u>Original</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

<u>1</u>

	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 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:
	<ul> <li>(a) Owns or is purchasing a home;</li> <li>(b) Is and has been regularly employed on a full-time basis for at least one year;</li> <li>(c) Has an adequate regular source of income;</li> <li>(d) Can provide adequate credit references from a commercial source.</li> </ul>

DATE OF ISSUE	<u>January</u>	7	<u>1994</u>	DATE EFFECTIVE <u>February</u>	<u>1 1994</u>
	month	day	year	month	day year
ISSUED BY				Vice President, Rates and Reg	ulatory Affairs
	F. Jay Cı	ummir	ngs	Missou	ri Gas Energy
				Kansas City, M	<b>).</b> 64111

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

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
	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.
	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:
	<ol> <li>Non-Payment: The service of customer has been discontinued by Company for nonpayment of a delinquent account not in dispute;</li> </ol>
	(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:
	<ul> <li>(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.</li> <li>(b) Commercial and Industrial: Customer has failed to pay an undisputed</li> </ul>
	bill before the delinquency date for 2 billing periods out of 12 consecutive billing periods.
DATE OF ISSU	JE <u>October 8 1994</u> DATE EFFECTIVE <u>December 10 1994</u> month day year <u>Director, Rates and Regulatory Affairs</u> John M. Fernald Missouri Gas Energy Kansas City, MO. 64111

P.S.C.MO. No. \_\_1\_\_\_

Missouri Gas Energy, a Division of Southern Union Company For All Missouri Service Areas -GENERAL TERMS AND CONDITIONS FOR GAS SERVICE MISSOURI (B) New Service - Commercial and Industrial Service: A new service estimation of the service - Commercial and Industrial Service - A new service - A new service - Commercial and Industrial Service - A new service 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; Diversion: Customer, in an unauthorized manner, interfered with or (2) diverted the service of Company situated on or about or delivered to customer's premises; DEC 101994 (3)**Continued Late Payment:** (a) Residential: Customer has failed to pay an undisputed but 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, FILED 94-40. 1994 DATE EFFECTIVE ME BUILLY SERVICE COMM.994 DATE OF ISSUE January 7 month day month day vear year ISSUED BY Vice President, Rates and Regulatory Affairs F. Jay Cummings

P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u> Fourth Revised Third Revised SHEET No. <u>R-14</u> SHEET No. <u>R-14</u>

Missouri Gas Energy, a Division of Southern Union Company For: All Missouri Service Areas Community, Town or City Name of Issuing Corporation 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 EFFECTIVE 2004 DATE OF ISSUE September 24, 2004 October 24. month month day year day year ISSUED BY Michael R. Noack Director, Pricing and Regulatory Affairs

Missouri Gas Energy Kansas City, MO. 64111

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	thes		and Conditions for G	deposit required pursuant as Service is subject to tl	
	(1)	bill for utility charge customer during service location o deposit under su estimated annual amount of the dep	ges actually incurred or e the most proximate twe or, in the case of a new obsection (A) (3) of this bill. For all commercial	ceed two (2) times the higher estimated to be incurred by the leve (12)-month period at the customer, who is assessed a rule, one sixth (1/6) of the and industrial customers, the vocable letter of credit shall r g period plus 30 days.	he he a he he
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#### P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u>

Second Revised

SHEET No. <u>R-14</u> SHEET No. <u>R-14</u>

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 NOV 1 8 1998

### MO. PUBLIC SERVICE CLIMM

- (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. 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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Missouri Public Rowles Commission

FILED DEC 18 1998

DATE OF ISSUE <u>November 18, 1998</u> month day year DATE EFFECTIVE <u>December 18, 1998</u> month day year

ISSUED BY \_\_\_\_Charles B. Hernandez

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

	MO. No, <u>1</u>	First Revised	1	SHEET No. <u>R-14</u>
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Ger				ed pursuant to these the following terms
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	compounded either credite during one co whichever oc the Company	annually shall be pa d to the service acc omplete billing cycle curs first. Interest s has made a reaso all keep in its record	yable on all deposi count of customer or paid upon the r hall not accrue on a nable effort to retu	percent per annum ts. Interest shall be on an annual basis eturn of the deposit, ny cash deposit after rn the deposit. The efforts to return the
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ISSUED BY	John M. Fernald	ter !	<u>Director, Rates ar</u> Missouri Gas Ene Kansas City, MO.	

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P.S.C.MO. No. \_\_\_1\_\_\_

Missouri Gas Energy, a Division of Southern Union Company For All Missouri Service Areas GENERAL TERMS AND CONDITIONS FOR GAS SERVI <u>7 1991</u> national origin, marital status, age, number of dependents, source of former or Public Servico Commission geographical area of residence. (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. CANCELLED DEC 101994 BY Lot R.S.# R-14 Public Service Commission MISSOURI FILED FEB 1 1994 94 - 4 0 MO. PUBLIC SERVICE COMM. DATE OF ISSUE January 1994 DATE EFFECTIVE February 7 1994 month day year month day vear Vice President, Rates and Regulatory Affairs ISSUED BY

F. Jay Cummings

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Division of Souther	IT ONION COMPany		OCT 7 1994
GENE	RAL TERMS AND	CONDITIONS FOR GA	<u>S SERVICE</u> MISSOURI Publis Service Commiss
(3)	customer who had the date and amo	is posted a deposit, the	which show the name of each current address of the customer, and amount of interest paid and ible refund date.
<b>(4)</b>	the time of tender evidence thereof. existence of a de	r of deposit or with the fi However, if the Comp posit on customer's bill by the customer. The	v deposit shall receive in writing at rst bill a non-assignable receipt as bany shows the existence or non- the receipt shall not be required receipt shall contain the following
	(b) Date of (c) Amoun (d) Identifia receivir (e) Statem	ng payment.	nd title of the Company employee onditions governing the payment,
(5)	another location,	may transfer a cash de ubject, however, to	n the event customer moves to posit from the prior location to the Sections 2.05(A)(1), 2.05(A)(2),
(6)	deposit and accr upon satisfactory service for a perio industrial custom	ued interest shall be re y payment by custome od not to exceed 12 suc er's deposits of under	tomer shall be established and the funded promptly by the Company or of all proper charges for gas cessive months. Commercial and \$5,000 may be retur <b>ped after</b> ) 36 ment. Commercial and industrial ed until termination of service.

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John M. Fernald

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

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P.S.C.MO. No. \_\_1\_\_

Original

Missouri Gas Energy,

a Division of Southern Union Company For \_\_\_\_ All Missouri Service Areas

# GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

<del>1994</del> **JAN** 

- (3) Receipt: Each customer posting a security deposit shall receipt ( at the time of tender of deposit or with the first bill a conver inisho. receipt as evidence thereof. However, if the Company 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 CANCELLE the customer.

FILED 1 1994 MO. PUBI SERVICE COMM DATE OF ISSUE January FECTIVE Februar month day month vear day vear Vice President of Rates and Regulatory Affairs ISSUED BY

F. Jay Cummings

P. Canceling P.		. MO. No. <u>1</u> . MO. No. <u>1</u>		<u>First Revised</u> <u>Original</u>		SHEET No. <u>R-16</u> SHEET No. <u>R-16</u>
Missouri Gas <u>a Division of S</u>		rgy, hern Union Comp	any	For: All Missouri Servic	e Areas	
	-	GENERAL TERM	/IS AND	CONDITIONS FOR GAS	SERVICE	
		date upon whic refund of the d	h the bill eposit fu	of the Section, is satisfa becomes delinquent. Th nds pending the resoluti e for non-payment or una	ne Company r ion of a matte	may withhold er in dispute
		Company shall rendition of the accrued interest deposit and interest	refund to final bil at if any erest to a	r termination of all gas o the customer within tw I the amount of any ca thereon, remaining aft ny indebtedness (includ er to the Company.	enty one (21) sh deposit, to er the applic	days of the ogether with ation of the
	(7)	receive the refu	ind even eipt for	t: A customer entitled though the customer n the deposit, provided th o insure that they are th	hay be unable e customer c	e to produce can produce
	(8)			e Company shall apply de rvice to all customers.	eposit standa	rds uniformly
	(9)	residential cu commercial/ind \$5,000, may pa when the depose during the mor deposit in insta	istomer, ustrial cu ly the de sit is asse oths of N Ilments	The Company shall pr required to make ustomer, required to ma posit in installments of n essed under Section 2.00 lovember, December, a of no more than 6 mon the customer does no	e a depo ke a deposit o more than 5 (C) (1) or (3 nd January n ths, unless th	sit, or a of less than 4 months, or ) of this tariff nay pay the ne Company
(F)	Ter gua	ms and Condition	ons for (	eu of a security deposit Gas Service, Company party as surety for a res	may accept	the written
DATE OF ISS	UE	<u>October 8</u> month day	<u>1994</u> year	DATE EFFECTIVE	Decembe month	r <u>10 1994</u> day year
ISSUED BY_		John M. Fernald	k	Director,	Misso	egulatory Affairs ouri Gas Energy
DELLED P.	.S.C	. MO. No. <u>1</u>		Second Revised	Kansas C	ity, MO. 64111 SHEET No. <u>R-17</u>

P.S.C.MO. No. <u>1</u>	Original	SHEET	No. <u>R-16</u>
Missouri Gas Energy, a Division of Southern Union Com	panyFor	All Missouri Service	
GENERAL TER	MS AND CONDITIONS	FOR GAS SERVICE JAN	- 7 1994
to the customer interest if any th	n of all gas service to the the amount of any cas ereon, remaining after debtedness (including a the Company.	sh deposit a spectre with the application of the	deposit and
receive the refun original receipt	Receipt: A customer d even though the custo for the deposit, provi cation to insure that the	omer may be unable to ided the customer c	produce the an produce
	ds: The Company shall gas service to all cust	· · ·	ds uniformly
residential custor customer, requir deposit in instal customer does n	nents: The Company mer, required to make a ed to make a deposit o Iments unless the Cor oot intend to pay for su pay the deposit in instal	deposit, or a commerc of less than \$5,000, r npany can show a-li ch service. Commerc	ial/industrial nay pay the kelibood the ial/Industrial n 4 months.
(F) Guarantee Acceptable Terms and Conditions guarantee of a respon account.	: In lieu of a security for Gas Service, Co sible party as surety f	deposit required by th	ese General
(G) Guarantee Rules: A gu terms and conditions:	arantee accepted by Co	ompany is subject to t	he following
maximum amou liable for sums i	rriting and shall state nt guaranteed. Compa in excess of the maxin the guarantor consen	any shall not hold th num amount of the r	ne guarantor aduired cash
DATE OF ISSUE January 7		ECTIVE HORBISLIC S	40
DATE OF ISSUE <u>January 7</u> month day		nonth day	year
ISSUED BY F. Jay Cummings	Vice President	Rates and Regulatory	v Affairs

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P.S.C. MO. No. 1 Canceling P.S.C. MO. No. 1 <u>Second Revised</u> <u>First Revised</u> SHEET No. <u>R-17</u> SHEET No. <u>R-17</u>

Missouri Gas Energy,

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a Division of Southern Union Company For All Missouri Service Areas

(G)	Guarantee Rules: A guarantee accepted by Company is subject <b>WSBOUR</b> following terms and conditions: <b>20511c Service Cor</b>	nmls
	(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.	
(1)	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."	*
	FILED	
	NOV 26 1995	
	MO PUBLIC SERVICE COMM	

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

month day year Director, Rates and Regulatory Affairs

Missouri Gas Energy, 3420 Broadway, Kansas City, MO 64111

	Southern Union Company	For	
	GENERAL TERMS AND C	ONDITIONS FOR G	AS SERVICE MISSOURI
(G)	Guarantee Rules: A guar terms and conditions:	antee accepted by (	Public Service Commit Company is subject to the following
	maximum amount	guaranteed. Compa	the terms of guarantee and the any shall not hold the guarantor mum amount of the required cash
	shall be released of charges for gas so purposes of this ru made prior to the of of a disputed bill so or withdrawal of the guarantor pending	upon satisfactory pa ervice for a period ule, payment is satisf date upon which the hall be satisfactory if ne dispute. Compar g the resolution of	ential customer and the guarantor ayment by customer of all proper of 12 successive months. For factory if, as to undisputed bills, it is bill becomes delinquent. Payment f made within 10 days of resolution by may withhold the release of the a matter in dispute involving thorized interference by customer.
(H)	existing undisputed gas c	harges provided the Deposits otherwise	deposits subject to refund against amount of the refund is identified subject to refund may be withheld
(I)	or refuse to establish a deposit as herein provided shall contain a statement	satisfactory credit a d after 10 days writte to the effect that "in of deposit, Compan	ontinue service should customer fail arrangement, or to furnish a cash en notice to customer. Said notice in the event service is discontinued y may require a disconnection and herein."
	20	20 1995 LRS R-17	DEC 1 0 1994 LAO. FUBLIC SERVICE CULTA
DATE OF ISS	SUE October 8 199 month day year	43000 DATE EFF	ECTIVE <u>December 10, 1994</u> month day year
ISSUED BY		XV	ector, Rates and Regulatory Affairs

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P.S.C.MO. No. <u>1</u><u>Original</u>

Division	as Energy, of Southern	Union Compa	ny For	All Missouri Serv	vice Areas	<u>eive</u> u
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	GEI	NERAL TERMS	S AND CONDI	TIONS FOR GAS	MIS	SOURI
					Public Servi	
	be rel for ga this ro to the dispu withd guara	eased upon sa as service for ule, payment e date upon ted bill shall t Irawal of the untor pending	atisfactory pay a period of 1 is satisfactory which the bi be satisfactory dispute. Cor the resolution	sidential customer yment by custom 2 successive mo if, as to undispute if made within 1 if made within 1 npany may withh on of a matter ir unauthorized inte	er of all prope nths. For pur ad bills, it is n quent. Paym O days of res nold the relea r in dispute	r charges rposes of nade prior ent of a olution or ise of the involving
(H)	existing und and disclose	lisputed gas c	harges provid Deposits othe	ly all deposits sub ed the amount of erwise subject to r	the refund is	identified
(I)	fail or refuse deposit as h shall contain because of	e to establish perein provideo n a statement non payment	a satisfactory d after 10 days to the effect of deposit, Co	nay discontinue se credit arrangements written notice to that "in the event ompany may requi- tion 14, herein."	nt, or to furni customer. S service is dis re a disconne	sh a cash aid notice continued action and
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				Pul	DEC 101 BY <u>Lot R</u> blic Service C MISSO	994 <u>5. <sup>#</sup> R - 17</u> Commission URI
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ATE OF IS	SUE <u>Januar</u>	<u>v 7 1</u>	<u>994</u> DATE E	FECTIVE <u>Februa</u>	<u>ry 1</u>	1994
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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	GENERAL	TER	MS AND (	CONDI	TIONS FO	DR GAS S	SERVICE		
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DATE OF ISSUE	January	7	1994	C	ATE EFF	ECTIVE	February	1	19
	month	day	year				month	day	ye
ISSUED BY	F. Jay Cu	immin	gs		Vice Pre	esident, R	ates and Re Misso	gulatory / uri Gas E	Affa Ener
LLED	<b>,</b>		~				Kansas Ci	ty, MO.	641

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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 o committed by customer, or any petition in bankruptcy, either voluntary o 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	F ISSUE <u>January 7 1994</u> DATE EFFECTIVE <u>February 1 1</u> month day year
DATE OF	month day year month day y

P.S.C. MO. No.<u>1</u> Canceling P.S.C. MO. No. <u>1</u> <u>First Revised</u> Original SHEET No. <u>R-19</u> SHEET No. <u>R-19</u>

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;

DATE OF ISSUE	March	15	2005	DATE EFFECTIVE	April	15	2005
	month	day	year		month	day	year
		-	-				
ISSUED BY M	ichael R.	Noack		Director, Pi	<u>icing and F</u>	Regulatory	<u>Affairs</u>
				Missouri Gas Energy	, Kansas C	City, MO. 6	64111

Divisio Divisio	i Gas Energy, Ey Service Commission on of Southern Union Compute OURI For <u>All Missouri Service Areas</u> GENERAL TERMS AND CONDITIONS FOR GAS SERVICE RECEIVED
	JAN = 7 1994
	3. <u>SUPPLYING GAS SERVICE</u> MISSOURI Public Service Comm
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.
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<u>Original</u>

# Missouri Gas Energy, <u>a Division of Southern Union Company</u>

<u>_</u> G	ENERAL 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
(1)	Unauthorized interference, diversion of use of the Company's service by the applicant, or by a previous owner or occupant who remains an occupant.
	pany may not refuse to commence service to an applicant for any of the ving 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:
DATE OF ISSUE	March152005DATE EFFECTIVEApril15200monthdayyearmonthdayyear
	<u>chael R. Noack</u> <u>Missouri Gas Energy</u> , Kansas City, MO. 6411

<u>Original</u>

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# Missouri Gas Energy, <u>a Division of Southern Union Company</u>

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
<ol> <li>The applicant and that customer resided together at the premises where the bill was incurred and during the period the bill was incurred; and</li> </ol>
2. The bill was incurred within the last seven (7) years; and
<ol><li>Company has attempted to collect the unpaid bill from the customer of record; and</li></ol>
<ol> <li>At the time of the request for service, the bill remains unpaid and not in dispute.</li> </ol>
<ul> <li>(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,</li> <li>(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.</li> </ul>
DATE OF ISSUE March 15 2005 DATE EFFECTIVE April 15 2005 month day year month day year
ISSUED BYMichael R. NoackDirector, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111

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

Third Revised Second Revised

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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.
ATE OF	February 28, 2010 FISSUE <u>February 16, 2010</u> DATE EFFECTIVE <u>March 18, 2010</u> month day year month day year

ISSUED BY <u>Michael R. Noack</u>

September 1, 2013 Missouri Public

Service Commission

GM-2013-0254; YG-2014-0056

Director, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64449 Missouri Public Service Commission GR-2009-0355; YG-2010-0500

P.S.C. MO. No.	1	Second Revised	SHEET No. <u>R-20</u>
Canceling P.S.C. MO. No.	1	First Revised	SHEET No. <u>R-20</u>

Missouri Gas Energy, a Division of Southern Union Company

Service Commission GR-2009-0355; YG-2010-0500 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. CONNECTION OF SERVICE: The Company shall charge a transfer fee as set 3.03 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. ACCESS TO CUSTOMER PREMISES: Customer shall give duly authorized 3.04 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. CONTINUITY OF SERVICE: Company will use reasonable diligence to furnish 3.05 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. 2005 April 15. DATE EFFECTIVE 15, 2005 DATE OF ISSUE March day vear month month day year Director, Pricing and Regulatory Affairs ISSUED BY Michael R. Noack Missouri Gas Energy, Kansas City, MO. 64111 CANCELLED February 28, 2010 Missouri Public



P.S.C.MO. No. \_\_\_1\_\_\_

<u>Original</u>

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 Commissio

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 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.
- 3.04 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.

#### AUG 0 6 2001 FILED 151/R5 R-20 Public Service Communion EB 1 1994 MISSOURI 94 - 4 n MO. PUBLIC SERVICE COMM 1994 DATE EFFECTIVE February 1 DATE OF ISSUE January 7 1994 month day vear month day year ISSUED BY Vice President, Rates and Regulatory Affairs

F. Jay Cummings

P.S.C. MO. No.	1	Second Revised	SHEET No. R-21
Canceling P.S.C. MO. No.	1	First Revised	SHEET No. R-21

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 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  $\sigma$  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.

DATE OF ISSUE	<u>July</u> month	<u>16,</u> day	2001 year	DATE EFFECTIVE	<u>August</u> month	<u>06,</u> day	2001 year
ISSUED BY Rot	oert J. Hack	<		Vice President, Pric Missouri Gas Energy,			

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P.S.C. MO. No,	<u>1</u>	First Revised
Canceling P.S.C. MO. No.	<u>1</u>	<u>Original</u>

SHEET No. <u>R-21</u> SHEET No. <u>R-21</u>

Missouri Gas Energy,

a Division of Southern Union Company

For

All Missour-Service Area

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE ISSOUR miniation <u>วเกฏโC 38.∀iC≎</u> 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 an undisputed delinguent charge. Failure to post a security deposit or guarantee acceptable to Company. (B) Unauthorized interference, diversion or use of the gas service situated or (C) delivered on or about customer's premises. (D) Failure to comply with the terms and conditions of a settlement agreement. Refusal after reasonable notice to permit inspection maintenance, replacement (E) 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 1 0 1994 DATE EFFECTIVE December 10 DATE OF ISSUE \_October 1994 8 month dav year month day year **ISSUED BY** Director, Rates and Regulatory Affairs Missouri Gas Energy John M. Fernald Kansas City, MO. 64111 CANCELLED AUG 0 6 2001

2NO R5R-21

Public Service Commission MISSOURI

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P.S.C.MO. No. <u>1</u> <u>Original</u> SHEET No. <u>R-21</u>

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3.05	service inspection emerger restoration of service unneces relieve co Compan	ISION OF SERVICE: Control customer for tempor on, maintenance, alten ncy, replacement or system operation ce, Company will make sary delay. No such sustomer from charges por y shall not be liable for of causes.	prary period eration, cha air of gas fac ns. In all cas reasonable e interruption provided for i	is as may be nge, health, ilities, or for ses of interru efforts to rest or suspensio n customer's	e necessary fo safety, stat the preservation ption or suspe ore service wi n of service service agreen	or the te of on or nsion thout will ment.
3.06	disconti thereof, of the so reserves such de	ITINUANCE OF SER nue gas service to a cus from customer's premi ervice agreement. In ac s the right to refuse to fault shall have been re g may be considered a	stomer and re ses upon def ddition to any reconnect g medied by cu	move its faci ault by custor other legal as service to	lities, or any po mer of any prov remedies, Com any customer	ortion vision ipany equiti
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	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	1

Service Commission GM-2013-0254; YG-2014-0056 Second Revised First Revised

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

DATE OF	100							2
		UE July	16,	2001	DATE EFFECTIVE	August	06,	
	(B)	metering point termination or location in a Service, Conservice accord	nt, reside f service accordan npany m unt of ci	ence or l at a sep ice with t ay transfe ustomer a	for concurrent servic location. In the eve parate residential meter these General Terms and may unpaid balance and may discontinue bined bill, for nonpayr	ent of disco ering point, and Conditi e to any oth service twe	ntinuanc residenc ons for er reside enty-one	e o e o Ga entia (21
	(A)				for merchandise, ap on as an integral pa			
	Non serv		ving shal	l constitut	e sufficient cause for	Company to	o discont	tinu
	(I)	As provided b	y state o	r federal la	aw.			
	(H)				al service line, or rep ovided for in Sections			
	(G)	Company on	file witl fety of cu	h and ap	ral Terms and Condi proved by the Com r other persons, or th	mission whi	ch adve	rse
					the purpose of obtaini	ng gas servi	66.	

P.S.C. I Canceling P.S.C.	MO. No, <u>1</u> MO. No. <u>1</u>	First Revised Original	SHEET No. <u>R-22</u> SHEET No. <u>R-22</u>
Missouri Gas Ene a Division of Sou	ergy, them Union Company	For	All Missour Service Aleas
	GENERAL TERI	MS AND CONDI	0CT 7 1994 TIONS FOR GAS SERVICE MISSOURI
(F)	Misrepresentation of id	entity for the pur	Public Service Commitsion pose of obtaining gas service.
(G)	Company on file with a	ind approved by	rms and Conditions for Gas Service of the Commission which adversely affect ns, or the integrity of Company's deliver
(H)	· •		ice line, or replacement of a customer for in Sections 3.13 and 3.14 herein.
(1)	As provided by state or	federal law.	·
None of t	he following shall constitu	te sufficient cau	se for Company to discontinue service:
(A)		• •	nerchandise, appliances, or services no an integral part of the gas provided b
(B)	metering point, reside termination of service location in accordan Service, Company ma service account of cus	ence or location at a separate ce with these ay transfer any tomer and may	Discurrent service received at a separation. In the event of discontinuance of residential metering point, residence of General Terms and Conditions for Gauripaid balance to any other residenti discontinue service twenty-one (21) day nonpayment, in accordance with this rule FLLED
			DEC 1 0 1994
			LO. DUBLIC SERVICE CULTAN
DATE OF ISSUE	month day year	N	EFFECTIVE <u>December 10, 1994</u> month day year <u>Director, Rates and Regulatory Affairs</u> Missouri Gas Energy
	CANC	ELIFN	Kansas City, MO. 64111
	AUG ( Fublic Servic MISS	6 2001 RSR 22 e Commission SOURI	

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P.S.C.MO. No. \_\_1\_\_\_\_ Original SHEET No. \_\_R-22\_\_\_\_

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G	ENERAL TERMS AND CONDITIONS FOR GAS SERVICEAN - 7 1994
	MISSOURI
(E)	<b>Public Service Commiss</b> 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 fo service:	llowing shall constitute sufficient cause for Company to discontinue
Service.	Ilowing shall constitute sufficient cause for Company to AICELLED 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.
Service.	The failure of customer to pay for merchandise, appliances, or services not subject to Commission jurisdiction as an integral pair of the gas provided by Company. Public Service Commission MISSOURI
(A)	The failure of customer to pay for merchandise, appliances, or is services not subject to Commission jurisdiction as an integral part of the gas provided by Company. 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
(A)	The failure of customer to pay for merchandise, appliances, or is services not subject to Commission jurisdiction as an integral part of the gas provided by Company. 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. FILED $FILED$ $FILED$

	P.S.C. MO. No.	1
Canceling	P.S.C. MO. No.	<u>1</u>

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Fifth Revised Fourth Revised

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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
	(C) The failure of customer to pay for a different class of service received at the same o 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 o 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 o 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 custome 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 or 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 6 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.
DATE OF	
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	BY <u>Michael R. Noack</u> <u>Director, Pricing and Regulatory Affa</u> Missouri Gas Energy, Kansas City, MO. 641
ber 1, 2013 uri Public	GE-2008-0352 Mis
ommission ; YG-2014-00	

	P.S.C. MO. No.	1
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Service Commission

Fourth Revised Third Revised

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

<ul> <li>(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.</li> <li>(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.</li> <li>(E) The failure of a previous owner or occupant of the premises to pay an unpaid or</li> </ul>
sought to be discontinued received substantial benefit and use of the service.
(F) The failure of a previous owner or occupant of the premises to pay an uppaid 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.
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).

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

Third Revised Second Revised SHEET No. <u>R-23</u> SHEET No. <u>R-23</u> Missouri Public

Missouri Gas Energy, a Division of Southern Union Company

For:	All	Missoy	ѩ⊢⋦ө	rvice,	Areas ,	
			TELT	$T_{-1}\Delta$	$\mathbf{N}$ Tr4	2002

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE Service Commission he 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 Where written notice is hand delivered to a customer in which case upon mailing. 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 FILFD FFB-03-2002 DATE OF ISSUE January 2002 DATE EFFECTIVE February 2002 month day yearService Commission month vear day ISSUED BY Robert J. Hack Vice President, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111

## P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. 1

Second Revised First Revised

# SHEET No. <u>R-23</u> SHEET No. <u>R-23</u>

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	Gas Energy,			Missouri Pu	Jolic
Division	n of Southern Union Company		For: All Missou	uri Service Areas	
				RECTIUL 16	2001
	GENERAL TERMS AN	ID CONDITIONS FOR			
			<u>S</u>	ervice Comm	issir
	(C) The failure of customer				
	same or different location location for the purpose of				
	rate schedules or provision				
	the purpose of this Section				
	(D) The failure to pay the b				
	service is sought to be on the service.	uscontinued received :	substantial bene	Int and use of	
	(E) The failure of a previous				
	or delinquent bill except	where the previous occ	upant remains a	n occupant or	
	user.				
	(F) The failure to pay a bi	Il correcting a previou	s underhilling .	whenever the	
	customer claims an inabi				
	has offered the custom				
	underbilling.				
3.08	TIMING OF DISCONTINUAN	ICE: Subject to the in	equirements of t	these General	
0.00	Terms and Conditions for G				
	customer between the hours				
	the notice of discontinuance				
	not be discontinued on a d				
	reconnect customer's servic Service shall not be discontir				
	written notice by first class m				
	date of proposed discontinu	ance. Service of noti	ce by mail is c	omplete upon	
	mailing. Where written no	tice is hand delivered	to a customer i	in which case	
	discontinuance may be effe				
	notice. After the eleven (11) procedures required by this	ule shall again be follo	wed before the		
	discontinuo appointen.	. <del>.</del>			
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	month day year		month	day year	
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		MO. No, <u>1</u> MO. No. <u>1</u>	<u>First Revised</u> Original	SHEET No. <u>R-23</u> SHEET No. <u>R-23</u>
Missouri ( <u>a Division</u>		ergy, them Union Company	For	All Missour Service Aleas
		GENERAL TERMS	AND CONDITIONS	OCT 7 1994 FOR GAS SERVICE MISSOURI
0.6.2001 シアンド・23 ce Cominission SOURI	(C)	same or different loca location for the purpo	ation. The placing use of billing the usa visions is not constr	Public Service Committee ferent class of service received at the of more than one meter at the same age of specific devices under optional ued as a different class of service for
AUG 0 (	(D)			ustomer unless the customer whose ved substantial benefit and use of the
, undur -	(E)			nt of the premises to pay an unpaid or occupant remains an occupant or user.
	(F)	customer claims an ir	nability to pay the c	previous underbilling, whenever the orrected amount, unless the company arrangement equal to the period of
Co ho wir Co im de da up dis the	onditions urs of 8 thin ele ompany mediate linquen ys prior on mai scontinue e elever	s for Gas Service, Comp 3:00 a.m. and 4:00 p.m. ven (11) days thereaft personnel are not av- ely preceding such day. t charge unless written to the date of propose ling. Where written ance may be effected in (11) business day effe	pany may discontine on the date specifiter. Service shall vailable to reconne Service shall not notice by first class ed discontinuance. notice is hand del not less than 96 h octive period of the n	uirements of these General Terms and ue service to a customer between the ied on the notice of discontinuance or not be discontinued on a day when ct customer's service, or on a day be discontinued for non-payment of a mail is sent to the customer at least 10 Service of notice by mail is complete ivered to a customer in which case ours after delivery of the notice. After otice, all notice procedures required by may discontinue service.
				DEC 10 1994
DATE OF		October 8 1994 month day year JLMJ John M. Fernald	- 	ECTIVE <u>December 10, 1994</u> month day year <u>rector, Rates and Regulatory Affairs</u> ssouri Gas Energy insas City, MO. 64111

**CANCELLED** 

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	ri Gas Energy,		_			ECEIVE	
<u>a Divisi</u>	ion of Southern U GENERAL TE		DanyFor D_CONDITIONS	All Mi FOR GAS			81
	receiv than c usage provis	ed at the a one meter of spec	customer to p same or differe at the same loc ific devices u t construed as Section.	nt location. ation for th nder optior	The plac e purpose nal rate s	cing of mo of billing 1 chedules	ore the or
3.07	TIMING OF DIS General Terms service to a cus the date specif time thereafter personnel are r immediately pro payment of a becomes delin customer in wh hours after deli	and Condi stomer be ied on the Service s not availat eceding su delinquen quent ex nich case o	tions for Gas S stween the house notice of disc shall not be disc ole to reconnec ch day. Servic it account wit cept where v discontinuance	ervice, Com urs of 8:00 ontinuance continued or t customer e shall not b hin 5 da vritten noti	pany may a.m. and 4 or within a a day wh 's service, e discontir lys after ice is del	discontir 1:00 p.m. a reasona en Compa or on a c nued for na an accou	nue on ble any day on- unt o a
3.08	•••	ditions as as set for 4.08, her rnmental a any will gives s service. notice of	set forth in Sec th in Section 4 ein; or (d) an or agency or cou ve to customer	ction 4.07, 10, herein der or direc rt requiring written n	herein; (b ; (c) tamp tive of the p the disco otice of its	) fraudul pering as Commiss ntinuance intentior	ent set ion e of a to
		nation:	CANCELL DEC 10° BY 101 R.S Public Service ( MISSU	994 # R. 93 Commission		-40	
DATEO	F ISSUE <u>January</u> month	<u>7</u> day	<u>1994</u> DATE year	-	<u>February</u> month	day	year
ISSUED	BY F. Jay Cumm	ings	Vice P	resident, Ra	ates and R	egulatory	<u>Affairs</u>

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	P.S.C. MO. No.	1	Third Revised	SHEET No. <u>R-24</u>
Canceling	P.S.C. MO. No.	1	Second Revised	SHEET No. R-24

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	<u>(</u>	GENERAL TERMS AND CO	ONDITIONS FOR GAS	<u>SERVICE</u>	
	this variation that the thick the the the the the the the the the the	ny shall have sufficient per ance upon payment of de the last discontinuance r's service was discontinue	linquent accounts for a made under this var	a period of thre	e hours
3.09	dangero service a 4.08, hei agency	OF DISCONTINUANC us conditions as set forth as set forth in Section 4.10 rein; or (d) an order or direc or court requiring the dis r written notice of its inten	in Section 4.07, herein; , herein; (c) tampering ctive of the Commission scontinuance of service	(b) fraudulen g as set forth in or other gover , Company wil	t use of Section mental
	(A) The	notice of discontinuance sl	nall contain the following	information:	
	(1)	The name and address service is rendered.	of customer and the ad	dress, if differen	t, where
	(2)	A clear and concise discontinuance of service			roposed
	(3)	The date on or after whic takes appropriate action.	h service will be discon	tinued unless c	ustomer
	(4)	Terms under which custo	omer may avoid disconti	nuance.	
	(5)	A statement that if custon in full, customer may con make a deferred paymen	ntact Company and re-		
	(6)	The prominent display or call without incurring to where customer may m	Il charges and addres	ss of Company	
DATE O	FISSUE	March 21, 2005 month day year	DATE EFFECTIVE	<u>April 20,</u> month day	<u>2005</u> year
ISSUED	BY <u>Mich</u>	nael R. Noack		icing and Regula	
			Missouri Gas Energ	y, ransas Uily, I	viO. 04111

#### Second Revised SHEET No. R-24 P.S.C. MO. No. 1 Canceling P.S.C. MO. No. 1 First Revised SHEET No. R-24 Missouri Gas Energy, Missouri Public a Division of Southern Union Company JU 6 2001 GENERAL TERMS AND CONDITIONS FOR GAS SERVICE vice Commission DISCONTINUANCE OF SERVICE: Except in cases of (a) 3.09 NOTICE OF 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. A clear and concise statement of the reason for the proposed (2) discontinuance of service and the cost of reconnection. The date on or after which service will be discontinued unless customer (3) takes appropriate action. Terms under which customer may avoid discontinuance. (4) A statement that if customer is unable to pay the amount due Company (5) in full, customer may contact Company and request the opportunity to make a deferred payment. The prominent display of the telephone number that the customer may (6) call without incurring toll charges and address of Company's office where customer may make inquiry or file a complaint. CANCELLED Missouri Public FILED AUG 06 2001 01 - 292Service Commission DATE OF ISSUE July 16. 2001 DATE EFFECTIVE month dav vear year

ISSUED BY Robert J. Hack

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

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<u>a Divi</u>	sion of Sou	them Union Company	For	All Missouri Same Ateas D				
		GENERAL TERMS	AND CONDITIONS FO	OCT 7 1994 R GAS SERVICE MISSOLIRI				
3.08	Section 4 directive discontinu	s as set forth in Sectior 1.10, herein; (c) tampe of the Commission c	n 4.07, herein; (b) frau ering as set forth in Se or other governmenta	Public Service Commi Except in cases of (a) dangerou idulent use of service as set forth in ction 4.08, herein; or (d) an order of l agency or court requiring the ner written notice of its intention to				
	(A) The notice of discontinuance shall contain the following information:							
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P.S.C.MO. No. <u>1</u> Original

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SHEET No. R-24

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	(2)			ise stateme ervice and t			• •	sed
	(3)	The date customer	on or aft takes app	ter which se propriate acti	ervice will b on.	e disconti	ONE CETT	<u>69</u> 3
	(4)	Terms un	der which	customer m	ay avoid dis	continuan	95EC 101	994 #-
	(5)	Company	in full, cu	if customer stomer may e deferred p	contact Co	o pay the mpanyitän	borbunt dereduest Missuu	the
	(6)	•		nber and ad ke inquiry or		• •	office wh	ere
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P.S.C. MO. No.	<u>1</u>	Second Revised	SHEET No. <u>R-25</u>
Canceling P.S.C. MO. No.	<u>1</u>	First Revised	SHEET No. R-25

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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	DATE	EFFECTIVE	E <u>N</u>	lay	28,	2008
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ISSUED BY Mi	<u>chael R.</u>	Noack			Director,	Rates	<u>s and I</u>	Regulatory	Affairs
		Misso	uri Gas	Energy Ka	ansas City, I	MO 6	64111		

Canceling	P.S.C. MO. No. P.S.C. MO. No.	 <u>First Revised</u> <u>Original</u>	SHEET No. <u>R-25</u> SHEET No. <u>R-25</u>
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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

Service Commission

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.
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DATE OF ISSUE	<u>October</u> month	8 day	<u>1994</u> year	DATE EFFECTIVE	<u>December</u> month	10 day	<u>1994</u> year
ISSUED BY					ates and Regu		
CANCELLED May 28, 2008 Missouri Public	John M.	⊦erna	Id	Missouri Gas Energy	Kansas City, I	VIO 64	111
P.S.C.MO. No. <u>1</u> Original

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SHEET No. R-25

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a Division of Southern Un	JAN - ( 1994
<u>GENERAL TE</u>	RMS AND CONDITIONS FOR GAS SERVICE
	MISSOURI Public Service Commissio
	Puplic Service Commerce
(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
CANCELLED	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
DEC 101994 BY OV R.S. P-25 BY OV R.S. P-25	residential building where each unit is individually metered or in the case of a single family residence, the notice
BY OF A.S. A BAR Public Service Commissio MISSOURI	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 the pugnt that meter.
ATE OF ISSUE <u>January</u> month	7 1994 DATE EFFECTIVE February 19 day year month day

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F. Jay Cummings

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	<u>1</u>

First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

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P.S.C.MO. No. \_\_1\_\_\_

<u>Original</u>

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SHEET No. R-26

Missouri Gas Energy, a Division of Southern Union Company All Missouri BEGEENEED For \_\_\_\_

GENERAL T	ERMS AND CONDITIONS FOR GAS SERVICENN - 7 1994
	MISSOURI Pablic Service Commissio
(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) CANCELLED	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.
DEC 101994	No FILED
BY LOT K.S. Public Service Comm MISSINGEL	FEB 1 1994 94 - 40
DATE OF ISSUE <u>January</u> month	MO. PUBLIC SERVICE COMM.       7     1994       DATE EFFECTIVE February     1       1994     1994       day     year
ISSUED BY F. Jay Cumn	Vice President, Rates and Regulatory Affairs

P.S.C. MO. No. 1 Canceling P.S.C. MO. No. 1 Second Revised First Revised

SHEET No. R-27 SHEET No. R-27

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Missouri Gas Energy,

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a Division of Southern Union Company

For: All Missouri Service Areas

			GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
3.10	relate (A) I	ed u Noti	/EATHER RULE: This rule takes precedence over other rules on provision of heat- tility service from November 1 through March 31 annually. ce Requirements: From November 1 through March 31, prior to discontinuance of
	5	serv	rice 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 C	F ISS	UE	April 28, 2008 DATE EFFECTIVE May 28, 2008

ISSUED BY Michael R. Noack

month

day year

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

month

day year

 $\begin{array}{c} \text{P.S.C. MO. No. } \underline{1}\\ \text{Canceling} \ \text{P.S.C. MO. No. } \underline{1} \end{array}$ 

First Revised Original SHEET No. <u>R-27</u> SHEET No. <u>R-27</u>

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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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For: All Missouri Service Areas

		<u>GENERAL TER</u>	MS AND CC	NDITIONS FOR GAS S	SERVICE		
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	(5)	which describe the method of a assistance from charitable orga	the terms a calculating th m the Divis nizations tha	the notices and contact nd provision of service le required payments, th ion of Family Services at have notified Compar of these organizations.	under this rul ne availability and social ny that they p	e, includ of financ service	ing cial or
DATE C	OF ISSUE	<u>July 16,</u> month day	<u>2001</u> year	DATE EFFECTIVE	<u>August</u> month	06, day	<u>2001</u> year

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111 P.S.C.MO. No. <u>1</u><u>Original</u>

Missouri Gas Energy,

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

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICEN - 7 1994 MISSOURI COLD WEATHER RULE: This rule takes precedence over the rules on provision of 3.09 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. FILED 1 1994 MO. PUBLIC SERVICE C DATE OF ISSUE January 7 1994 DATE EFFECTIVE February month day month day year year

ISSUED BY\_

F. Jay Cummings

Vice President, Rates and Regulatory Affairs

P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u> Second Revised First Revised

SHEET No. <u>R-28</u> SHEET No. <u>R-28</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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;
	<ul> <li>(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;</li> </ul>
	(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.
ATE OF ISS	SUE September 24, 2004 DATE EFFECTIVE October 24, 2004

month day year

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. <u>1</u> Canceling P.S.C. MO. No. <u>1</u>

First Revised Original

### SHEET No. R-28 SHEET No. R-28

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	Service Com
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	(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.
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4 -28 nission	(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;
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D SON	(4) The customer complies with Company's requests for information regarding the customer's monthly or annual income; and
Publ	(5) There is no other lawful reason for discontinuance of utility service.
DATE OF IS	month day year month day year
SSUED BY_	AUG 0 6 2001 Robert J. Hack Missouri Puttice President, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111
	FILED AUG 0 6 2001

P.S.C.MO. No. \_\_1\_\_\_

<u>Original</u>

Missouri Gas Energy <u>a Division of Southern Union Company</u> For <u>All Missouri Service</u>

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<ul> <li>(B) Weather Provisions: Discontinuance of gas Orbit Service Commission 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 or operate the only space heating regulament at the residence is prohibited:</li> <li>(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</li> <li>(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.</li> <li>(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:</li> <li>(1) The customer contacts Company and states their inability to pay in full;</li> <li>(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;</li> <li>(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;</li> <li>(4) The customer complies with Company's requests for information regarding the customer's monthy or annual income; and the Lustomer complies with company's requests for information regarding the customer's monthy or annual income; and the Lustomer complies with Company's requests for information regarding the customer's monthy or annual income; and the Lustomer complies with Company's requests for information regarding the customer's monthy or an</li></ul>			MISSOURI
<ul> <li>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</li> <li>(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.</li> <li>(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:         <ul> <li>(1) The customer contacts Company and states their inability to pay in full;</li> <li>(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;</li> <li>(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;</li> <li>(4) The customer complies with Company's requests for information regarding the customer's monthly or annual income; and FLED (5) There is no other lawful reason for discontinuance of utility service.</li> <li>FEB 1 1994 DATE EFFECTIVE February 1 1994 month day year</li> </ul></li></ul>		(B)	Weather Provisions: Discontinuance of gas of Hic Service Commission 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
<ul> <li>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.</li> <li>(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:         <ul> <li>(1) The customer contacts Company and states their inability to pay in full;</li> <li>(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;</li> <li>(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;</li> <li>(4) The customer complies with Company's requests for information regarding the customer's monthly or annual income; and for the service.</li> <li>(5) There is no other lawful reason for discontinuance of utility service.</li> <li>(6) There is no other lawful reason for discontinuance of utility service.</li> <li>(7) The CISUE January 7 1994 DATE EFFECTIVE February 1 1994 year</li> <li>MO. PUBLIC SERVICE COMME DATE OF ISSUE January 7 1994 year</li> <li>Vice President, Rates and Regulatory Affairs</li> </ul> </li> </ul>			6:00 a.m. to 9:00 a.m. for the following 24 hours predicts that the
<ul> <li>may not discontinue heat-related residential utility service due to nonpayment of a delinquent bill or account provided:         <ul> <li>(1) The customer contacts Company and states their inability to pay in full;</li> <li>(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;</li> <li>(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;</li> <li>(4) The customer complies with Company's requests for information regarding the customer's monthly or annual income; and FLEED (5) There is no other lawful reason for discontinuance of utility service.</li> <li>FEB 1 1994</li> <li>MO PUBLIC SERVICE COMM day year month day year</li> </ul> </li> </ul>			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
<ul> <li>(2) The customer applies for financial assistance in paying their heatrelated utility bill from any federal, state, local or other heating payment fund program for which they may be eligible;</li> <li>(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;</li> <li>(4) The customer complies with Company's requests for information regarding the customer's monthly or annual income; and</li> <li>(5) There is no other lawful reason for discontinuance of utility service.</li> </ul> EEB 1 1994 94 - 4 0 MO. PUBLIC SERVICE COMM DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994 month day year month day year		(D)	may not discontinue heat-related residential utility service due to
<ul> <li>Felated utility bill from any receral, state, local or other heating payment fund program for which they may be eligible;</li> <li>(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;</li> <li>(4) The customer complies with Company's requests for information regarding the customer's monthly or annual income; and FILED (5) There is no other lawful reason for discontinuance of utility service.</li> <li>FEB 1 1994 94 - 4 0</li> <li>MO. PUBLIC SERVICE COMM DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994 month day year</li> <li>ISSUED BY</li></ul>			(1) The customer contacts Company and states their inability to pay in full;
(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. (5) There is no other lawful reason for discontinuance of utility service. 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		2001 2001 5 R - 2 8 Simmission	related utility bill from any federal, state, local or other heating payment
(5) There is no other lawful reason for discontinuance of utility service. 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	CANCE	AUG 06	payment agreement both of which are in compliance with Section
FEB       1 1994         94       -40         MO. PUBLIC SERVICE COMM         DATE OF ISSUE January       7         1994       DATE EFFECTIVE February         1       1994         month       day         year       month         ISSUED BY       Vice President, Rates and Regulatory Affairs		Public	
Image: Service of the service of th			(5) There is no other lawful reason for discontinuance of utility service.
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			FEB 1 1994
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			NO. PUBLIC SERVICE COMM
ISSUED BY Vice President, Rates and Regulatory Affairs		DATE OF ISSUE	
		ISSUED BY	Vice President, Rates and Regulatory Affairs F. Jay Cummings

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	1

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First Revised Original

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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

	-	GENERAL	TERM	S AND CO	ONDITIONS FOR GA	<u>S SERVICE</u>		
(E)	that cus	t were prev	riously o enter	assessec into a pa	v shall not assess a n d during or after the p syment agreement and	period of this ru	ule to the	ose
(F)	resi acc	idential cus <sup>.</sup> count, from	tomer Nove	has been mber 1	ompany shall, if heat discontinued due to n through March 31, eposit provided:	onpayment of a	a delinqu	ent
	(1)				Company and reques ility to pay in full;	ts Company t	o reconn	ect
	(2)	utility bill	from a	any feder	financial assistance i al, state, local or otl ay be eligible;			
	(3)		agreen	nent both	itial payment and th of which are in compl			
	(4)	The customer complies with the requests of Company for information regarding the customer's monthly or annual income;						
	(5)	interference	ce, div	ersion or	d is an amount due a use of Company's s stivity since last receiv	ervice, and th	e custon	
	(6)	There i service.	s no c	other lawfi	ul reason for continue	ed refusal to p	rovide ut	ility
DATE OF ISS	UE	<u>July</u> month	<u>16,</u> day	2001 year	DATE EFFECTIV	E <u>August</u> month	<u>06,</u> day	2001 year

ISSUED BY Robert J. Hack

Vice President, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111 P.S.C.MO. No. <u>1</u>

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	ENERAL TERMS AND CONDITIONS FOR GAS SERV	UCE JAN - 7 1994
	ENERGIA AND CONDITIONS FOR GAS SERV	MISSOIIRI
de ru	eposit Provisions: Company shall not assess a eposits that were previously assessed during or aft le to those customers who enter into a payment a mely payments in accordance with this rule.	blic Service Commiss new deposit or bill er the period of this
a de	econnection Provisions: Company shall, if heat-rela residential customer has been discontinued due t elinquent account, from November 1 through March 3 o that customer without requiring a deposit provided	to nonpayment of a 31, reconnect service
(1)	The customer contacts Company and requests Co service and states an inability to pay in full;	ompany to reconnect
(2)	The customer applies for financial assistance in related utility bill from any federal, state, local or of fund program for which they may be eligible;	· · · •
(3)	Company receives an initial payment and the cu payment agreement both of which are in comp 3.09(G) Payment Agreements;	
(4)	The customer complies with the requests of Com regarding the customer's monthly or annual income	• •
(5)	None of the amount owed is an amount due as a re interference, diversion or use of Company's service has not engaged in this activity since last receiving	ce, and the customer
(6)	There is no other lawful reason for continued refuservice.	usal to provide utility
	AUG 0 6 2001	FILED
	Public Service Commission MISSOURI	FEB 1 1994 94 - 40
	A4	O. PUBLIC SERVICE COM

F. Jay Cummings

P.S.C. MO. No. <u>1</u> Canceling <u>First Revised</u> <u>Original</u>

SHEET No. <u>R-29.1</u> SHEET No. <u>R-29.1</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

	ENERAL TERMS AND CONDITIONS FOR	GAD SEKVICE
	nent Agreements: The payment agreeme comply with the following:	nt for service under this rule
t c	A pledge of an amount equal to any payme the agency which administers LIHEAP and deemed to be the payment required. Con the terms of any payment agreement under granted the customer does not exceed two v	/or Utilicare or ECIP shall be npany shall confirm in writing this rule, unless the extension
(2) F	Payment Calculations:	
(	(a) Company shall first offer a 12-month b to cover all pre-existing arrears, current of the ensuing bills.	
	(b) The Company and the customer may use into a payment agreement which all arrears over a reasonable period in customer states an inability to pay the Company and the customer shall conside the time over which it developed, the re- customer's payment history, and the determining a reasonable period of time for the customer who has not previousl 12-month total budget bill amount.	bws payment of pre-existing excess of 12 months if the e budget plan amount. The der the amount of the arrears, easons why it developed, the customer's ability to pay in e for payment. Down payment
(	(c) Company shall permit a customer to en to cover the current bill plus arrears requested by the customer.	
(	(d) Company may revise the required pay Levelized Payment Plan.	ment in accordance with its
	(e) Customers that are moving from one required to pay all past due installm agreement before service has to be en The same payment agreement will be m any change that is necessary in the ABC	ents on their existing CWR xtended at the new address. oved to the new address, with
-	September 24 2004 DATE EFFEC month day year	TIVE <u>October 24 2004</u> 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. <u>1</u>

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	<u>GENERAL</u>	TERMS AND CONDITIONS FOR GAS SE	<u>ERVICE</u> JAN - 7 1994
(G)	Payment shall com	Agreements: The payment agreement of ply with the following:	MISSOURI Sister and Commissio
	by the be de writin	dge of an amount equal to any payment a agency which administers LIHEAP and/ emed to be the payment required. Co g the terms of any payment agreement un sion granted the customer does not exce	or Utilicare or ECIP shall ompany shall confirm in nder this rule, unless the
	(2) <b>P</b> aym	ent Calculations:	
	(a)	Company shall first offer a 12 month designed to cover all pre-existing an Company's estimate of the ensuing bill	rears, current bills and
	(b)	The Company and the customer may enter into a payment agreement which existing arrears over a reasonable period if the customer states an inability to amount. The Company and the customer amount of the arrears, the time over reasons why it developed, the customer the customer's ability to pay in determine of time for payment.	allows payment of pre- d in excess of 12 months o pay the budget plan omer shall consider the which it developed, the r's payment history, and
	(c)	Company shall permit a customer to agreement to cover the current bill plus months if requested by the customer.	
	(d)	Company may revise the required payn its Levelized Payment Plan.	ment in accordance with
		CANCELLED	FILED
		OCT 0 2 2004 By 1 2 RS R-29, 1	FEB 1 1994 94 4 0 MO. PUBLIC SERVICE CO
ATE OF ISSUE	January	Public Service Commission 7 1994 DATE EFFECTIVE F	ebruary 1 199
mont			nonth day year

### P.S.C. MO. No. <u>1</u> <u>Second Revised</u> Canceling P.S.C. MO. No. <u>1</u> <u>First Revised</u>

SHEET No. <u>R-30</u> SHEET No. <u>R-30</u>

#### 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. COLLECTION OR DISCONNECTION CHARGE: When it is necessary for 3.11 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. RECONNECTION OF GAS SERVICE: Upon customer's request, Company shall 3.12 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 2004 DATE EFFECTIVE October 24 2004

DATE OF ISSUE <u>September 24, 2004</u> DATE EFFECTIV month day year

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. <u>1</u> Canceling P.S.C. MO. No. <u>1</u>

First Revised Original

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SHEET No. <u>R-30</u> SHEET No. <u>R-30</u>

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE RECTU JUL 1 6 2001
	Service Commissio
130 Ission	(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.
Public Service MIS	(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.
	) 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; Missouri Public
	(3) the facts surrounding the reason for the refusal, and FILED AUG 06 $\frac{29}{29}$
	(4) any other relevant information.
Co	DLLECTION OR DISCONNECTION CHARGE: When it is necessary for ompany to make a service call for the purpose of collection or disconnection of rvice because of non-payment, a service charge as specified in Section 14 rein will be collected from customer by Company.
res elin cre	ECONNECTION OF GAS SERVICE: Upon customer's request, Company shall store service promptly when the cause for discontinuance of service has been minated, applicable reconnection charges paid and, if required, satisfactory edit arrangements have been made. At all times a reasonable effort shall be ade to restore
DATE OF IS	
	month day year month day year AUG 0 6 2001 Robert J. Hack Vice President, Pricing and Regulatory Affairs



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P.S.C.MO. No. \_\_\_\_\_

<u>Original</u>

SHEET No. R-30

Missouri Gas Energy, a Division of Southern Union Company

For <u>All Missouri Service Areas</u>

RECEIVED

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JAN - 7 1994

(3) Initial Payments:

MISSOURI Purchic Service Commissio

- (a) The initial payment shall be the amount calculated in Section 3.09(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.
- 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 94 - 40

DATE OF ISSUE January	7	1994	DATE EFFECTIVE Februa	arvenue elas	
DATE OF ISSUE <u>January</u> month	day	year	month	Cay SERVI	

ISSUED BY\_

Vice President, Rates and Regulatory Affairs

F. Jay Cummings

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	<u>1</u>

First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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.
	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 DATE EFFECTIVE August 06, 2001 month day year
ISSUED E	BYRobert J. HackVice President, Pricing and Regulatory AffairsMissouri Gas Energy, Kansas City, MO. 64111

P.S.C.MO. No.

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SHEET No. \_\_\_\_R-31

Missouri Gas Energy, a Division of Southern Union Company All Missouri Service Areas For \_ GENERAL TERMS AND CONDITIONS FOR GAS SERVICE IAN - 7 1994 MISSOURI service upon the day restoration is requested? whic Service Commission ISSION  $\overline{m}$ 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 3.09 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. MO. DIBLIC SERVICE COMM DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1994 month day year month day year ISSUED BY Vice President, Rates and Regulatory Affairs

F. Jay Cummings

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	1

First Revised Original

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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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For: All Missouri Service Areas

	GENERAL TERMS AND CONDITIONS FOR GAS	SERVICE		
3.14	SERVICE LINE AND YARD LINE INSTALLATION AND M. Company shall furnish, at its own expense, that portion lies in the public street or right of way, and which exten the customer's property line.	of the service	e line v	
	Any additional service line and/or yard line required sha Company or Company-authorized personnel and shall be maintained by Company. Company's investment in any ad shall be limited to the lesser of \$450 or the cost incurred t such line. Any additional costs incurred by the Com- including the costs of labor, overheads and material used customer receiving service. For purposes of these rules, administrative and general salaries, payroll taxes and in other employee benefits, and stores issuance expenses. are transferred to construction based on the perce- construction payroll bears to total payroll while stores ove construction based on the percentage relationship that s cost of material. A copy of Company's estimate showin labor, overheads and material required to perform the furnished to customer upon request prior to construction. In situations where the customer billing for the service/y estimated to be \$500 or less, Company will present of excess costs, which shall be due and payable upon Company shall install, or cause to be installed, the required immediate up-front payment in full, customer will be per payment of \$100 and to pay the remaining balance, in	be owned, op Iditional service o install up to pany to instal d, shall be bi overheads s isurance, per Labor related intage relation rheads are trans- stores bears og the exce work hereund vard line con ustomer a b receipt. Upor red lines. In mitted to mal	erated ce/yarc 6 60 fec all the lled to hall ind hall br>hall ind hall ind hall ind hall hall ind hall hall ind hall hall ind hall hall hall hall hall hall hall hal	and d line et of line, o the clude and leads that red to total ets of all be on is such ment, of an initial
	installments over a period not to exceed 12 months.	uly, 11 oq		
DATE O	FISSUE July 16, 2001 DATE EFFECTIVE month day year	<u>August</u> month	<u>06,</u> day	<u>2001</u> year

ISSUED BY Robert J. Hack

P.S.C.MO. No.

Missouri Gas Energy,

a Division of Southern Union Company For <u>All Missouri Service Areas</u>

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# GENERAL TERMS AND CONDITIONS FOR GAS SERVICE CEIVED

JAN - 7 1994

3.13 SERVICE LINE AND YARD LINE INSTALLATION AND MANSERGENCE: Company shall furnish, at its own expense, that portion of the comministic of 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 pot to exceed 12 months.

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/ day	<u>1994</u> DATE EF year	month	day	<u>1994</u> year
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•	7 day	day year	7 1994 DATE EFFECTIVE February day year month	

F. Jay Cummings

FORM NO. 13 P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u>

Second Revised First Revised SHEET No. R-33 SHEET No. R-33

Missouri Gas Energy,

a Division of Southern Union Company Name of Issuing Corporation For: All Missouri Service Areas

Community, Town o

# City 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 ISS	SUE <u>July</u> month	<u>16,</u> day	2001 year	DATE EFFECTIVE:	August month	<u>06,</u> day	<u>2001</u> year
ISSUED BY	Robert J. Ha	ack		Vice President, F	ricing and	Regulato	ory Affairs
_				Missouri Gas Ener	gy, Kansas	s City, MC	D. 64111

FORM NO. 13 P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u>

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First Revised Original SHEET No. <u>R-33</u> SHEET No. <u>R-33</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u> Name of Issuing Corporation

For: All Missouri Service Areas

# GENERAL TERMS AND CONDITIONS FOR GAS SERVICE COMMISSION

# **REC'D AUG 2 8 1**998

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 0 2 1998

DATE OF ISSUE August 28 1998	DATE EFFECTIVE:
month day year	month day year SEP 0 2 1998
ISSUED BY Charles B. Hernandez	Director, Pricing and Regulatory Affairs
	Missouri Gas Energy
	Kansas City, MO, 64111

P.S.C.MO. No. \_\_\_1

<u>Original</u>

Missouri Gas Energy,

a Division of Southern Union Company For All Missouri Service Areas

# GENERAL TERMS AND CONDITIONS FOR GAS SERVICE ECEIVED

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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 teplace a customer-owned service/yard line shall be limited to the lesser of \$450 FEB 1 1994

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 MO. PUBLIC SERVICE COMM

 DATE OF ISSUE January
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 DATE EFFECTIVE February
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 ISSUED BY
 Vice President, Rates and Regulatory Affairs

F. Jay Cummings

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

Missouri Public Service Commission GM-2013-0254; YG-2014-0056 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 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.

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 DATE EFFECTIVE 7 1994 February 1 1994 month day year month day year ISSUED BY Vice President, Rates and Regulatory Affairs F. Jay Cummings Missouri Gas Energy Kansas City, MO. 64111 CANCELLED September 1, 2013

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	1

First Revised Original SHEET No. <u>R-33.2</u> SHEET No. <u>R-33.2</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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	E <u>July</u> month	<u>16,</u> day	2001 year	DATE EFFECTIVE <u>August 06, 200</u> month day yea	
ISSUED BY R	obert J. Hack			Vice President, Pricing and Regulatory Affair	<u>s</u>
CANCELLED eptember 1, 2013				Missouri Gas Energy, Kansas City, MO. 6411	1

P.S.C.MO. No. 1 Original

SHEET No. \_\_\_\_ R-33.2

Missouri Gas Energy,

a Division of Southern Union Company For All Missouri Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE CEIVED

<u>14N - 7 1994</u>

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

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.

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

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

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DATE OF ISSUE January	_7	<u>1994</u> DATE	EFFECTIVE February	1	1994
month	day	year	month	day	year
ISSUED BY		Vice	President, Rates and F	Regulator	v Affairs

F. Jay Cummings

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	<u>1</u>

First Revised Original SHEET No. <u>R-33.3</u> SHEET No. <u>R-33.3</u>

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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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For: All Missouri Service Areas

		<u>GENERAL</u>	TERM	<u>S AND C</u>	ONDITIONS	FOR GAS S	SERVICE		
3.18	Transpo	ortation Reg	gulatior	149 CFR	cordance wit Part 192.383 ccess Flow Va	3, the Comp	any shall pi		
	builders written whethe	s, and resid information r to install a	lences I shall an EFV	where th include a . The cu	g to home content ne service line a questionnai Installation o	e is schedul re so the c return the no	ed to be rej ustomer ca otice or call	placed. n determ to accep	The nine
	service and upo shall or dwelling pounds	line or a so on payment nly be ava g served fr	chedule t by the ilable v rom a	ed replac custome where se delivery	ade by the C ement service er of the insta ervice is prov system with e the service	e line, upon Illation costs rided to a i a pressure	the custom Installation the greater the greater the	ner's requ on of an E single fan nan ten (	uest EFV mily (10)
	overhea	ad, EFV, m	eter tag	g, purcha	all be \$65.00 ase order cos nall be re-eva	t, stores ove	erhead, and	income	tax
	a premi necessa installat premise replace paymer	ise shall be ary. Maint tion of the e. Installati ment servio	\$900.0 tenance EFV at on of a ce line ove-sta	00 which e costs s that pre n EFV w shall be ted main	n the repair, re includes the shall be paid mise, if that where the serve available only tenance cost mpany.	cost of exca by the cu customer si vice line is r y upon the	avation and stomer who till takes se not a new o customer's	construc o reques rvice at t or schedu request a	tion ted that uled and
DATE O	F ISSUE	<u>July</u> month	16, day	2001 year	DATE EF	FECTIVE	<u>August</u> month	06, day	2001 year
ISSUED	BY <u>R</u>	obert J. Had	ck		Vice P	resident, Pri	cing and Re	egulatory	Affairs

P.S.C. MO. No. 1

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<u>Original</u>

		Gas Energy, <u>a of Southern Union Company</u>	For: All Missouri Service Areas Missouri Public
		GENERAL TERMS AND CONDITIONS FO	RECTOFEB 1 6 1999
	3.17	EXCESS FLOW VALVES: In accordance with th Transportation Regulation 49 CFR Part 192.38 notice of the benefits and availability of Excess Flo	3, the Company shall provide
		<u>Notice</u> shall be provided in writing to home cons builders, and residences where the service line is written information shall include a questionnaire whether to install an EFV. The customer may retu decline the installation of the EFV. Installation of t	scheduled to be replaced. The so the customer can determine rn the notice or call to accept or
		Installation of an EFV shall be made by the Com service line or a scheduled replacement service lin and upon payment by the customer of the insta EFV shall only be available where service is provid dwelling served from a delivery system with a pounds per square inch and where the service is gas distribution main.	ne, upon the customer's request llation costs. Installation of an ded to a residential single family pressure greater than ten (10)
	1001 R-33. 3 Minission	Installation costs of an EFV shall be \$65.00 w overhead, EFV, meter tag, purchase order cost, s recovery. EFV installation costs shall be re- Company.	tores overhead, and income tax
CANCELLED	AUG 0.6 2001 155 KS R-3 ubic Service Comin	Maintenance costs associated with the repair, ren at a premise shall be \$900.00 which includes construction necessary. Maintenance costs shall requested installation of the EFV at that premi service at that premise. Installation of an EFV wh or scheduled replacement service line shall be avai request and payment of the above-stated mainten costs shall be re-evaluated periodically by the Cor	s the cost of excavation and I be paid by the customer who ise, if that customer still takes ere the service line is not a new ailable only upon the customer's nance costs. EFV maintenance
			Missouri Public Service Commission
			FILED APR 1 8 1999
	DATE O	F ISSUE <u>February 16 1999</u> DATE EFFE month day year	ECTIVE <u>April 18 1999</u> month day year
•	ISSUED	BY Robert J. Hack Vice President	dent, Pricing and Regulatory Affairs Missouri Gas Energy Kansas City, MO. 64111

P.S.C Canceling P.S.C	. MO. No. . MO. No.	<u>1</u> 1	<u>Sixth Revised</u> Fifth Revised	SHEET No. <u>R</u> SHEET No. <u>R</u>	
Missouri Gas En a Division of Sou		n Company		For: All Missouri Service Are	<u>as</u>
	GENERAL	_ TERMS ANI	O CONDITIONS FOR	R GAS SERVICE	
3.19	COMPANY	AND CUSTOME	R EQUIPMENT:		
		use or discont as on customer		spection or test reveals leakage,	
piping, related by the hereof mainte with re authori piping, time ar fact. N 40.030 The ow propert	vents, or ga appurtenan owner/custo and the ow nance of su- quirements ties and by vents or ga nd as such th othing in thi (10)(J), 4 CS vner/custome ty installed o	as utilization en ces and piping omer of the pre- ner/customer of ch at all times of public heal- the Company. s utilization eq he owner/custo is section shal SR 240-40.030( er shall be resp n the premises	quipment on the down All piping, vents or g emises being served of the premises shall in accordance with ac th and safety, as set As with any fixture uipment can fail, malf omer of the premises to 1 modify the Company (12)(S) and 4 CSR 240 ponsible at all times for s being served, and to	the repair or maintenance of any instream side of the gas meter, its gas utilization equipment furnished shall be suitable for the purposes be responsible for the repair and coepted practice and in conformity forth by the properly constituted or appurtenance within premises, unction or fall into disrepair at any being served shall be aware of this y's obligations under 4 CSR 240- i-40.030(14)(B). or the safekeeping of all Company that end shall give no one, except ents, access to such property.	5 5 7 7 5

DATE OF IS		<u>June</u> nonth	4, day	<u>2013</u> year	DATE EFFE	ECTIVE	<u>July</u> month	4 day	<u>2013</u> year
ISSUED BY	Michael	R. Noack				Director,	Pricing and Re	egulatory Aff	<u>airs</u>
					Μ	lissouri Gas	Energy, Kansa	as City, MO.	64111
CANCELLED eptember 1, 2013									LED

FILED Missouri Public Service Commission GC-2011-0100; YG-2013-0589

P.S.C. MO. No.	1	Fifth Revised	SHEET No. <u>R-34</u>
Canceling P.S.C. MO. No.	<u>1</u>	Fourth Revised	SHEET No. R-34

## Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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claims fo property service I shall affi	or trespass, i that may be ine, yard line rmatively ap	njury to p caused e and of pear that	ersons, o by reasor her nece t the injur	ner shall save Com or damage to lawns, n of the installation, ssary appurtenance y to persons or dai part of Company or	trees, shrubs, bu operation, or repla s to serve custo mage to property	ildings or other acement of the mer unless it complained of	r ∋ t
or loss o CSR 24 Compan leakage,	of gas on cu 10-40.030(10 y will not be	stomer's )(J), 4 liable fe oss of ga	premises CSR 24 or any lo s from cu	rvice if an inspectior 5. Provided that the 0-40.030(12)(S) ar oss, damage or inju stomer's service line	e Company has c nd 4 CSR 240- ury whatsoever ca	omplied with 4 -40.030(14)(B) aused by such	4 , ר
piping, v related a the owne and the mainten with req authoritie piping, v time and fact, and with such piping, p	rents, or gas oppurtenance er/customer ance of such uirements o es and by the rents or gas as such the Company so	utilization s and pip of the pre- comer of a at all the f public ne Comp utilization e owner/or hall owe the dow	on equipn bing. All p emises be the pre- mes in ac health ar health ar any. As n equipm customer customer nstream mpany ha	t responsible for the nent on the downst iping, vents or gas us ing served shall be emises shall be n coordance with acce and safety, as set for with any fixture or ent can fail, malfun of the premises bein no duty to warn of side of the gas meter as complied with 4 030(14)(B).	ream side of the utilization equipme suitable for the p esponsible for the pted practice and orth by the prope appurtenance w ction or fall into c ng served shall b potential hazards er, its related appu	gas meter, its int furnished by urposes hereof he repair and d in conformity erly constituted ithin premises lisrepair at any e aware of this that may exist urtenances and	s y d y s, y s t d
property the Com owner/co harmless property	installed on pany's authoustomer of the s and defender	the pren prized em ne premis I the Cor Iligence	nises beir iployees, ses being mpany for	ible at all times for ng served, and to th contractors or agen served shall be lia the cost of repairs e of it by the own	at end shall give ts, access to such ble for and shall for damage done	no one, excep property. The indemnify, holo to Company's	ot e d s
DATE OF ISSUE	December month	9, day	<u>2011</u> year	DATE EFFECTIVI	E <u>January</u> month		2012 year
ISSUED BY Micha	el R. Noack	-			ector, Pricing and F i Gas Energy, Kans		
CANCELLED						FILED Missouri Publi	ic

July 4, 2013 Missouri Public Service Commission GC-2011-0100; YG-2013-0589 FILED Missouri Public Service Commission GT-2012-0183; YG-2012-0261

P.S.C. MO. No.	1	Fourth Revised	SHEET No. <u>R-34</u>
Canceling P.S.C. MO. No.	1	Third Revised	SHEET No. <u>R-34</u>

# Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

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# GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

3.19	injury to pe by reason necessary persons of	ersons, or da of the insta-	amage to allation, c ces to se property (	lawns, tree operation, c rve custon complained	save Company harmless f es, shrubs, buildings or other or replacement of the servic ner unless it shall affirmati of has been caused by willf resonnel.	property that be line, yard ively appear t	line and hat the inju	other ury to
	of gas on whatsoeve	n customer's er caused by	premise such lea	s. Compa akage, esca	e if an inspection or test re- ny will not be liable for pe or loss of gas from cust other equipment.	anvioss, da	image oi	inguny j
	or gas uti piping. All being serv be respor practice a constitute piping, ve such the shall owe	lization equi piping, vents ved shall be nsible for the nd in conform d authorities nts or gas ut owner/custor customer b	pment or s or gas us suitable for repair a mity with and by ilization e mer of th o duty to	the delive tilization economic the purpo- and mainten requirement the Compa equipment c e premises warn of po-	possible for the repair or main ry side of the gas meter, it uppent furnished by the ownoses hereof and the ownor/of nance of such at all times its of public health and safet ny. As with any fixture or a an fail, malfunction or fall int being served shall be awa otential hazards that may ex- ppurtenances and piping.	is related app iner/customer sustomer of the in accordance by, as set forth ppurtenance to disrepair at are of this fac	of the preries of the preries with according by the pro- within pren- any time a t, and Corr	mises shall epted operly nises, nd as npany
	installed of authorized premises Company misuse of	on the premi d employees being serve for the cos fit by the own	ises bein , contrac ed shall t of repa her/custo	g served, a tors or age be liable f irs for dan mer or pers	at all times for the safekee and to that end shall give n nts, access to such property or and shall indemnify, ho nage done to Company's p ons on the premises affecte	o one, except y. The owner old harmless roperty due f d thereby.	customer and defen o negligen	of the d the nce or
	directly o utilization and all s inspected failure of equipmer proceedir	equipment ( equipment ( uch loss, da d or not by the service or do not, strike, riot nogs or action	connected on the de image or he Comp elay in co act of G n or any	d with or a livery side injury invo any, or occ mmencing od, order o order of au	, damage or injury to person arising out of the delivery of of the meter, which shall ind olving piping, vents or gas easioned by interruption, fail service due to accident to of f any court or judge granted ny commission or tribunal l any other act or things due the Company, its employee	trigging gas throug clude but not l utilization equi ure to common trigging breakdown in any bonafi having jurisdic to causes be	be limited l lipment, whence delive of plant, lin de adverse ction; or, w	to any hether ery, or les, or e legal vithout pany's
						Aii	20	2007
DATE OF	ISSUE	March month	<u>28,</u> day	<u>2007</u> year	DATE EFFECTIVE	month Ap	oril 3, 2007	
	BY Micha	el R. Noack			Direct	or, Pricing an	d Regulato	ry Affairs
					Missouri Gas	Energy, Kan	sas city, M	0, 04111



GR-2006-0422

P.S.C. MO. No.	1	Third Revised	SHEET No. <u>R-34</u>
Canceling P.S.C. MO. No.	1	Second Revised	SHEET No. R-34

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

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	<u>May</u> month	<u>14,</u> day	2003 year	DATE EFFECTIVE	<u>June</u> month	<u>14,</u>	<u>2003</u> year	
	ISSUED BY R	obert J. Ha	ck		Vice President, Price	ing and Rec	qulatory A	ffairs	
ed					Missouri Gas Energy,	Kansas Ci	ty, MO. 6	4111 File	d

#### P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u>

Second Revised First Revised

#### SHEET No. <u>R-34</u> SHEET No. <u>R-34</u>

Missouri Gas Energy, a Division of Southern Union Company

For: All Missoulive Areas ublic

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE RECTO JUL 1 6 2001

## 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.



# Missouri Public

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DATE OF ISSUE	July	16,	2001		Alteration
	month	day	year		month day year
ISSUED BY Robert J. Hack				Vice President. Pri	AUG 0 6 2001 cing and Regulatory Affairs
					/ Kansas City, MO, 64111

Canceli	P.S.C. N ng P.S.C. N		<u>1</u> 1	<u>First Revised</u> Original		SHEET No. <u>R-34</u>
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3.18	for tresp other pro replacen serve cr damage	bass, injury operty that nent of the ustomer u to prope	to person: t may be o service lin inless it sh rty compla	omer shall save Com s, or damage to law caused by reason of ne, yard line and othe nall affirmatively appea ained of has been npany or its accredited	ns, trees, shr the installation of necessary a ar that the inju caused by v	ubs, buildings or on, operation, or appurtenances to ary to persons or
	leakage, liable fo escape (	, escape o or any los	or loss of g ss, damag as from cu	scontinue service if a gas on customer's pre ge or injury whatsoev istomer's service line, y juipment.	emises. Com ver caused b	pany will not be y such leakage,
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					FILE	D APR 1 8 1999
L	OF ISSUE	February month	16 1999 day year	-	CTIVE <u>April</u> mont	<u>18 1999</u> h day year
DATE						
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P.S.C.MO. No. 1

<u>Original</u>

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

3.17 COMPANY LIABILITY: Customer shall save Company barmless Commission 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



**FILED** 

FEB 1 1994 9 4 - 4 0 MO. PUBLIC SERVICE COMM

DATE OF ISSU	JE <u>January</u>	7	<u>1994</u> DATE EFF	ECTIVE February	1	1994
	month	day	year	month	day	year
ISSUED BY			Vice Pres	ident, Rates and R	egulator	y Affairs
F	. Jay Cummi	ngs				

P.S.C.MO. No.	<u>1</u>	
Canceling P.S.C.MO. No.	1	

Third Revised Second Revised SHEET No. <u>R-34.1</u> SHEET No. <u>R-34.1</u>

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 ISSU	JE <u>June</u> month	4 day	2013 year	DATE EFFECTIVE	<u>July</u> month	4 day	<u>2013</u> year
ISSUED BY	Michael R. Noack			Director, Pricing and Regu Missouri Gas Energy, Kansas City,			
Cancelin	P.S.C. MO. No. g P.S.C. MO. No.	<u>1</u> 1	<u>Second Revised</u> First Revised	SHEET No. <u>R-34.1</u> SHEET No. R-34.1			
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Missouri	Gas Energy, of Southern Unio	_		or: All Missouri Service Areas			
			<u>-</u>				
	GENERA	L TERMS AND	CONDITIONS FOR GA	<u>S SERVICE</u>			
	40.030(12)(S) and damage or injury to or arising out of to downstream side such loss, damage by the Company do or occasioned by i commencing servi- riot, act of God, proceedings or act without limitation beyond Company employees, contra	I 4 CSR 240-40 o persons or pro- the delivery of g of the gas meter e or injury involvi lownstream of th nterruption, failur ce due to accide order of any c stion or any order by the preceding 's control, of actors or agents,	0.030(14)(B), the Compan perty, in any manner direc gas through piping or gas r, which shall include but ing piping, vents or gas u e gas meter, whether insp re to commence delivery, ent to or breakdown of pla ourt or judge granted in er of any commission or g enumeration, any other r attributable to the neg	0-40.030(10)(J), 4 CSR 240- y shall not be liable for loss, itly or indirectly connected with a utilization equipment on the not be limited to any and all tilization equipment not owned bected or not by the Company, or failure of service or delay in ant, lines, or equipment, strike, any bonafide adverse legal tribunal having jurisdiction; or, act or things due to causes ligence of the Company, its ny has complied with 4 CSR -40.030(14)(B).			
3.20	service was discon- tornado. If so re- sustained during expiration of the	nnected due to p equested, custor the tornado. "Rebuild Joplin: gy Efficiency In-	property damage incurred mers should be prepared This waiver authority sha Experimental Pilot Progr centives" and the "Rebui	es necessitated because gas because of the May 22, 2011 to provide proof of damage all expire concurrent with the ram for Residential and SGS Id Joplin: Energy Star® New			
DATE OF	SSUE <u>May</u> month	<u>10 2012</u> day year	DATE EFFECTIVE	<u>June 9 2012</u> month day year			
ISSUE				Director, Pricing and Regulatory Affair			
CANCELLE	П		IVIISSOUII	Gas Energy, Kansas City, MO. 6411			

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

<u>'S</u> <sup>1</sup>Filed **Missouri** Public Service Commission JG-2012-0718

P.S.C. MO. No.	<u>1</u>	First Revised	SHEET No. R-34.1
Canceling P.S.C. MO. No.	<u>1</u>	Original	SHEET No. <u>R-34.1</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

## GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

<ul> <li>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).</li> <li>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.</li> </ul>									
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	40. dar or dov loss Cor occ con riot, pro- with bey emp	030(12)(S) and nage or injury to arising out of the vnstream side or s, damage or inj mpany downstre asioned by inte nmencing service , act of God, or ceedings or act out limitation bo ond Company's poloyees, contract	4 CSR 2 o persons he deliver f the gas n jury involvi eam of the rruption, fa- ce due to a order of a ion or any y the pre- s contro ctors or ag	40-40.03( or propert y of gas neter, whi ng piping, e gas me ailure to c accident to accident to any court v order of ceding en l, or attr jents, pro	D(14)(B), the Con y, in any manner through piping of ch shall include b vents or gas util ter, whether insp commence deliver o or breakdown of or judge granted any commission umeration, any of ibutable to the vided that the Co	mpany sh directly o or gas util out not be lization eq pected or ery, or fail of plant, li ed in any n or tribur other act negligend ompany h	all not be r indirectly lization eq limited to a uipment not not by th ure of ser nes, or eq bonafide nal having or things ce of the bas compli	liable for connected uipment of any and all of owned b le Company vice or de uipment, se adverse jurisdictio due to ca Company ied with 4	loss, d with on the such by the ny, or lay in strike, legal n; or, auses v. its
	serv torn	rice was discon ado. If so req	nected due juested, c	e to prope ustomers	erty damage incu should be prep	irred beca ared to p	use of the	e May 22, oof of dar	2011
	DATE OF ISSUE	<u>December</u> month	-		DATE EFFECTIV		month	8 day	<u>201.</u> yea
month day year month day year	ISSUED BY MI	chael R. Noack				Director, F	Pricing and	Regulatory	Affairs
month day year month day year January 19, 2012 ISSUED BY Michael R. Noack Director, Pricing and Regulatory Affairs	LED				Missou	ri Gas Ene	rgy, Kansa	is City, MÓ.	6411
ISSUED BY Michael R. Noack Director, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO, 6411									
ISSUED BY Michael R. Noack Director, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 6411									
ISSUED BY Michael R. Noack 2012 LED 2012 Public Director, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 6411 FILED Missouri Public	mission						G	T-2012-0183	

June 9, 20<sup>2</sup> Missouri Pul Service Commi JG-2012-0178 P.S.C. MO. No. <u>1</u>

FILED

Missouri Gas Energy, a Division of Southern Union Company

Service Commission GT-2012-0183; YG-2012-0261 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.

					Ser	Missouri Pub vice Commi JG-2011-05	ssion		
DATE OF ISSUE	<u>May</u> month	29 day	<u>2011</u> year	DATE EFFECTIVE	<u>June</u> month	28 day	<u>2011</u> year		
ISSUED BY Mich	ael R. Noad	ck		Director, Pricing and Regulatory Affair					
CANCELLED January 19, 2012 Missouri Public				Missouri Gas	Energy, Kans	sas City, MC	). 64111		

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

	-	GENERAL	. TERN	<u>/IS AND C</u>	ONDIT	ONS FOR	GASS	SERVICE		
				4. <u>TAKIN</u>	G GAS	SERVICE				
4.01	facilities located of delive proper respons	(except m on custom ery shall b operating	neters, ner's pi pe furn cond ustome	regulator remises) r ished, in ition at th er, except	s, or rel required stalled e exper that cus	ated equip to utilize g and main ise of cu stomer-own	oment o gas ser tained i istomer	opliances, equivened by Convice beyond vice beyond in a safe, effi and shall b vice lines and	npany a the po cient, a e the s	ano oin nc ole
4.02	application and all custome obligate shall inst	ble laws, th reasonat er's installa d to comm spect all a	e requiple requiple requiple requiple attion non- nence ccession	irement o quirement nust be ob or continu ble piping	f all gov s of C otained le suppl g and co	vernmenta ompany. by custor ying gas s onnections	I autho All re mer be service s and	shall conforn rities having j equired appr fore Compar to customer. may refuse n complied w	urisdicti ovals ny shall Compa service	or c bi an
4.03	determir loss. Ti designe burning applianc Failure	hed by the he piping o d and inst appliance ces of cus	quan owned alled t does stomer e requ	tity of gas by Resid hat the lo not exc are ope irements	require ential or ss of pr ceed or rating s	d, the le General s essure be ne-half inc imultaneou	ngth of Service tween t th of v usly at	ific installatio the pipe, and customers s the meter and vater column t maximum eemed sufficio	d pressi shall be d any g when capaci	ur s as as ty
	FISSUE	January month	7 day	<u>1994</u> year	DA	TE EFFEC	TIVE	February month	1 day	1
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ISSUED	ВҮ	F. Jay Cu	ummin	gs			<u>dent, R</u> i	<u>ates and Reg</u> Missou Kansas City	ri Gas E	n
ELLED er 1, 2013 ri Public ommission ; YG-2014-00	056									

P.S.C. MO. No. <u>1</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

	-	GENERAL	. TERN	<u>/IS AND</u>	CON	IDITIO	NS FO	R GAS	S SE	RVICE			
4.04	lines ne	CE LINE R ecessitate er's convei	d by	change	or	alterati	on in	buildi	ngs	or pr	emise	es or	
4.05	meters, the prop Compar disconn after t	CTION C regulators perty of C ny's repre ect any m he mete red sufficie	s, and ompar esentat eter, c r has	other ec iy. Und ive, or c onnect t been ir	uipm ler no other to a r nstalle	ent ins circu perso neter, ed. A	stalled mstane n authe or dist ny infi	by Cor ces sh orized urb the raction	mpa all a by ( e sei of	ny at i ny pe Compa vice li	ts exp rson c ny, co ne or	oense other ti onnec yard	are han t or line
	due to r or by ar person	meter or o negligence ny agent, on custom necessary	or mis empl ier's pr	use by o oyee, or emises	custo r othe with	mer o er repr custon	r by a esenta her's ki	ny mer tive of nowled	nbei cus <sup>:</sup> Ige a	of cus omer, and co	stome or a nsent	r's far any of	nily, her
4.06		E BY CU ne immedi es.									•		-
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	<u>January</u> month	7 day	<u>1994</u> year		DATE	EEFFE	CTIVE	-	<u>-ebrua</u> nonth	ry	1 day	199 ye
ISSUED	BY					Vie	ce Pres	sident,	Rate				
		F. Jay Cı	ummin	gs					l	Mi: Ansas		Gas I MO.	
CELLED													

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	DATE EFFECTIVE		1	1994
	month	day	year		month	day	year
ISSUED BY				Vice President, I	Rates and Reg	ulatory /	<u>Affairs</u>
	F. Jay Cu	ımmir	igs		Missou	iri Gas E	inergy
					Kansas Cit	y, MO. (	64111

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

First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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	<u>October</u> month	27 day	<u>1995</u> year	DATE EFFECTIVE	<u>November</u> month	26 day	<u>1995</u> year
ISSUED BY				Director, R	ates and Regu	latory	Affairs
	John M. F	ernal	d		Missour	i Gas E	nergy
					Kansas City	, MO. (	64111

P.S.C.MO. No. 1 Original SHEET No. R-38

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	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JAN - 7 1994
	MISSOURI Jublic Service Comm 33 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 drive for the date of service are due and payable upon presentation.
	NOV 2C 1995 BY_ARG_R-38 Ublic Service Coramissio MO. PUBLIC SERVICE COMM MISSOURI
DATE C	DF ISSUE January 7 1994 DATE EFFECTIVE February 1 1994 month day year month day year

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

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First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

		<u>GENERAL</u>	TERN	<u>/IS AND</u>	CON	DITION	IS FOR	GAS	SERVICE		
	Compa premise	event that ny, custom es until suo nt or owner	er sh ch tim	all cont ne as C	inue t compa	o be l	iable for	r gas	service sup	oplied to	the
	continu for all tenant. Sectior service thereaf howeve	wner of ren ed automat gas therea The chan 14 herein. shall be fo ter until ter er, that suc tion in writir	tically fter of ge fo No s or a le minate ch co	in the delivered or such such co esser ini ed by e ntract r	owner , whe rever ntract tial ter ither p nay b	's nam n servi t to ov provi m thar party u pe term	e, with ce is ter wner tra ding fo n one ye pon 30 ninated	full re minate or au ar, and days during	sponsibility ed at the re will be as itomatic co d shall cont written notic g the initia	for paym equest of set forth ntinuation inue in ef ce; provid I term u	nent the n in n of fect ded,
4.12	Compa proper an age custom resultin	ES: Excep ny shall be notice; how ent of Com er's risk. C g from suc g out such c	in wi ever, pany, compa ch pro	iting. T if oral o it is fo any sha ocedure	eleph rders r cus Il not , but	one co are tak tomer's be res shall	emmunic en in pe conve sponsible exercis	ation erson o nience e for e se re	shall not be or over the f e and shall error, delay,	e conside telephone be done or expe	ered e by e at nse
ATE OF	ISSUE	<u>February</u> month	<u>16,</u> day	2010 year		DATE	EFFEC	TIVE	February 28 March month	3, <mark>2010</mark> 18, day	<u>2010</u> year
SSUED I	3Y	Michael R.	Noac	k			Directo	or, Prid	cing and Re Misso Kansas C	uri Gas E	Energy
LED										Mie	

Missouri Public Service Commission GR-2009-0355; YG-2010-0500 P.S.C. MO. No. <u>1</u>

<u>Original</u>

Missouri Gas Energy, a Division of Southern Union Company

Service Commission GR-2009-0355; YG-2010-0500 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 ISSU		7	1994	DA	ATE EFFECTIVE		1	1994
	month	day	year			month	day	year
ISSUED BY					Vice President,	Rates and Reg	ulatory	Affairs
	F. Jay Cı	ummir	ngs			Missou	ri Gas E	inergy
CANCELLED February 28, 2010	-		-			Kansas City	у, MO.	64111
Missouri Public								

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

	GENERAL TERMS AND CONDITIONS FOR GAS	SERVICE
	5. MEASUREMENT AND REGULATI	<u>ON</u>
5.01	METER AND REGULATOR INSTALLATION: Company slits own expense and shall continue to own, maintain and of the measurement and regulation of gas to its customer provided herein.	operate all equipment for
5.02	METER AND REGULATOR LOCATION: Customer shall maintain, at the place specified by Company, space for installation. If a suitable service/yard line and meter location set assembly for residential service shall be, if practicable building being served. Such location shall at all times be reading, inspecting and testing. Where meters, regulators been or are to be installed out-of-doors, such protection a shall be provided by customer at customer's expense.	the meter and regulator on is available, the meter e, located at or near the he readily accessible for or other equipment have
	After the meter installation has been located on the pre performance of work and the cost related to any subseque thereof, if necessitated by change or alteration in the buil customer's convenience, shall be the responsibility of custo	nt change in the location ding or premises or for
	In the event Company is required to remove and reinsta connection not exceeding 1 1/4 inches in diameter, a ch Section 14, herein, will be made. Actual cost will be c reinstallation of any larger meter.	arge as provided for in
5.03	MULTIPLE METERING: When more than one meter measure the service supplied to customer, a separate to the applicable rate schedule will be rendered for the seach meter installation.	oill in accordance with
DATE O	FISSUE January 7 1994 DATE EFFECTIVE month day year	<u>February 1 1994</u> month day year
ISSUED	BYVice President, F	ates and Regulatory Affairs

F. Jay Cummings

Vice President, Rates and Regulatory Affairs Missouri Gas Energy Kansas City, MO. 64111 P.S.C. MO. No. <u>1</u>

First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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	<u>December 24, 1996</u> month day year	DATE EFFECTIVE	<u>January</u> month	<u>30,</u> day	<u>1997</u> year
ISSUED BY		Director, Pri	icing and Rec	ulatory A	Affairs
	Charles B. Hernandez		Missol	iri Gas E	nergy
			Kansas Cit	y, MO. 6	54111

P.S.C.MO. No. \_\_\_\_\_ Original

CANCELLED

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SHEET No. R-41

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JAN - 7 1994
	MISSOURI vublic Service Commiss
	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.
C Service C	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 M., or 1:00 P.M. and 5:00 P.M., during normal weekdays, Monday through diday at the charge provided for in Section 14 herein; may be read by oppointment within an agreed to hourly period between 8:00 A.M. and 5:00 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.
	FEB 1 1994
	MO. PUBLIC SERVICE COMM
ATE O	F ISSUE January 7 1994 DATE EFFECTIVE February 1 1994
	month day year month day year

	P.S.C. MO. No.	1	Second Revised
Canceling	P.S.C. MO. No.	1	First Revised

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

Kansas City, MO. 64111

### 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 though 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 month	24, 1996 day year	DATE EFFECTIVE	<u>January</u> month	<u>30,</u> day	<u>1997</u> year
ISSUED BY	Charles B. He	arnandaz	Director, Pricir	ng and Regu Missour	_	

P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u> First Revised Original SHEET No. <u>R-42</u> SHEET No. <u>R-42</u>

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Missouri Gas	Energy,		
a Division of	Southern	Union	Company

For

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## GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JUL 141995

MISSOURI

Company reserves the right to discontinue service, infic Service Commission 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.



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MO. PUBLIC SERVICE COM

DATE OF ISSUE <u>July 14, 1995</u> month day year

DATE EFFECTIVE <u>October 21, 1995</u> month day year

ISSUED BY John M. Fernald

1997

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Director, Rates and Regulatory Affairs

Missouri Gas Energy, 3420 Broadway, Kansas City, MO 64111

P.S.C.MO. No. <u>1</u> Original

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SHEET No. <u>R-42</u>

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	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JAN - 7 1994
	MISSOURI Jublic Service Comm 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.
	DELIVERY PRESSURE: Company shall generally supply gas at a delivery
5.08	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.
5.08	option, deliver gas at such higher pressure as may be authorized by rules of the Commission.
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5.08	option, deliver gas at such higher pressure as may be authorized by rules of the Commission.
	option, deliver gas at such higher pressure as may be authorized by rules of the Commission. CANCELLED FILED OCT 21 1995 OCT 21 1995 FEB - 1 1994 BY ARA RAD BY INCE COmmission MO DUBLIC STOWICE

P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u>

Second Revised First Revised SHEET No. <u>R-42.1</u> SHEET No. <u>R-42.1</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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 shal be in accordance with the General Orders of the Commission applicable thereto.
	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
	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
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PATE O	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.         F ISSUE       February 12, 2002       DATE EFFECTIVE       March       14, 20
	F ISSUE <u>February 12, 2002</u> DATE EFFECTIVE <u>March 14, 20</u>

	Gas Energy, of Southern Union Company MAR 1 4 2002 By ZnceRS £ 42.1 Public Service Commission MISSOURI APR 16 1997	
	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE MISSOURI Public Service Commiss	ion
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.	
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	FISSUE April 21 1997 DATE EFFECTIVE	199

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<u>Original</u>

SHEET No. <u>R-42.1</u>

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	GENERAL TERMS AND CONDITIONS FOR GAS SERVICEJUL 101995
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	Public Service Commission
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	Public Service Commission MISSOURI FILED
DATE	Public Service Commission MISSOURI FILED OCT 21 1995

First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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 <u>overcharge</u> : 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 <u>undercharge</u> : An adjustment shall be made for the entire period that the undercharge existed not to exceed twelve consecutive billing
DATE O	ISSUE <u>April 21 1997</u> DATE EFFECTIVE <u>April 29, 1997</u> month day year month day year
ISSUED	BY Charles B. Hernandez Director, Pricing and Regulatory Affai

Director, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111 P.S.C.MO. No. 1

<u>Original</u>

Missouri Gas Energy,

a Division of Southern Union Company For \_\_\_\_\_ All Missouri Service Areas \_\_\_\_\_

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE RECEIVED

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### 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 <u>overcharge</u>: An adjustment shall be made for the length period that the overcharge existed not to exceed sixty consecutive billing periods, calculated from the date of discovery, inquiry or actual notification of 994 the Company, whichever was first.

In the event of an <u>undercharge</u>: An adjustment shall be made for the SERVICE COMM period that the undercharge existed not to exceed twelve consecutive billing

DATE OF ISSUE January	7	1994 DATE EFFECTIVE February	1	_1994
month	day	year month	day	year
ISSUED BY		Vice President, Rates and Regula	tory Affairs	<u>s</u>

F. Jay Cummings



APR 29

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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 <u>overcharge</u> : 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 <u>undercharge</u> : 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 ISS	UE <u>January 7 1994</u> DATE EFFECTIVE <u>February 1 199</u> month day year month day ye
ISSUED BY_	Vice President, Rates and Regulatory Affai F. Jay Cummings Missouri Gas Energ Kansas City, MO. 641
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 $\begin{array}{c} \text{P.S.C. MO. No.} \quad \underline{1} \\ \text{Canceling} \quad \text{P.S.C. MO. No.} \quad \underline{1} \end{array}$ 

First Revised Original SHEET No. <u>R-45</u> SHEET No. <u>R-45</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

		GENERAL		MS AND C	CONDITIONS FOR GAS	<u>SERVICE</u>	
		<u>6. CHOI</u>	<u>CE AN</u>	ID APPLI	CATION OF RATE SCHE	EDULES	
6.01	Service will be i	of Compa made avai	ny cui able t	rrently in e by Compa	and General Terms an effect are those on file v ny for inspection by any ess offices of Company.	vith the Comm interested pers	ission ar
6.02	Compai schedul will, upo which g	ny under r es shall li on request	nore t e with t, assi will b	han one customer st custom e supplied	customer is eligible to applicable rate schedule . Company, based on her in the selection of t d; however, the responsi customer.	, the choice of the information he rate sched	such ra n at han ule unde
6.03	his exis different different conditio	ting servic t applicabl t from thos ns of cus	e agre e rate e orig tome	eement ar e schedul inally est 's gas re	S: Company may requir ad enter into a new ser e if customer's gas re- imated, or if there is a ch equirements and such or seasonal conditions.	vice agreemer quirements pro ange in the ch	nt under ove to b aracter o
6.04	period p affected of the	prior to any I customer	tariffe , on th seas	d seasona ne bill or c sonal rate	DENTIAL RATE CHANC al residential rate change in a notice accompanyin e change and the mo n effect.	, a utility shall r g the bill, of the	notify ead e directio
	F ISSUE	<u>October</u>	8 day	<u>1994</u> year	DATE EFFECTIVE	<u>December</u> month	10
DATE O		month	uuy	,		monun	day

P.S.C.MO. No. 1\_\_\_\_

<u>Original</u>

Missouri Gas Energy, a Division of Southern Union Company <u>All Missouri Service Are</u> For \_\_\_\_ GENERAL TERMS AND CONDITIONS FOR GAS SERVICE jan - 7 1994 MISSOURI 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. CHANGE OF RATE SCHEDULES: Company may require customer to 6.03 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 101994 FILED Public Service Commission 1 1994 -4ñ MISSOURI MO. PUBLIC SERVICE COMM DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1994 month dav year month day vear ISSUED BY Vice President, Rates and Regulatory Affairs F. Jay Cummings

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

SHEET No. <u>R-45.1</u> SHEET No. <u>R-45.1</u>

Missouri Gas Energy, a Division of Southern Union Company

For: All Missouri Service Areas

Original

First Revised

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	<u>October</u> month	8 day	<u>1994</u> year	DATE EFFECTIVE	December month	10 day	<u>1994</u> year
ISSUED BY				Director, R	ates and Regu	latory	Affairs
	John M.	Ferna	ld		Missour	i Gas E	nergy
					Kansas City	, MO. (	64111
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Р	.S.C.MO. No1	<u>Or</u>	<u>iginal</u>	SHEET No.	R-45.1
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	<u>GENERAL TE</u>	RMS AND CO	NDITIONS FC	R GAS SERVICE	IAN - 7 1994
6.04	competition from transportation rat such terms and co in the Company's to an existing cus to acquire new cu shall not exceed minimum transpo such contracts sh	alternative su e contracts w onditions as ma sole discretion tomer or, to re stomers. The ra the maximum rtation charge all be furnishe	appliers of national population of the industries and be agreed to any be agreed to be agreed up transportation es otherwise d to the Communication		into special insumers on and which, ain services customer or ad customer ess than the stomer. All he Office of
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 $\begin{array}{c} \text{P.S.C. MO. No.} \quad \underline{1}\\ \text{Canceling} \quad \text{P.S.C. MO. No.} \quad \underline{1} \end{array}$ 

Second Revised First Revised

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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.									
DATE O	ISSUE <u>October 27 1995</u> DATE EFFECTIVE <u>November 26 199</u> month day year month day yea									

ISSUED BY\_\_\_\_\_

John M. Fernald

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

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		GENERAL TERMS	AND CONDITIONS FO	neve:
		7. ]	BILLING AND PAYMEN	T MISSOU? Public Service Co
7.01		NG INFORMATION: E	Bills rendered to custon	ners for residential gas ser
	(A)	The beginning and on thereof.	ending meter readings	of the billing period and
	(B)	The date when the delinquent if different		due and the date when
	(C)		e which states the bala vices not subject to Con	nce due for utility charges mission jurisdiction.
	(D)	separately from the	amount due for the	illing period for gas usag same period for a deposi ervice not subject to Co
	(E)	The amount due for o	other authorized charge	S.
	(F)	The total amount due	9.	
	(G)	License, occupation,	gross receipts, franchis	e, and sales taxes.
	(H)	The purchased gas a	adjustment cost in total	or cents per unit basis.
	(1)	at 1-800-582-1234 or Kansas City Metro ar	utside\of-the Kansas Ci ea	ts, customers may call the by Metro area, or 221-4600 FILED
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DATE O	F ISSUE	<u>October 8 199</u> month day yea	DATE EFFE	CTIVE <u>December 10, 199</u> month day ye
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		<u>Southern Union Company</u> For GENERAL TERMS AND CONDITIONS FC	
			JAN - 7 1994
		7. BILLING AND PAYME	MISSOURI NT Public Service Com
7.01		NG INFORMATION: Bills rendered to custo clearly state:	mers for residential gas service
	(A)	The beginning and ending meter reading dates thereof.	gs of the billing period and the
	(B)	The date when the bill will be considered be delinquent if different.	
	(C)	Any previous balance.	CANCELLED
	(D)	The amount due for gas usage.	DEC 101994
	(E)	The amount due for other authorized ch	arges.
	(F)	The total amount due.	BY Jot R. S R-44 Public Service Commission MISSOURI
	(G)	The address of the Company where the c or complaint regarding the bill as render	customer may initiate an inquiry
	(H)	License, occupation, gross receipts, frai	nchise, and sales taxes.
	(1)	The purchased gas adjustment cost in t	otal or cents per unit basis.
	(L)	For initiating customer inquiries or comp Company at 1-800-582-1234 outside of 221-4600 inside the Kansas City metro	the Kansas City Metro area. or
			FEB 1 1994 9 4 - 4 0 MO. PUBLIC SERVICE CO
	OF IS	SUE January 7 1994 DATE EFF	

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	P.S.C. MO. No.	1	Sixth Revised	SHEET No. <u>R-47</u>
Canceling	P.S.C. MO. No.	1	Fifth Revised	SHEET No. R-47

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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.

DATE OF ISSUE	March	1	2001	DATE EFFECTIVE	May	30	2001
	month	day	year		month	day	year
ISSUED BY R	obert J. Ha	ick		Vice President, Pric	ing and F	Regulatory	Affairs

Fifth Revised Fourth Revised SHEET No. R-47 SHEET No. R-47

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1999

Missouri Gas Energy, a Division of Southern Union Company

Missouri Public For: All Missouri Service Areas

### GENERAL TERMS AND CONDITIONS FOR GAS SERV

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.

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DATE OF ISSUE	March	31	1 <u>999</u>
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ISSUED BY Robert J. Hack

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

Service Commission

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Fourth Revised Third Revised SHEET No. <u>R-47</u> SHEET No. <u>R-47</u>

Missouri Gas Energy, a Division of Southern Union Company

# For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

MAY 3 0 1997

## Public Service Commissium

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.



## FILED

JUL 1 1997

### MO. PUBLIC SERVICE COMM

DATE OF ISSUE <u>May 30, 1997</u> DATE Eff month day year

DATE EFFECTIVE July month

l<u>y 1, 1997</u> onth day year

ISSUED BY Charles B. Hernandez

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

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Third Revised Second Revised

SHEET No. <u>R-47</u> SHEET No. <u>R-47</u>

Missouri Gas Energy, a Division of Southern Union Company

# For: All Missouri Service ReasCEIVED

MAR 1 2 1997 GENERAL TERMS AND CONDITIONS FOR GAS SERVICE MISSOURI Public Service Comm.81 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 1997 acceptable credit rating in compliance with the Company's General Terms and  $\gtrsim$  Conditions, which may include providing a deposit. Service 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 à his current location, or previous location if the customer has not established aFILED twelve (12) month billing history. MARI 2 1 1997 96 285 DATE OF ISSUE March DATE EFFECTIVE 18 1997 March month day month day year year ISSUED BY Charles B. Hernandez Director, Pricing and Regulatory Affairs Missouri Gas Energy Kansas City, MO. 64111

Second Revised First Revised

### SHEET No. R-47 SHEET No. <u>R-47</u>

Missouri Gas Energy, a Division of Southern Union Company

For: All Missouri Servic

. . . . GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

Kansas City, MO. 64111

- BILLING PERIOD: Except as otherwise provided in these General Terms and 7.02 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 disgualified 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 gualify 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, FILED twelve (12) month billing history. CANCELLER

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		Public Service Commission			
	Jan. 30, 1997	MISSOURI			
DATE OF ISSUE		DATE EFFECTIVE	<u>February</u>	1	<u>1997</u>
	month day year		month	day	year
ISSUED BY		Director, Pric	ing and Reg	gulatory A	<u>ffairs</u>
	Charles B. Hernandez	<u> </u>	Misso	uri Gas Er	nergy

Cancelir	· · · · · · · · · · · · · · · · · · ·	<u>First Revised</u> Original	SHEET No. <u>R-47</u> SHEET No. R-47				
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	on of Southern Union Company	For	All Missoup Service Areas				
	GENERAL TERMS AN		OCT 7 1994				
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			Public Service Commissip				
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		der Sheet Nos. 2	ayment Plan is available to customers 5 and 27, Residential Gas Service and cation 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.						
	•	onsecutively for th	Payment plan provided customer has wo (2) times in the previous twelve (12) account.				
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DATEC	DF ISSUE <u>October 8 1994</u> month day year		FECTIVE <u>December 10, 1994</u> month day year				
ISSUED	BY Thim For		rector, Rates and Regulatory Affairs				
	John M. Fernald		ssouri Gas Energy Insas City, MO. 64111				

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P.S.C.MO. No. <u>1</u>	
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<u>Original</u>

Missouri	Gas	Energy,	
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a Division of Southern Union Company For <u>All Missouri Service Areas</u>

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE RECEIVED

### <u>JAN - 7-1994</u>

### 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) montherander arrears are registered against his account.

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ISSUED BY		Vice Pre	sident, Rates and Re	equiator	v Affairs
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P.S.C. MO. No.	1	Third Revised	SHEET No. <u>R-48</u>		
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Canceling P.S.C. MO. No.	<u>1</u>	Second Revised	SHEET No. R-48		

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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.
DATE OF ISSUE March 1 2001 DATE EFFECTIVE May 30 200 month day year month day year
ISSUED BY <u>Robert J. Hack</u> <u>Vice President, Pricing and Regulatory Affair</u> 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. <u>R-48</u> SHEET No. R-48

1999

Missouri Gas Energy, a Division of Southern Union Company

Missouri Public For: All Missouri Service Areas

## HECTO MAR 3 1 GENERAL TERMS AND CONDITIONS FOR GAS SERVI

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.

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MAY 3 0 2001 319-R5 R-48 B۶ Public Service Commission MISSOURI

Missouri Public Sorvice Commission

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DATE OF ISSUE March 31 1999 month day year

DATE EFFECTIVE April 30 1999 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-48 SHEET No. R-48

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

MISSUURI GENERAL TERMS AND CONDITIONS FOR GAS SERVICE Fublic Service Continission 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 FILED FEB. 1 1997 1997 Jan. 30, DATE OF ISSUE March DATE EFFECTIVE February 1996 1997 month day month day year year Director, Pricing and Regulatory Affairs ISSUED BY Charles B. Hernandez Missouri Gas Energy Kansas City, MO. 64111

P.S.C.MO. No. \_\_1\_\_\_

<u>Original</u>

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

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

FEB 11994 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, Rate and Regulatory Affairs

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S. C. MO. No.	1

Third Revised Second Revised

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.
DATE OF ISSUEMarch12001DATE EFFECTIVEMay302001monthdayyearmonthdayyear

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

#### P.S.C. MO. No. <u>1</u> Canceling P.S. C. MO. No. <u>1</u>

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Second Revised First Revised SHEET No. R-48A SHEET No. R-48A

Missouri Public

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

1999 <del>rch Mar</del> 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 nissior 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 BONICO Commission DATE OF ISSUE March 31 1999 DATE EFFECTIVE 30 1999 April month day year 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. <u>1</u> Canceling P.S. C. MO. No. 1

First Revised Original



Missouri Gas Energy, <u>a Division of Southern Union Company</u>

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE 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 15 || | **5** || APR 3 0 1999 ce Commission Public & 30, 1997 DATE EFFECTIVE Jan. DATE OF ISSUE February 1997 1 month day vear month dav year Director, Pricing and Regulatory Affairs ISSUED BY\_ Charles B. Hernandez Missouri Gas Energy Kansas City, MO. 64111

P.S.C.MO. No. \_\_\_\_\_

<u>Original</u>

SHEET No. R-48A

Missouri Gas Energy, a Division of Southern Union Company For \_\_\_\_\_ All Missouri Semerated 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 abovementioned 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 abovementioned 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 FEB 1 1997 1 1 St RS R- 48-A Public Service Commission FILED MISSOURE FEB 1 1994 94 - 40 MO. PUBLIC SERVICE COMM DATE OF ISSUE January 7 1994 DATE EFFECTIVE February 1994 1 month day year month day year ISSUED BY Vice President, Rates and Regulatory Affairs F. Jay Cummings

	P.S.C. MO. No.	<u>1</u>	Second Revised
Canceling	P.S.C. MO. No.	1	First Revised

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

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DATE OF ISSUE	March month	<u>1 2001</u> day year	DAT	E EFFECTIVE	<u>May</u> month	30 day	2001 year

ISSUED BY Robert J. Hack Vice President, Pricing and Regulatory Affairs Missouri Gas Energy Kansas City, MO. 64111 P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u> First Revised Original SHEET No. <u>R-48B</u> SHEET No. <u>R-48B</u>

Missouri Gas Energy, a Division of Southern Union Company

# For: All Missouri Service Areas esion

RECT MAR 31 GENERAL TERMS AND CONDITIONS FOR GAS SERVI 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. Missouri Public Service Commission MAY 3 0 2001 2ND-R5 R-48B Public Service Commission FILED APR 3 0 1999 MISSOURI DATE OF ISSUE March DATE EFFECTIVE 31 1999 April 30 1999 month day year 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

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<u>Original</u>

SHEET No. <u>R-48B</u>

Missouri Gas Energy, a Division of Southern Union Company

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. CANCELLED Commission Public S FILED MOPUSI CSERVICECOMM Jan. 30, 1997 DATE OF ISSUE DATE EFFECTIVE 1997 February 1 day year month day year month Director, Pricing and Regulatory Affairs ISSUED BY\_ Charles B. Hernandez Missouri Gas Energy Kansas City, MO. 64111

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

First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

		<u>GENERA</u>	L TER	MS AND		ITIONS F	OR GAS S	BERVICE		
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DATE OF	= ISS	UE <u>June</u> month	9 day	<u>1995</u> year		DATE EFF	ECTIVE	<u>July</u> month	23 day	<u>1995</u> year

	P.S.C.	MO. No	Origin	al	SHEET No	<u>R-49</u>
	uri Gas En sion of So	ergy, uthern Union Company	For	<u>All Missour</u>	i s <b>RECEI</b> M	ED
		GENERAL TERMS A	ND CONDITIONS	FOR GAS SE	<u>ervlöðin - 719</u>	94
7.04	ESTIMAT may estir	FED BILLING: In the eve mate the customer's co	ent any meter is no ensumption and bi	Pub ot read as sch Il accordingly	MISSOU Isservice Co	ri Manişsion
	The Com	ipany may render a bill	based on estimat	ed usage:		
	(A)	When extreme weath work stoppages, or ot prevent actual meter	her conditions bey	• ·	<b>•</b>	
	(B)	When the Company is premises for the purport the customer makes re Company is unable to reasons, where practice to obtain a customer re postpaid, pre-address note the reading unle	ose of reading the eading the meter u to obtain an actu cable, it may unde eading of the mete sed postcards upo	meter, or in sit unnecessarily lal meter read rtake reasonal er, such as ma on which the	tuations where difficult. If the ding for these ble alternatives alling or leaving customer may	
	render ar (1) year,	as provided in subsection n estimated bill for; (a) r whichever is less, (b) a	nore than three (3 as a customer's ir	) consecutive itial or final b	billing periods ill for service.	or one
		e Company renders an e ditions for Gas Service,		cordance with	these General	lerms
	(A)	Maintain accurate rec to secure an actual re		s therefore an	d efforts made	
	(B)	Clearly and conspicues estimated usage.	uously note on t	he bill that i	it is based on	
	(C)	Use customer supplie usage.	ANCELINGEDwher	never possible	a, to determine	
			0 3 1995	i a	FILED	
		BY	JUL 231995 JOL 231995 Lot R.S. # R Sarvice Commis MISSOURI MISSOURI	Sion Fl MO. PUB	eb 1 1994 4 - 4 0 <del>Lic Service Co</del>	64.35
DATE	of Issue	<u>January 7</u> month day	<u>1994</u> DATE E year	FFECTIVE_F		<u>1994</u> year
ISSUE		Jay Cummings	Vice President.			·

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<u>Original</u>

Missouri Gas Energy,	
a Division of Southern Union Company	

9	GENERAL TERMS AND CONDITIONS FOR GAS S	ERVICE	
bill	ocal adjustment must not be made if the previous t s were based on estimated meter readings. Th ist be used unless another correcting reading is obta	e actual read	
without a of a spo schedule (inspecti make a	nd adjustment within a twelve-month period can attempting to obtain a confirming or correcting read ecial meter reading attempt, or a request of the e an inspection of meter or reading device. on) is not obtained, supervisory approval must be modification. A notice is to be attached to the bill er that the bill is estimated and does not reflect an	ing by means customer to If a reading obtained to informing the	
wit inc ne	ditional adjustments within a twelve-month period hout the approval of the customer. In cases which licate an additional adjustment, the Company shall p cessary actions to rectify the situation causing ading, whether the cause was mechanical in nature	would otherw promptly take to the erroned	ise the ous
may not ren	rovided in subsections (A), (B) and (C) above of the der an estimated bill for; (a) more than three (3) contear, whichever is less, or (b) as a customer's initial c	nsecutive billin	g periods
	ne Company renders an estimated bill in accordar nd Conditions for Gas Service, it shall:	nce with these	General
(A)	Maintain accurate records of the reasons there made to secure an actual reading.	fore and effo	rts
(B)	Clearly and conspicuously note on the bill that estimated usage.	t it is based	on
(C)	Use customer supplied readings, whenever possi usage.	ble, to determi	ine
DATE OF ISSUE	June 9 1995 DATE EFFECTIVE month day year	<u>July</u> month	23 1995 day year
ISSUED BY	John M. Fernald	ates and Regul Missouri	latory Affairs Gas Energy
		Kansas City,	

#### Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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.
<ul> <li>(E) For all other commercial and industrial customers not covered in subsection</li> <li>(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.</li> </ul>
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 DATE EFFECTIVE February 1 1994 month day year month day yea
ISSUED BY Vice President, Rates and Regulatory Affairs

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

Second Revised First Revised

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.

DATE OF ISSU	E <u>April</u> month	<u>28,</u> day	<u>2008</u> year	DATE EFFECTIVE	<u>May</u> month	<u>28,</u> day	<u>2008</u> year
ISSUED BY _	Michael R.	Noack		<u>Director, R</u> Missouri	<u>ates and R</u> Gas Energ		

P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. 1

First Revised Original SHEET No. R-51 SHEET No. R-51

a Division of Southern Union Company

Missouri Gas Energy,

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.

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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.

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October	8	1994	DATE EFFECTIVE	December	10	1994
month	day	year		month	day	year
			Director, R	ates and Regu	latory /	Affairs
John M.	Ferna	ld	Missouri	Gas Energy, k	(CMO)	64111
	month	month day		month day year Director, R	month day year month Director, Rates and Regu	month day year month day Director, Rates and Regulatory

P.S.C.MO. No. \_\_1\_\_

<u>Original</u>

Missouri Gas Energy, a Division of Southern Union Company

For \_\_\_\_\_All Missouri Service Alle

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE JAN - 7 1994

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

Third Revised Second Revised SHEET No. <u>R-52</u> SHEET No. <u>R-52</u>

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.

DATE OF ISSUE	April	28,	2008	DATE EFFECTIVE	May	28,	2008
	month	day	year		month	day	year
ISSUED BY Mic	hael R. N	loack_		Director, Pr	icing and	l Regulat	ory Affairs

Missouri Gas Energy, Kansas City, MO. 64111

	P.S.C. MO. No.	1	Second Revised	SHEET No. <u>R-52</u>
Canceling	P.S.C. MO. No.	1	First Revised	SHEET No. R-52

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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16, 2001 DATE OF ISSUE DATE EFFECTIVE 2001 July August 06, month day year 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.	<u>1</u>	

First Revised Original



Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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For

All Missouri Service Ateas

# GENERAL TERMS AND CONDITIONS FOR GAS SERVICE MISSOURI Public Service Commingion

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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 billing as rendered is in dispute, the Company shall:

DEC 1 1994

DATE OF ISSUE October 8 1994	DATE EFFECTIVE <u>December 10, 1994</u> month day year
ISSUED BY John M Jan	month day year Director, Rates and Regulatory Affairs
John M. Fernald	Missouri Gas Energy Kansas City, MO. 64111

P.S.C.MO. No. \_\_1\_\_\_

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Original SHEET No. R-52

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	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE - 7 1994
	If a customer fails to report usage, the Company shall obtain a meter reading at reasion 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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	DEC $101994$ DEC $101994$ R.S + R-S - FEB 1 1994 94 - 40 BY LOT R.S. + R-S - 94 - 40 BY LOT RESOLUTIONS TO THE SERVICE COMM PUBLIC SOLUTION IN SERVICE COMM
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	P.S.C. MO. No.	1
Canceling	P.S.C. MO. No.	1

Second Revised First Revised

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

	GENERAL TERMS AND CONDITIONS FOR GAS S	<u>SERVICE</u>		
	8. CLAIMS AND COMPLAINTS SETTLEMENTS - RESID	ENTIAL ON	<u>LY</u>	
8.01	COMPLAINTS AND DISPUTED CLAIMS: When a custome prior to the date of the proposed discontinuance of service t billing as rendered is in dispute, the Company shall:			
	(A) Immediately record the date, time and place the compla	aint is made		
	(B) Investigate the dispute promptly and completely.			
	(C) Attempt to resolve the dispute informally in a manner both parties.	mutually sa	atisfactor	ry to
	A customer may advise the Company that a claim is in dis manner such as by written notice, in person or by a teleph appropriate personnel of the Company. A dispute must be at least twenty-four (24) hours prior to the date of propose customer to avoid discontinuance of service as provided b and Conditions for Gas Service.	none call dir registered w ed discontin	ected to vith the unuance f	the utility or a
	The Company, in attempting to resolve the dispute in nner, may employ telephone communication, personal me of other technique reasonably conducive to settlement of the c	etings, on-		
	The failure of a customer who has lodged a dispute to coope of that dispute, to respond to the Company's offer to negotia the company in efforts to resolve an inquiry which has the e in dispute shall constitute a waiver of the customer's right to and the Company may, not less than five days after provisio by Rule 8.06, proceed to discontinue service unless the cu complaint with the Commission within the five-day period.	ate, or to pa effect of place continuance on of the no	rticipate cing cha ce of ser tice requ	with irges rvice uired
DATE OF	ISSUE July 16, 2001 DATE EFFECTIVE month day year	<u>August</u> month	06, day	2001 year

ISSUED BY Robert J. Hack

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

P.S.C. M Canceling P.S.C. M		<u>First Revised</u> Original		HEET No. <u>R-53</u> HEET No. <u>R-53</u>
Missouri Gas Energ a Division of South	iy, em Union Company	For	All Missouri	STECHIED
	GENERAL TERMS A	ND CONDITIONS F	······································	OCT 7 1994
				e Service Commit
(A)	Immediately record	the date, time and	place the complaint is	made.
(B)	Investigate the disp	ute promptly and co	ompletely.	
(C)	Attempt to resolve t both parties.	he dispute informa	lly in a manner mutu	ally satisfactory to
	reasonable manner directed to the app registered with the proposed discontinu	such as by written ropriate personnel utility at least twer uance for a custome	ny that a claim is i notice, in person or b of the Company. A nty-four (24) hours pi er to avoid discontinu. Conditions for Gas Se	by a telephone call dispute must be nor to the date of ance of service as
Si uo	manner, may empl	oy telephone com	e the dispute in a mu munication, personal nably conducive to	meetings, on-site
AUG 0.6 2001 AUG 0.6 2001 AUG R-53 AUG ROMINISSION	investigation of that or to participate wit the effect of placi customer's right to than five days after	dispute, to resport the company in the company in the company in the secontinuance of secont provision of the ne unless the custom	lodged a dispute to ad to the Company's efforts to resolve an pute shall constitute rvice and the Compa ptice required by Rule her files an informal o	offer to negotiate, inquiry which has a waiver of the any may, not less e 8.06, proceed to
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			[	EC 1994
			<u> </u>	STRUCE C.
DATE OF ISSUE _	October 8 1994 month day year		FECTIVE <u>Decembe</u> month	<u>r 10, 1994</u> day year
ISSUED BY	John M. Fernald	M	rector, Rates and Re ssouri Gas Energy ansas City, MO. 641	

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P.S.C.MO. No. \_\_\_\_

**Original** 

Missouri Gas Energy, All Missouri Service Andas a Division of Southern Union Company For GENERAL TERMS AND CONDITIONS FOR GAS SERVICEN - 7 1994 MISSOURI Public Service Commission (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 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. FILFD Public MISSOUR 1 1994 IC SERVICE COMM.994 MO. PUI DATE OF ISSUE January 7 1994 DATE EFFECTIVE Feb month day year month day year ISSUED BY\_ Vice President, Rates and Regulatory Affairs F. Jay Cummings

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	1

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First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

		GENERAL	TERM	<u>MS AND</u>	CON	DITION	<u>NS FOR (</u>	<u>GAS S</u>	ERVICE		
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.										
	shall co nature c	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										
L	FISSUE	October	8	1994		DATE	EFFEC	ΓIVE	December	10	1994
-		month	day	year		_			month	day	year
ISSUED	BY	John M.	Ferna	ld			Direc	tor, Ra	<u>ites and Regi</u> Missour	i Gas E	inergy
									Kansas City	, MO. (	54111

P.S.C.MO. No. \_\_\_\_

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<u>Original</u>

Missouri Gas Energy,

a Division of Southern Union Company For \_\_\_\_\_ All Missouri Service Areas

## GENERAL TERMS AND CONDITIONS FOR GAS SERVI MISSOURI 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 CANCELLED FILED DIBLIC SERVICE COMM DATE OF ISSUE January 1994 DATE EFFECTIVE\_February 1994 month dav month day vear year

Vice President, Rates and Regulatory Affairs

ISSUED BY\_

F. Jay Cummings

	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	1

First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

		GENERAL	TERM	MS AND	CONDITIONS FOR GAS	SERVICE		
	Consum custome report, ti it appea days aff Compar	her Service er cannot b he Compai rs that the ter the not	es Dep be ma ny sha dispu ice re	bartmen de withi all be ad te is not equired 1	t within twenty-four hou that the dispute is frivol reventy two (72) hours vised that it may proceed frivolous, service shall no y Rule 3.08 has been s etain the right to lodge a	ous or if contact following the Co to discontinue se t be discontinued sent the custome	with the ompany' ervice. I until te er by the	e 's If n e
					ed in favor of the custom mer shall be refunded pr		part, an	у
	directly	with the c	ompa	ny as p	al complaint, the custom ovided in this rule. The quirement when circums	e commission sp		
	<ul> <li>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.</li> <li>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.</li> </ul>							
8.03								e e nt
	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.							e   d
DATE OI	= ISSUE	<u>October</u> month	8 day	<u>1994</u> year	DATE EFFECTIVE	December month	-	<u>1994</u> year
ISSUED	BY				Director,	Rates and Regul		
		John M. I	-ernal	d		Missouri Kansas City,		

P.S.C.MO. No. <u>1</u><u>Original</u>

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	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
<u> </u>	JAN - 7 1994
	MISSOURI Public Service Commiss
	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.
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	CANCELLED
	DEC 101994 $BY 1 \rightarrow + R.S. + R-35$ Public Service Commission MISSOLAI FEB 1 1994 94 - 40
	MO. PUBLIC SERVICE COMM
	SSUE January 7 1994 DATE EFFECTIVE February 1 1994

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	P.S.C. MO. No.	<u>1</u>
Canceling	P.S.C. MO. No.	1

First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

		GENERAL	TERN	<u>IS AND</u>	CON	DITIONS	<u>s for G</u>	AS SI	ERVICE			
		poses of ons for Gas							e General T owing:	erms a	nd	
	(A) Siz	) Size of the delinquent account.										
	(B) Cu	stomer's at	oility to	pay.								
	(C) Cu	stomer's pa	aymen	t history	/.							
	(D) Tim	ne that the	debt h	as been	i outsta	anding.						
	(E) Rea	asons why	debt h	as beer	n outst	anding.						
	(F) Any	/ other rele	evant fa	actors re	elating	to the c	ustomer'	s serv	vice.			
8.04	4 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:								ue			
	(A) Tha	at the custo	omer is	in defa	ult of t	he settle	ement ag	greem	ent.			
	(B) The	e nature of	the de	fault.								
	· ·	at unless fu date of ma	• •						ithin ten (10) ə.	days fr	om	
DATE OF	= ISSUE	<u>October</u> month	8 day	<u>1994</u> year		DATE E	EFFECTI	VE	<u>December</u> month	10 day	<u>1994</u> year	
ISSUED	BY	John M.	Fernal	d			Directo	or, Ra	<u>tes and Regu</u> Missour			
				-					Kansas City			

P.S.C.MO. No. \_\_1\_\_\_

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		GENERAL TERMS AN							
				RECEIVED					
	For pu Condit	rposes of determining ons for Gas Service	ng reasonableness , the parties shall c	JAN - 7 1994 under these General Terms and onsider the following ISSOURI Public Service Commis					
	(A)	Size of the delinquent account.							
	(B)	Customer's abilit	y 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.							
3.04	terms	and conditions of a s	settlement agreeme	a customer fails to comply with the ant, the Company may discontinue g by personal service or first class					
	(A)	That the customer is in default of the settlement agreement.							
	(B)	The nature of the default.							
	(C)	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.							
		C	ANCELLED						
		1	DEC 101994 Let R.S.# R Sarvice commissi Missouri	IGII FILED					
		BY. Public	Service 20mmisu						
		1	10100-	FEB 1 1994 94 - 40 MO DUBLIC COMM					
	ISSUE J			ECTIVE February 1 1					

	P.S.C. MO. No.	<u>1</u>
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First Revised Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	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;
	EISSUE October 8 1994 DATE EFFECTIVE December 10 1994

DATE OF ISSUE	<u>October</u>	8	<u>1994</u>	DATE EFFECTIVE	<u>December</u>	10	1994
	month	day	year		month	day	year
ISSUED BY				Director, F	ates and Regu	latory /	Affairs
	John M.	Ferna	ld		Missour	i Gas E	nergy
					Kansas City	, MO. (	64111

P.S.C.MO. No. \_\_1\_\_\_

Missouri Gas Energy,

a Division of Southern Union Company For All Missouri Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE CEIVED

JAN - 7 1994

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		GANCELLED		
		DEC 101994 BY Lot R. S. # R-57 Public Service Co. nimissic MISSOL 31	FILED	
		MO. PUBL	<del>ic service c</del>	OMM.
DATE OF ISSUE January	7	1994 DATE EFFECTIVE Februar	v. 1	1994
month	day	year month	day	year
ISSUED BY		Vice President, Rates and I	Regulatory A	ffairs

F. Jay Cummings

<u>Original</u>

# Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	<u>GENERAL</u>	<u>. TERMS AND C</u>	ONDITIONS FOR GAS	SERVICE	
(C)	The number of	of settlement agre	eements made by the Co	ompany;	
(D)	The actual number of discontinuances of service due to each of the following categories of reasons:				
		omer's failure to nent agreement;	keep a settlement agre	eement or cold	d weather
	(2) The cust	omer's failure to r	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.				
DATE OF ISS	UE <u>October</u> month	<u>8 1994</u> day year	DATE EFFECTIVE	December month	10 19 day ye
ISSUED BY	John M.	Fernald	Director, R	<u>ates and Regu</u> Missouri Kansas City,	Gas Ener
uri Public					

FORM NO. 13 P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u>

or City

First Revised Original SHEET No. <u>R-58</u> SHEET No. R-58

Missouri Gas Energy, <u>a Division of Southern Union Company</u> Name of Issuing Corporation

For: All Missouri Service Areas Community, Town

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.

DATE OF ISSUE <u>August 28</u> month d

ust 28 1998 Ith day year DATE EFFECTIVE:

September 02 1998 month day year

ISSUED BY: Charles B. Hernandez

Director, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111 P.S.C.MO. No. \_\_1\_\_\_

<u>Original</u>

Missouri Gas Energy, a Division of Southern Union Company

For \_\_\_\_\_All Missouri Bernge ANED

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

<u>\_\_\_\_\_MISSOURI\_\_</u>

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Missouri Public Service Commission CANC SEP 0 2 1998, R.58 by 1 St RW. Sht. R.58 FILED 9<sup>FEB</sup>- 2<sup>1994</sup> MO. PUBLIC SERVICE COMM. DATE OF ISSUE January 1994 DATE EFFECTIVE February 1994 month day vear month dav vear

Vice President, Rates and Regulatory Affairs

ISSUED BY\_

F. Jay Cummings
FORM NO. 13 P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u>

First Revised Original SHEET No. <u>R-58a</u> SHEET No. R-58a

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

9.03 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 ess 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.

 

 DATE OF ISSUE:
 August 28 1998 month
 DATE EFFECTIVE:
 September 02 1998 month
 02 1998 day year

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

 P.S.C.MO. No. \_\_1\_\_\_

<u>Original</u>

SHEET No.\_\_R-58a

Missouri Gas Energy, a Division of Southern Union Company

For \_\_\_\_\_ All Missouri Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE IISSOURI Public Service Commission

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Missouri Public Service Commission CANC SEP 021998 by 1st RW. Sont. R.589 F FILFD FEB 7 1994 94 - 40 MO. PUBLIC SERVICE <u>1994</u> 1994\_DATE EFFECTIVE\_February DATE OF ISSUE January day year month vear month dav ISSUED BY Vice President, Rates and Regulatory Affairs

F. Jay Cummings

FORM NO. 13 P.S.C. MO. No. <u>1</u> Canceling P.S.C. MO. No. <u>1</u>

First Revised Original SHEET No. <u>R-59</u> SHEET No. R-59

Missouri Gas Energy,

a Division of Southern Union Company Name of Issuing Corporation

City

For: All Missouri Service Areas

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: <u>August 28 1998</u> month day year DATE EFFECTIVE:

September 02 1998 month day year

ISSUED BY: Charles B. Hernandez

Director, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111 P.S.C.MO. No. \_\_\_\_\_

<u>Original</u>

SHEET No. R-59

Missouri Gas Energy, a Division of Southern Union Company

For <u>All Missouri Service Areas</u>

JAN - 7 1994

# GENERAL TERMS AND CONDITIONS FOR GAS SERVICESOURI

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ISSUED BY\_

F. Jay Cummings

Vice President, Rates and Regulatory Affairs

<u>Original</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	GENERAL TERMS AND CONDITIONS FOR GAS S	SERVICE
9.05	OWNERSHIP: All gas main extensions shall be and rem Company whether extended without cost to the customer o basis.	
9.06	CUSTOMER CONTRACTS: The Company shall not be re extension as provided herein unless the applicant(s) t extension shall contract to take service for at least one year.	to be served by such
9.07	DETERMINATION OF EXTENSION LENGTH: The distance which service is sought to the nearest existing gas dis capacity sufficient to provide adequate service to applicant thereto connected shall be used in determining the length of instances where unusual conditions exist and where good dictate that an alternate to the shortest route be selected, the right to determine such alternate route. The cost premises to an existing main having adequate capacity shall determining the amount of the deposit required in case the exist the free allowance. Distances shall be measured along str across private property.	istribution main having int and other customers f the extension. In those d engineering practices the Company reserves of extending from the ill be used as a basis for extension is in excess of
9.08	RIGHT-OF-WAY AND FRANCHISE LIMITATIONS: The Co case be required to secure private right-of-way for th extensions of gas mains or other facilities to premises of p When necessary, the Company shall endeavor to secure for municipality to cover extensions requested, but will no extensions on streets or alleys not covered by lawful franching	ne purpose of making prospective customers. ranchise rights from the ot undertake to make
DATE OI	F ISSUE <u>January 7 1994</u> DATE EFFECTIVE month day year	<u>February 1 199</u> month day yea
	BYVice President, Ra	

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

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.

DATE OF ISSUE	<u>January</u> month	7 day	<u>1994</u> year	DATE EFFECTIVE	<u>February</u> month	1 day	<u>1994</u> year
ISSUED BY	<b>F</b> lev <b>O</b>		~~	Vice President, Ra		gulatory /	

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

		GENERA	LTERI	MS AND	CON	DITIONS	FOR GA	AS SE	ERVICE			
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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

GENERAL TERMS AND CONDITIC	NS FOR GAS SERVICE								
and regulator installation, with such lo inspection, and testing at all times. The meter set location shall be the respond Any work associated with the provision thereto must be performed by the Co	eter set piping and space for the meter ocation readily accessible for reading, The cost related to any change in the nsibility of the court owner or operator. of suitable meter set piping or changes mpany or Company's agent or other by the Company. The estimated cost								
owner or operator or required by the p	s when such is requested by the Court provisions of Section 10.05 of this Rule. e performed pursuant to the applicable								
pursuant to the provisions of Paragra	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.								
	n, shall not affect the application of the ction, with regard to court-owned piping								
DATE OF ISSUE January 10 1994 DATI month day year	E EFFECTIVE <u>February 1 1994</u> month day year								
ISSUED BYVi F. Jay Cummings	<u>ce President, Rates and Regulatory Affairs</u> Missouri Gas Energy Kansas City, MO. 64111								

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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	F. Jay Cummings				Missouri Gas Energy					
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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE									
10.03	GENERAL SERVICE CONDITIONS FOR MOBILE HOME COURTS INSTALLE AFTER MAY 14, 1985, AND FOR INDIVIDUAL MOBILE HOMES LOCATED C CITY OR SUBURBAN LOTS:									
	(A) Gas Service will be provided by the Company to individual mobile home located on city or suburban lots or in mobile home courts through distribution facilities owned, installed, operated, and maintained by and at the expense the Company in the same manner as service is provided to convention 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 Compan such service shall be subject to the execution of the Company's standa application or contract by the customer at each metered location.									
	(C) Service will be billed at each metered location under the Company's application tariffs, including the minimum bill provisions thereof, and payment of successful 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 that 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 discontinuance of service.									
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CELLED ber 1, 2013 uri Public Commission	Kansas City, MO. 6									

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

		<u>(</u>	GENERAL	TER	MS AND	000	NDITI	ONS F	OR GA	AS S	ERVICE			
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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	GENERAL TERMS AND CONDITIONS FOR GAS	<u>S SERVICE</u>								
(E) The	(E) The following special conditions shall be applicable to main extensions:									
(1)	For the purposes contained herein main extension costs will consist of the ollowing three segments, with the sum of the three segments equaling the otal 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.									
(2)	<ul> <li>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.</li> <li>(2) For individual mobile homes located either on city or suburban lots or in</li> </ul>									
	mobile home courts, extensions will be made mobile home court owner paying segments (b) construction, with such advances being subject provisions:	) and (c) as advances for								
DATE OF ISSUE	January 10 1994 DATE EFFECTIVE month day year	E <u>February 1 1994</u> month day year								
ISSUED BY	Vice President, F. Jay Cummings	Rates and Regulatory Affairs Missouri Gas Energy								
		Kansas City, MO. 64111								

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	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	e 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.
	<ul> <li>(a) The cost of installing up to sixty (60) feet of service line under ideal conditions (no rock, paving, drives, or other obstructions);</li> </ul>
	(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, <u>a Division of Southern Union Company</u>

Service Commission GM-2013-0254; YG-2014-0056

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	(3	mobile ho for consti are occup shall be o	ome court own ruction, with s pied for a per	ied pads will b ner paying segn egment (a) cos iod of one year appropriate pla ounts.	nents (a), (l ts subject . Segment	b), and (c) as to refund afte ts (b) and (c)	advance er the pa advance	ces ads ces
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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

	GENERAL TERMS	AND CONDITIONS FO	OR GAS SERVICE	
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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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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 INFO: KEY USE: KEY: NO: REMARKS: RURAL LOC: CURB BOX LOCATION: CUSTOMER NAME: DATE WANTED: TIME WANTED: REQUESTED BY: CONTACT PHONE: FIELD ORDER NO: SERVING OFFICE: COMPLETED BY: TIME ARRIVED: DATE: TIME LEFT: METER STATUS INDEX ORDER 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 DATE EFFECTIVE November 26 1995 day year

month month day year ISSUED BY Director, Rates and Regulatory Affairs John M. Fernald Missouri Gas Energy, 3420 Broadway Kansas City, MO. 64111 CANCELLED September 1, 2013

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For: All Missouri Service Areas

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
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	F. Jay C	ummir	ngs		Missou	ri Gas E	nergy
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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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FORM NO. 13

P.S.C. MO. No.1 Cancelling P.S.C. MO. No.1 First Revised Original

SHEET No.R-81 SHEET No.R-81

Missouri Gas Energy, <u>a Division of Southern Union Company</u> Name of Issuing Corporation

For: All Missouri Service Areas Community, Town or City

	GENERAL TERMS AND CONDITIONS FOR GAS SERVICE
	13. PRIORITY OF SERVICE
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:
	For an MGE Sales Service Supply Deficiency
	Category 1.
	Sales service to residential customers, public housing authorities, public schools, hospitals, and other human needs customers receiving firm sales service from the Company
	Category 2.
	Commercial sales service
	Category 3.
	Industrial sales service
DATE	OF ISSUE <u>January 30 1997</u> DATE EFFECTIVE <u>February 1 1997</u> month day year month day year
ISSUE	D BY: Charles B. Hernandez Director, Pricing and Regulatory Affairs
CELLED ber 1, 2013	Missouri Gas Energy, Kansas City, MO. 64111

	P.S.C.MO. No.	1	<u>Original</u>	SHEET No.	<u>R-81</u>
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	<u>GENERA</u>	L TERMS AND	CONDITIONS FOR G	<u>AS SERVICE</u> JAN -	7 1994
		13. <u>PR</u> I	ORITY OF SERVICE	MISS Public Service	
13.01	PURPOSE: The periods of supply		is Rule is to establish	the priority of servic	e during
13.02	supply, the Comp allocate its avail	pany will curtai able supply of supply deficie	s of limitation of pipelin il or limit gas service to gas) as in this Rule p ncy or due to weather	o its customers (or con provided. Curtailment	nversely, t may be
13.03	priority categorie	es. The prior	h customer's require ity categories, to be , listed in descending c	utilized by the Com	pany for
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	less than requireme	a 3,000 MCF ents of less t	al requirements of 1,00 per month; industr han 3,000 MCF per ercial, industrial and es	ial and essential ag month; and plant p	ricultura rotectior
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L	F ISSUE January	7	1994 DATE EFFECT		
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FORM NO. 13

Service Commission GM-2013-0254; YG-2014-0056

P.S.C. MO. No.1 Cancelling P.S.C. MO. No.1 First Revised Original SHEET No.<u>R-82</u> SHEET No.<u>R-82</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u> Name of Issuing Corporation

For: All Missouri Service Areas Community, Town or City

<ul> <li><u>Category 1.</u></li> <li>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</li> <li><u>Category 2.</u></li> <li>Commercial sales service and commercial transportation service</li> <li><u>Category 3.</u></li> <li>Industrial sales service and industrial transportation service</li> <li>13.04 CURTAILMENT PROCEDURES: 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.</li> <li>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.</li> <li>13.05 UNAUTHORIZED USE CHARGE: If during any period of curtailment, any customer takes without the Company's advance approval a volume of das in</li> </ul>		For an MGE Distribution System Capacity Deficiency
authorities, public schools, hospitals, and other human needs customers receiving firm sales service from the Company <u>Category 2.</u> Commercial sales service and commercial transportation service <u>Category 3.</u> Industrial sales service and industrial transportation service 13.04 CURTAILMENT PROCEDURES: 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. 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.		Category 1.
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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.	13.05	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

P.S.C.MO. No. \_\_\_1\_\_

<u>Original</u>

Missouri Gas Energy,

a Division of Southern Union Company For \_\_\_\_\_ All Missouri Service Areas CENED

#### GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

JAN - 7 1994

#### MISSOURI Public Service Commission

<u>Category 3.</u> 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.

<u>Category 4.</u> 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.

<u>Category 5.</u> All other industrial or commercial feedstock or process requirements.

<u>Category 6.</u> All commercial and industrial requirements not otherwise specified.

<u>Category 7.</u> 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.

<u>Category 8.</u> 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 B) 1 of RS R-82 Public Service Commission MISSOURI

FILED

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

DATE OF ISSUE January		7	<u>1994</u> DATE	EFFECTIVE Februar	y 1	1994
	month	day	year	month	day	year
ISSUED BY			Vice Pres	ident, Rates and Reg	ulatory A	Affairs

F. Jay Cummings

FORM NO. 13

P.S.C. MO. No.1 Cancelling P.S.C. MO. No.1 First Revised Original

SHEET No.R-83 SHEET No.R-83

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

For: All Missouri Service Areas Community, Town or City

	GI	ENERAL T	ERMS	AND CO	NDITION	IS FOR GAS	S SEF	<u>IVICE</u>		
13.06	penalties, otherwise, any portior customers priority of s other orde	charges, resulting fin of the volu- to the extension service pla ers or dire	paymer rom or a umes of ent that n or cui ctives	nts and arising o gas des such fai tailment of duly	claims ut of the sired by a lure resu procedu constitu	shall be rel of whatever Company's any particula lits from the lits from the lits herein p red authoriti diction in the	r kind failur r cust imple prescr	l, contracture to deliver omer or gro mentation ibed or fror ncluding, bu	all or all or oup of of the m any	
13.07	conflict wit	h any othe itions for G	r provis as Ser	sion(s) o vice, or (	f the Co	le 13, or an mpany's filec s, this Rule s	d tariff	, General 7	Terms	
DATE	OF ISSUE	<u>January</u> month	30 day	<u>1997</u> year	DA	IE EFFECTI	VE	<u>February</u> month	1 day	<u>1997</u> year
ISSUE	D BY:	Charles B.	Hernan	dez		Director. Pr	icina :	and Regula	torv A	ffairs

Missouri Gas Energy, Kansas City, MO. 64111

P.S.C.MO. No. <u>1</u><u>Original</u>

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SHEET No. R-83

Missouri Gas Energy, <u>a Division of Southern Union Company</u> For <u>All Missouri Ser**REQEWED**</u>

Missouring         Jubic Service Commiss         Category 9. All other commercial and industrial requirements of 3,000 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, 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 requirement or customer's average daily requirement in the month of maximum demand, all occurring during each year ended April 30.         StanceLEDD         FEB 1 1997         FILED         FEB 1 1997         FILED         FEB 1 1997         FILED         Missour         Missour			
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 egricultural 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 deily requirement in the month of maximum demand, all occurring during each year ended April 30.3.04CURTAILMENT 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.EXAMPLE FEB 1 1997 FEB 1 1997 MUBIC Service Commission MOR PUBLIC SERVICE COMM MOR PUBLIC SERVICE COMM MOR PUBLIC SERVICE COMM		GENERAL TERMS AND CONDITIONS FOR GA	<u>S SERVICE</u> JAN - 7 1994
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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. <b>CANCELLED</b> FEB 1 1997 FEB 1 1994 SUBLIC SERVICE COMM		shall be customer's maximum monthly requirement or requirement in the month of maximum demand, all occu	or customer's average daily
FEB 1 1997 FILED BY $1 \pm R + 8^{3}$ Public Service Commission MISSOUR: MO. PUBLIC SERVICE COMM	13.04	a period beginning on the first day of any month and ex of the month. Notice shall be given to each affected writing as far in advance as practicable and may be o	tending through the last day customer by telephone or in
Bi lat R5 R-83 Public Service Commission MISSOUR: MO. PUBLIC SERVICE COMM		CANCELLED	
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month day year month day year	ATE O	F ISSUE January 7 1994 DATE EFFECTIVE Febru month day year month	
SUED BY Vice President, Rate and Regulatory Affairs			

FORM NO. 13 P.S.C. MO. No.1 Cancelling P.S.C. MO. No.1

First Revised Original SHEET No.<u>R-84</u> SHEET No.<u>R-84</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u> Name of Issuing Corporation

For: All Missouri Service Areas Community, Town or City

	GENERAL	TERM	S AND CON	NDITIONS	FOR GAS S	ERVICE		
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DATE OF ISSUE		<u>30</u> day	<u>1997</u> year	DATE E	FFECTIVE	<u>February</u> month	1 day	<u>1997</u> year
ISSUED BY:	Charles B. H	<u> Iernar</u>	ndez	Missour	<u>Director, Prici</u> i Gas Energy	ing and Rec , Kansas C	gulator ity, MC	<u>y Affairs</u> ). 64111

P.S.C.MO. No. \_\_1\_\_\_

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<u>Original</u>

SHEET No. R-84

	uri Gas Energy, sion of Southern Union Company ForAll I	RECEIVED
	GENERAL TERMS AND CONDITIONS FOR	JAN -7 1994-1
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		Public Service Commiss
	Curtailment shall be assigned initially to those best effort transportation arrangements where the Company is no continuous service except to the extent that curtailment be useful in maintaining deliveries to other customers in a Additional curtailment shall be assigned initially to the (Category 10) and successively to each higher priority ca- partial service only be available to an affected catego customers shall be limited to the customer's pro rata sha allocation to be based on the ratio of the customer's required customers in the same category.	ot responsible for providing t of such services would not accordance with these rules. he lowest priority category ategory as required. Should ory, deliveries to individual are of available supply, such uirements in the category for
13.05	UNAUTHORIZED OVERRUN DELIVERIES: If during a customer takes, without the Company's advance approv of the volumes authorized to be used by such customer be considered unauthorized overrun deliveries.	val a volume of gas in excess r, said excess volumes shall
	If cumulative unauthorized overrun delivery quantities ta a continuous curtailment period exceed 5% of authorize customer shall pay to the Company an Overrun Penalty for overrun delivery quantities as follows:	ed daily delivery levels, said
	\$5 for each MCF which exceeds authorized delive through 10%;	ery levels by more than 5%
	\$10 for each MCF which exceeds authorized delive through 15%;	ary levels by more than 10%
	\$15 for each MCF which exceeds authorized deliver	ry levels by more than 15%.
	FEB 1 1997 B: let <u>R.S. R-84</u>	FILED
	Public Service Commission	FEB 1 1994
DATE (	MISSOUR OF ISSUE <u>January 7 1994</u> DATE EFFECTIVE month day year	E Feb <b>MoryPligLic SERVICE COSSA</b> month day year
	D BY Vice President, R	ates and Regulatory Affairs

FORM NO. 13

P.S.C. MO. No.1 Cancelling P.S.C. MO. No.1

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	DATE EFFECTIVE	February	1	1997
	month	day	year		month	day	year
				D D			
ISSUED BY:	<u>Charles B.</u>	Herna	andez	Director, Prici	ng and Rec	gulatory	Affairs
				Missouri Gas Energy,	Kansas C	ity, MO	. 64111

SHEET No.R-85 SHEET No.R-85

First Revised Original

P.S.C.MO. No. \_\_1\_\_\_

<u>Original</u>

SHEET No. \_\_\_ R-85\_


FORM NO. 13

P.S.C. MO. No.<u>1</u> Cancelling P.S.C. MO. No.<u>1</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u> 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 DATE EFFECTIVE January 30 1997 February 1997 1 month day year month day year ISSUED BY: Charles B. Hernandez Director, Pricing and Regulatory Affairs Missouri Gas Energy, Kansas City, MO. 64111

First Revised Original SHEET No.<u>R-86</u> SHEET No.<u>R-86</u>

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P.S.C.MO. No. \_\_1\_\_\_

Original

SHEET No. R-86

Missouri Gas Energy,	
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All Missouri Service CENED a Division of Southern Union Company For \_\_\_\_

GENERAL TERMS AND CONDITIONS FOR GAS SERVICE AN - 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

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MO. PUBLIC SERVICE CONA

DATE OF ISSUE January	7	1994 DATE	EFFECTIVE February	1	1994
month	day	year	month	day	year
ISSUED BY		Vice Pr	esident, Rates and R	equlatory A	ffairs

F. Jay Cummings

FORM NO. 13 P.S.C. MO. No.<u>1</u> Canceling P.S.C. MO. No.<u>1</u>

Fourth Revised Third Revised SHEET No. <u>R-87</u> SHEET No. <u>R-87</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

	14. <u>OTHE</u>	<u>ER CHARGES</u>	
14.0	SCHEDULE OF OTHER CHARGES:		
	Description of Charge	Section Re	ef. <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 Landlord to tenant transfer Tenant to landlord transfer	4.11 3.03 3.03	\$15.00 \$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 & 4.0	8 \$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 OI	FISSUE <u>February 16, 2010</u> month day year		<u>March 18, 2010</u> month day year
SSUED	BY: <u>Michael R. Noack</u>		<u>nd Regulatory Affairs</u> Kansas City, MO.  6411

Service Commission GR-2009-0355; YG-2010-0500 FORM NO. 13 P.S.C. MO. No.<u>1</u> Canceling P.S.C. MO. No. 1

### <u>Third Revised</u> Second Revised

# SHEET No. <u>R-87</u> SHEET No. <u>R-87</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

# For: All Missouri Service Areas

14. OTHER CHARGES								
14.0	SCHEDULE OF OTHER CHARGES:							
	Description of Charge	Section Ref.	<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 O	F ISSUE <u>September 24 2004</u> month day year	DATE EFFECTIVE Octo month						

#### Service Commission GR-2009-0355; YG-2010-0500

# CANCELLED

FORM NO. 13 P.S.C. MO. No.<u>1</u> Canceling P.S.C. MO. No. PS P. St Second Revised By Canceling By Cancel Solution Missouri Gas Energy in Service Commission A Division of Southern Union Company

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SHEET No. <u>R-87</u> SHEET No. <u>R-87</u>

For: All Missouri Service Arteris Public

GENERAL TERMS AND CONDITIONS F	OR GAS SERVIC	E RECD JUL 1 6 2001
14. OTHER CHARGES	Service Commission	
14.0 SCHEDULE OF OTHER CHARGES:		
Description of Charge	Section Ref.	Amount
Collection or disconnection	3.11	\$ 8.00
Connection charge Missouri Public	- 3.03	\$20.00
Transfer charge FILED AUG 06 2001	3.03	\$ 5.00
Reconnection charge: 01 - 292 Service Commissio	n	
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 <u>July 16, 2001</u> DATE EF month day year	FECTIVE Mont	<u>- 3001</u> day year
	sident Pricing an	AUG 0 6 2001 d Regulatory Affairs
		sas City, MO. 64111

FORM NO. 13 P.S.C. MO. No.1 Canceling P.S.C. MO. No. 1

#### First Revised Original

SHEET No. <u>R-87</u> SHEET No. <u>R-87</u>

Missouri Gas Energy, a Division of Southern Union Company

For: All Missouri Service Areas

<u>Missouri Public</u>

	GENERAL TERMS AND CONDIT	IONS FOR GAS SERVICE	ice Commission	
		RECT	D AUG 2 8 1998	
	14. OTHER CH	IARGES		
14.0	SCHEDULE OF OTHER CHARGES:			
	Description of Charge	Section Ref.	Amount	
	Collection or disconnection	3.10	\$ 8.00	
	Reconnection charge:			
	Failure to furnish deposit	2.05	\$29.00	
	<b>.</b>	0.44		

CANCELLEN

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 SSIO Meter removal and reinstallation 5.02 at Customer's request \$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 DATE OF ISSUE August DATE EFFECTIVE <u>28 1998</u> n day ye SEP 02 1998 month day year month year 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 0 2 1998

Misso: Service	Southern Union Company For	FOR GAS SER	VICE RECEIVED
CANC SEL	RW 231 14. <u>OTHER CHAR</u>		JAN - 7 1994 MISSOURI
V	EDULE OF OTHER CHARGES:	P	ublic Service Commis
	Description of Charge	Section Ref.	Amount
C	Collection or disconnection	3.10	\$ 8.00
F	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	FileD
	Cut off at main (paved)		FEB _1,1994
	Disconnection & reconnection	4.10 MO	PURLIC STRATCP COMAL

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

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Service Commission GM-2013-0254; YG-2014-0056 First Revised Original

# Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

GENERAL TERMS AND CO		
Description of Charge	Section R	<u>ef. 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 <u>July 16, 2001</u> month day year	DATE EFFECTIVE	<u>August 06, 20</u> month day
ISSUED BY Robert J. Hack	Vice President, Pric Missouri Gas Energy,	ing and Regulatory A
CELLED ber 1, 2013	wissouri das Eriergy,	Nalisas Oily, IVIO. O

Missouri Gas Energy, <u>a Division of Southern Union Company</u>	For	All Missouri	Service Arnas	<b>n</b>
GENERAL TERMS A	AND CONDITIONS	FOR GAS SEI		
·			JAN - 7 199	4
			MISSOUR	1
Description of Charge	<u>s</u>	ection Relub	lic Service Con	nmis
To mobile home court after			Greater o	f
disconnection for reselling			\$5.00/un	
of gas by court owner	1	0.03(A)	or \$25.00	-
Request for meter reading durin	a			
normal working hours	0			
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	
	CANCELI	.ED		
	AUG 062			
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L	· · · · · · · · · · · · · · · · · · ·	MO.	PUBLIC SERVICE	COM
DATE OF ISSUE January 7	1994 DATE EFFEC	CTIVE <u>Februa</u>	ary <u>1</u>	199
month day	year	month		y.

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P.S.C. MO. No. <u>1</u> Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

# GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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DATE OF ISSUE	<u>January</u> month	7 day	<u>1994</u> year	DATE EFFECTIVE	February month	1 day	<u>1994</u> year
ISSUED BY				Vice President, Ra	ates and Reg	ulatory /	Affairs
	F. Jay Cı	ummir	ngs		Missou	ri Gas E	nergy
	-		-		Kansas City	y, MO. (	64111

P.S.C. MO. No. <u>1</u> Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

# GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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DATE OF ISSUE	<u>January</u> month	7 day	<u>1994</u> year	DATE EFFECTIVE	<u>February</u> month	1 day	<u>1994</u> year		
ISSUED BY				Vice President, Ra	ates and Reg	ulatory /	Affairs		
	F. Jay Cummings			Missouri Gas Energy					
			-		Kansas City	<mark>, МО</mark> . е	54111		

P.S.C. MO. No. <u>1</u> Original

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

# GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

# LEFT BLANK INTENTIONALLY

DATE OF ISSUE	<u>January</u> month	7 day	<u>1994</u> year	DATE EFFECTIVE	<u>February</u> month	1 day	<u>1994</u> year		
ISSUED BY				Vice President, Ra	tes and Reg	ulatory A	Affairs		
	F. Jay Cummings			Missouri Gas Energy					
			-		Kansas City	y, MO. 6	64111		

P.S.C. MO. No. <u>1</u>

<u>Original</u>

Missouri Gas Energy, <u>a Division of Southern Union Company</u>

For: All Missouri Service Areas

	<u>GENER</u>	AL TERMS	S AND C	ONDITIONS FOR GAS	SERVICE		
		1	6. <u>GEN</u>	ERAL CLAUSES			
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DATE OF ISS	SUE <u>Januar</u> month	-	<u>994</u> ear	DATE EFFECTIVE	<u>February</u> month	1 day	199 yea
ISSUED BY				Vice President,	Rates and Red	ulatory A	\ffair