

2.0 - RULES AND REGULATIONS, (CONT'D.)

2.8 Payment Arrangements, (Cont'd.)

2.8.2 Billing and Collection of Charges

- B.** The Company may charge a returned check fee in an amount up to \$25.00 for each check returned for nonpayment by a bank. The Company will furnish proof of the bank charge upon request. **(I)**

2.8.3 Disputed Bills

If the Customer has a complaint, has a question about, or seeks to dispute charges on the bill, the Customer should contact the Company at the address, telephone number or e-mail address provided on the bill. If the Customer is not satisfied with the Company's response, the Company will advise the Customer of the formal and informal procedures available before the Missouri Public Service Commission.

2.8.4 Discontinuance of Service

- A.** If payment is not received within twenty two (22) days of the due date, a disconnect notice may be sent to the Customer. A written notice will be sent by first class mail at least ten (10) days prior to the proposed date of discontinuance. In the alternative, Company may deliver a written notice by hand to the customer at least ninety six (96) hours prior to discontinuance.
- B.** Company will postpone a discontinuance for a time not in excess of 21 days if the telephone is necessary to obtain emergency medical assistance for a person who is a member of the household where the service is provided and where such a person is under the care of a physician. Any person who alleges such an emergency shall, if requested, provide Company with reasonable evidence of such necessity.
- C.** If the Customer's account is disconnected due to non-payment, Services may be reconnected only by paying all past due amounts, and a reconnection fee may apply.