

United Cities Gas Company For All Districts

Name of Issuing Corporation

Community, Town or City

OCT 11 1994

MO. PUBLIC SERVICE COM.

RULES AND REGULATIONS  
For All Service Areas1. Definitions

Except where the context indicates a different meaning or intent, the following terms, when used herein or in the Company's rate schedules incorporating these General Rules and Regulations, shall have the meanings defined below:

1.1 "Company"

United Cities Gas Company.

1.2 "Customer"

Any person or legal entity responsible for payment for service except one denoted as a guarantor.

1.3 "Gas Service"

The availability of natural gas at the Company's point of delivery to Customer irrespective of whether any such gas is actually needed.

1.4 "Point of Delivery"

For purposes of facilities installed prior to December 15, 1989, "point of delivery" means the point of connection between Company and Customer at which the gas supplied leaves the outlet side of the Company's meter.

For purposes of facilities installed on and after December 15, 1989, "point of delivery" means the point of connection between Company and Customer at which the gas supplied leaves the outlet side of the Company's meter. If the customer's meter is not located at the building wall, the service line to the customer's nearest building shall be installed, owned, operated and maintained by the Company and the point of delivery shall be the building wall.

\*Indicates new rate or text

+Indicates change

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Public Service Commission  
MISSOURI

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NOV 30 1994

MISSOURI

Public Service Commission

DATE OF ISSUE Oct. 10, 1994 DATE EFFECTIVE Nov. 30, 1994  
month day year month day year

ISSUED BY Gene C. Koonce, President Brentwood, TN  
name of officer title address

FORM NO. 13

P.S.C.MO. No. 3{ Original } SHEET No. 62  
{ Revised }

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

{ Original } SHEET No. \_\_\_\_\_  
{ Revised }

United Cities Gas Company

For All Districts

Name of Issuing Corporation

Community, Town or City

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RULES AND REGULATIONS  
For All Service AreasMISSOURI  
Public Service Commission1. Definitions

Except where the context indicates a different meaning or intent, the following terms, when used herein or in the Company's rate schedules incorporating these General Rules and Regulations, shall have the meanings defined below:

CANCELLED

1.1 "Company"

United Cities Gas Company.

NOV 30 1994

1.2 "Customer"

Any individual, partnership, association, firm, public BY 1st P.S. #62  
private corporation or government agency or institution Public Service Commission  
receiving Company's service at any specific location. MISSOURI

1.3 "Gas Service"

The availability of natural gas at the Company's point of delivery to Customer irrespective of whether any such gas is actually used.

1.4 "Point of Delivery"

For purposes of facilities installed prior to December 15, 1989, "point of delivery" means the point of connection between Company and Customer at which the gas supplied leaves the outlet side of Company's meter.

For purposes of facilities installed on and after December 15, 1989, "point of delivery" means the point of connection between Company and customer at which the gas supplied leaves the outlet side of the Company's meter. If the customer meter is not located at the building wall, the service line to the customer's nearest building shall be installed, owned, operated and maintained by the Company and the point of delivery shall be the building wall.

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DATE OF ISSUE AUG 23 1991  
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month day yearISSUED BY Gene C. Koonce, President

Brentwood, TN

name of officer

title

address

FORM NO. 13 P.S.C.MO. No. 3 1st ~~Original~~ SHEET No. 63  
~~Revised~~  
 Cancelling P.S.C.MO.No. 3 ~~Original~~ SHEET No. 63  
~~Revised~~  
United Cities Gas Company For All Districts **RECEIVED**  
 Name of Issuing Corporation Community, Town or City

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RULES AND REGULATIONS (Continued)  
 For All Service Areas

- 1.5 "Cubic Foot of Gas"  
 The gas necessary to fill one cubic foot of space at a temperature of 60 degrees Fahrenheit and an absolute pressure of 14.65 pounds per square inch.
- 1.6 "Mcf, "Ccf, "Therm", and "Dekatherm"  
 "Mcf" is 1,000 cubic feet of gas; "Ccf" is 100 cubic feet of gas; as used herein "Therm" means volume of gas containing a quantity of heat equal to 100,000 BTU; Dekatherm means a volume of gas containing a quantity of heat equal to 1,000,000 BTU.
- 1.7 "Prompt Payment"  
 Payment of a bill for gas service within twenty-one (21) days following its date of rendition for residential Customers and fourteen (14) days for non-residential Customers.
- 1.8 "Commission"  
 Missouri Public Service Commission
- 1.9 "Delinquent Date"  
 The date stated on the the bill which shall be at least twenty-one (21) days from the rendition of the bill after which the utility may assess an approved late payment charge.
- 1.10 "Late Payment Charge"  
 An assessment on a delinquent charge in accordance with the utility tariff and in addition to the delinquent charge.
- 1.11 "Delinquent Charge"  
 A charge remaining unpaid at least twenty-one (21) days from the rendition of the bill by the utility
2. Customer Facilities and Responsibility
- 2.1 The Customer shall install and maintain gas piping and appliances in the condition required by the governmental authorities having jurisdiction and in a manner approved by the Company. The Customer shall so use the equipment as not to disturb the Company's service to other Customers.
- 2.2 The Company will supply the Customer with gas through meters owned by the Company. The Customer shall provide a suitable place for the meter satisfactory to the Company. For meters installed after December 15, 1989, the Company shall determine that the installation location is protected from

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Public Service Commission

DATE OF ISSUE Oct. 10, 1994 DATE EFFECTIVE Nov. 30, 1994

ISSUED BY Gene C. Koonce, President Brentwood, TN  
 name of officer title address

FORM NO. 13

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United Cities Gas Company

For All Districts

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RULES AND REGULATIONS (Continued)  
For All Service AreasMISSOURI  
Public Service Commission1.5 "Cubic Foot of Gas"

The gas necessary to fill one cubic foot of space at a temperature of 60 degrees Fahrenheit and an absolute pressure of 14.65 pounds per square inch.

1.6 "Mcf", "Ccf", "Therm", and "Dekatherm"

"Mcf" is 1,000 cubic feet of gas; "Ccf" is 100 cubic feet of gas; as used herein "Therm" means volume of gas containing a quantity of heat equal to 100,000 BTU; Dekatherm means a volume of gas containing a quantity of heat equal to 1,000,000 BTU.

1.7 "Prompt Payment"

Payment of a bill for gas service within twenty-one (21) days following its date of rendition for residential Customers and fourteen (14 days) for non-residential Customers.

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1.8 "Commission"

Missouri Public Service Commission

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BY 1st R. S. #63  
Public Service Commission  
MISSOURI2. Customer Facilities and Responsibility

2.1 The Customer shall install and maintain gas piping and appliances in the condition required by the governmental authorities having jurisdiction and in a manner approved by the Company. The Customer shall so use the equipment as not to disturb the Company's service to other Customers.

2.2 The Company will supply the Customer with gas through meters owned by the Company. The Customer shall provide a suitable place for the meter satisfactory to the Company. For meters installed after December 15, 1989, the Company shall determine that the installation location is protected from

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ISSUED BY Gene C. Koonce, President

name of officer

Brentwood, TN

title

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RULES AND REGULATIONS (Continued)  
For All Service AreasMISSOURI  
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corrosion, anticipated vehicular traffic, and other damages. Meters shall normally be located at the customer's building wall nearest the Company's main and as close to the customer-owned piping as practical. Subsequent to its installation, the Customer shall see that said meters are protected from damage or accident and will not permit any person other than the agent of the Company, or a person lawfully authorized to do so, to remove, inspect, or tamper with same.

- 2.3 Facilities installed by the Company shall belong to the Company and be subject to removal only by the Company, regardless of whether any charges for facilities were made to the Customer.
- 2.4 The Company's authorized agent shall have access to the Customer's premises at all times to inspect, read, repair or remove its meters and other property and at all reasonable times to inspect the appliances installed on Customer's premises.
- 2.5 In the event of the escape of gas, Customer shall take reasonable precaution to prevent ignition of escaping gas and shall immediately notify the Company.
- 2.6 The Customer shall not construct buildings over a gas service line and/or enclose gas metering equipment. In the event a Customer builds over the gas service line and/or encloses the gas meter, the cost of relocation shall be paid by the Customer.

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**RULES AND REGULATIONS (Continued)**  
For All Service Areas

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3. Customer Credit and Deposits3.1 New Service

A security deposit may be required from a new non-residential customer equal to estimated service bills for two months.

A security deposit may be required from a new residential customer due to any of the following:

- (a) The Customer has outstanding with the Company or another utility providing the same type of service an unpaid service account which accrued within the last five years and which at the time of the request for service, remains unpaid and not in dispute.
- (b) The customer has in an unauthorized manner interfered with or diverted the service of a utility providing the same service situated on or about or delivered to the Customer's premises within the last five years.
- (c) If the Customer is unable to meet one of the following:
  - 1. Owns or is purchasing a home.
  - 2. Is and has been regularly employed on a full-time basis for at least one year.
  - 3. Has an adequate regular source of income.
  - 4. Can provide adequate credit references from a commercial credit agency.

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ISSUED BY Gene C. Koonce, President

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Brentwood, TN

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Cancelling P.S.C.MO.No. 3 {Revised} SHEET No. 66

United Cities Gas Company For All Districts

Name of Issuing Corporation

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RULES AND REGULATIONS (Continued)  
For All Service Areas

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3.2 Continued Service

The Company may require a security deposit as a condition of continued service due to any of the following:

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- (a) The service of the Customer has been discontinued for nonpayment of a delinquent account not in dispute.
- (b) In an unauthorized manner, the Customer interfered with or diverted the service of the Company situated on or about or delivered to the Customer's premises.
- (c) A residential customer has failed to pay an undisputed bill before the delinquency date for five (5) billing periods out of twelve (12) consecutive billing periods; however, that deposit for residential gas service assessed under the provisions of paragraph (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 in installments over a six (6) month period unless the Company can show a likelihood that the Customer does not intend to pay for continued service. The Company shall, if it intends to require deposits from Customers who are delinquent for five out of the previous twelve months, send a written notice explaining the Company's right to require a deposit or include such explanation with each written discontinuance notice.

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3.3 Deposit Terms and Conditions

- (a) 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 sub-section 3.1(c), one-sixth (1/6) of the estimated annual bill.

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United Cities Gas Company

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RULES AND REGULATIONS (Continued)  
For All Service AreasMISSOURI  
Public Service Commission3.2 Continued Service

The Company may require a security deposit as a condition of continued service due to any of the following:

- (a) The service of the Customer has been discontinued for nonpayment of a delinquent account not in dispute.
- (b) In an unauthorized manner, the Customer interfered with or diverted the service of the Company.
- (c) A residential customer has failed to pay an undisputed bill before the delinquency date for five (5) billing periods out of twelve (12) consecutive billing periods; however, that deposit for residential gas service assessed under the provisions of paragraph (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 in installments over a six (6) month period unless the Company can show a likelihood that the Customer does not intend to pay for continued service. The Company shall, if it intends to require deposits from Customers who are delinquent for five out of the previous twelve months, send a notice after the third such delinquency informing the Customers that a deposit may be required after the fifth such delinquency.

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3.3 Deposit-Terms and Conditions

- (a) A deposit shall not exceed the gas charges applicable to one billing period plus thirty (30) days and shall be computed on the basis of the estimated annual billing for service, unless the deposit is required under the terms of Section 3.2 of this Rule, in which case the deposit shall not exceed two times the highest bill of that customer during the preceding

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ISSUED BY Gene C. Koonce, President

Brentwood, TN

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Cancelling P.S.C.MO.No. 3 1st ~~Original~~ SHEET No. 67  
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United Cities Gas Company For All Districts  
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RULES AND REGULATIONS (Continued)  
For All Service Areas

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- (b) Interest at the rate of six per cent (6%) per annum shall be payable on all deposits. Interest shall be credited annually upon the account of the customer or paid upon the return of the deposit, whichever occurs first. \*
- (c) Upon satisfactory payment of all undisputed utility charges during the last twelve (12) billing months, it shall be promptly refunded or credited, with accrued interest, against charges stated on subsequent bills. Payment of a charge is satisfactory if received prior to the date upon which the charge becomes delinquent provided it is not in dispute. Payment of a disputed bill shall be satisfactory if made within ten (10) days of resolution or withdrawal of the dispute. The utility will withhold refund of a deposit pending the resolution of a dispute with respect to charges secured by the deposit. \*
- (d) Upon discontinuance or termination of service to a Customer, the Company will refund to the Customer the amount of any cash deposit, together with accrued interest thereon, remaining after the application of such deposit and interest to any indebtedness (including added charges for late payment) of the Customer to the Company within twenty-one (21) days of the rendition of the final bill. \*
- (e) The Company shall have the right at any time to require the Customer to make a reasonable deposit in advance to establish credit, in accordance with 4 CSR 240-13.030, with interest at 6% per annum credited to the customer's bill.

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name of officer title address

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United Cities Gas Company For All Districts  
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RULES AND REGULATIONS (Continued)  
For All Service Areas

twelve (12 months).

- (b) Interest at the rate of six (6%) per cent per annum shall be payable on all deposits. Interest shall be either credited to the service account upon a monthly basis or upon the return of the deposit.
- (c) The credit of a Customer shall be established and the deposit and accrued interest shall be refunded promptly by the Company upon satisfactory payment by the Customer of all proper charges for gas service for a period not to exceed twelve (12) successive months. For purposes of this Rule, payment is satisfactory if made prior to the date upon which the bill becomes delinquent.
- (d) Upon termination of service to a Customer, the Company will refund to the Customer the amount of any cash deposit, together with accrued interest thereon, remaining after the application of such deposit and interest to any indebtedness (included added charges for late payment) of the Customer to the Company.
- (e) The Company shall have the right at any time to require the Customer to make a reasonable deposit in advance to establish credit, in accordance with 4 CSR 240-13.030, with interest at 6% per annum credited to the customer's bill.

4. Meters and Customer Piping and Equipment

4.1 Landlord's Consent

In case the Customer is not the owner of the premises intervening property between the premises and the Company main, the Customer shall obtain from the property owner, of

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by Jrd R.S. #67

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United Cities Gas Company

For All Districts

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RULES AND REGULATIONS (Continued)  
For All Service AreasMISSOURI  
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twelve (12) months.

- (b) Interest at the rate of nine (9%) per cent per annum shall be payable on all deposits. Interest shall be either credited to the service account upon a monthly basis or upon the return of the deposit.
- (c) The credit of a Customer shall be established and the deposit and accrued interest shall be refunded promptly by the Company upon satisfactory payment by the Customer of all proper charges for gas service for a period not to exceed twelve (12) successive months. For purposes of this Rule, payment is satisfactory if made prior to the date upon which the bill becomes delinquent.
- (d) Upon termination of service to a Customer, the Company will refund to the Customer the amount of any cash deposit, together with accrued interest thereon, remaining after the application of such deposit and interest to any indebtedness (included added charges for late payment) of the Customer to the Company.
- (e) The Company shall have the right at any time to require the Customer to make a reasonable deposit in advance to establish credit, in accordance with 4 CSR 240-13.030, with interest at 9% per annum credited to the customer's bill.

4. Meters and Customer Piping and Equipment4.1 Landlord's Consent

In case the Customer is not the owner of the premises, or intervening property between the premises and the Company's main, the Customer shall obtain from the property owner, or

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BY 1st R.S. #67

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ISSUED BY Gene C. Koonce, President

name of officer

Brentwood, TN

title

address

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RULES AND REGULATIONS (Continued)  
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owners, the necessary consent to the installation and maintenance on the premises and on such intervening property of all piping, or other gas equipment required for the supply of gas to the Customer.

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4.2 Company's Property and Protection Thereof

All meters, regulators, and other facilities placed on the Customer's premises by the Company for the purpose of rendering gas service to said premises, unless otherwise expressly provided, shall be and remain the property of the Company, and the Customer shall exercise reasonable care to protect such property from loss or damage. When there is a change in the Customer's operation or construction which in the judgment of the Company makes the relocation of facilities necessary or if relocation is required by the Customer, the Company will move such facilities at the Customer's expense to an acceptable location on the Customer's premises.

4.3 Metering

The Company will furnish, install, and maintain all metering equipment necessary for measuring and billing the gas supplied. Meters shall be tested in accordance with 4 CSR 240-10.030. Whenever a meter so tested has an error of more than two percent, bills shall be adjusted for the amount of overregistration and may be adjusted for underregistration. For the purposes hereof, the error found shall be considered to have existed for the twelve months preceding the test or for the time the meter has been in service, if less than twelve months. The time periods for the adjustment shall not exceed the time periods set forth in Section 5.9 Billing Adjustments. In the case of a stopped meter, the Customer shall be billed estimated consumption for the period of nonregistration, based upon the Customer's use of gas in a similar period of like use.

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**RULES AND REGULATIONS (Continued)**  
**For All Service Areas**

MISSOURI

Public Service Commission

owners, the necessary consent to the installation and maintenance on the premises and on such intervening property of all piping, or other gas equipment required for the supplying of gas to the Customer.

4.2 Company's Property and Protection Thereof

All meters, regulators, and other facilities placed on the Customer's premises by the Company for the purpose of rendering gas service to said premises, unless otherwise expressly provided, shall be and remain the property of the Company, and the Customer shall exercise reasonable care to protect such property from loss or damage. When there is a change in the Customer's operation or construction which in the judgment of the Company makes the relocation of facilities necessary or if relocation is required by the Customer, the Company will move such facilities at the Customer's expense to an acceptable location on the Customer's premises.

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4.3 Metering

The Company will furnish, install, and maintain all metering equipment necessary for measuring and billing the gas supplied. Meters shall be tested in accordance with 4 CSR 240-10.030. Whenever a meter so tested has an error of more than two percent, bills shall be adjusted for the amount of overregistration and may be adjusted for underregistration. For the purposes hereof, the error found shall be considered to have existed for the twelve months preceding the test or for the time the meter has been in service, if less than twelve months. In cases where it can be shown that the error existed for more than twelve months, adjustment shall be made for the longer period. In the case of a stopped meter, the Customer shall be billed estimated consumption for the period of nonregistration, based upon the Customer's use of gas in a similar period of like use.

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## RULES AND REGULATIONS (Continued)

For All Service Areas

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4.4 Location of Meter

Meters shall be normally be located at the Customer's building wall nearest the Company main and as close as practical to the customer-owned piping. All Company facilities may be removed when service is terminated for any cause. All piping, connections, and appliances on the customer's side of the point of delivery shall be furnished by the customer, and are to be approved by the Company and the municipal authorities which shall have jurisdiction. The accuracy and testing of the Company's meters will be in accordance with 4 CSR 240-10.030.

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4.5 Meter Accuracy

Meter testing will be done in accordance with the Commission's rules. The Customer will be notified of the time and place of such test so that he may be present to witness. The result of such requested test will be made to the Customer requesting same, the original record being kept on file at the office of the Company in accordance with 4 CSR 240-10.030(2).

4.6 Customer Piping and Equipment

- (a) All pipe and equipment beyond the point of delivery shall be installed by and belong to the Customer, or owner, and must be maintained at his expense. The Customer, or owner, shall bring his piping to the point of delivery. Any change of locations of service line or meter requested by the Customer shall be done by Company at the expense of the Customer, or owner. Upon written request of the customer, or owner, Company will, at its convenience, make repairs to, replacements of, or clear obstructions in piping of the Customer, or owner, and may charge the Customer, or owner, for such labor and material as is necessary to place his piping in good operating condition.

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FORM NO. 13 P.S.C.MO. No. 3 1st ~~(Original)~~ SHEET No. 70  
~~(Revised)~~  
Cancelling P.S.C.MO. No. 3 ~~(Original)~~ SHEET No. 70  
~~(Revised)~~  
United Cities Gas Company For All Districts  
Name of Issuing Corporation Community, Town or City

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RULES AND REGULATIONS (Continued)  
For All Service Areas

MISSOURI  
Public Service Commission

- (b) All Customer's piping and gas burning equipment will be in accord with the National Fire Protection Association (NFPA) Pamphlet #54, also known as American National Standards Institute (ANSI) Pamphlet #Z223.1, also known as the National Fuel Gas Code, and the then current A.G.A. Standard at the time of such installation, or other codes as adopted by the local governing authority.

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4.7 Equipment Furnished and Maintained by Customer

- (a) All gas utilization equipment, piping, and vents furnished by the Customer shall be suitable for the purposes hereof and shall be installed and maintained by the Customer at all times in accordance with accepted practice and in conformity with requirements of public health and safety, as set forth by the properly constituted authorities and by the Company.
- (b) The Company assumes no responsibility in connection with the installation, maintenance, or operation of the Customer's equipment and reserves the right to discontinue service if equipment is in an unsafe condition.

5. Billing and Payment

5. Bills will be rendered at intervals of approximately 30 days, according to billing cycles established at the Company's discretion. If the Customer's meter fails to register or a reading of such meter cannot be obtained, a bill will be rendered based upon a reasonable estimate of the gas consumed by the Customer.
- 5.2 Bills for service furnished to the Customer by the Company are due and payable on the date rendered. If a bill is not paid within the maximum period prescribed by the rate schedule, it shall be considered delinquent and the

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\*Indicates new rate or text  
+Indicates change

JUL 17 1993

93-47

MO. PUBLIC SERVICE COMM

DATE OF ISSUE July 9, 1993 DATE EFFECTIVE July 17, 1993  
month day year month day year  
ISSUED BY Gene C. Koonce, President Brentwood, TN  
name of officer title address

FORM NO. 13

P.S.C.MO. No. 3{ Original } SHEET No. 70

{ Revised }

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

{ Original }

SHEET No. \_\_\_\_\_

{ Revised }

United Cities Gas Company

For All Districts

Name of Issuing Corporation

Community, Town or City

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RULES AND REGULATIONS (Continued)  
For All Service Areas

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- (b) All Customer's piping and gas burning equipment will be in accord with U.S.A. Standard Code for Pressure Piping, Gas Transmission and Distribution Piping Systems, U.S.A.S. B31, B-1968 and subsequent adjustments thereto, and the then current A.G.A. Standard at the time of such installation.

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Public Service Commission

4.7 Equipment Furnished and Maintained by Customer

- (a) All gas utilization equipment, piping, and vents furnished by the Customer shall be suitable for the purposes hereof and shall be installed and maintained by the Customer at all times in accordance with accepted practice and in conformity with requirements of public health and safety, as set forth by the properly constituted authorities and by the Company.
- (b) The Company assumes no responsibility in connection with the installation, maintenance, or operation of the Customer's equipment and reserves the right to discontinue service if equipment is in an unsafe condition.

5. Billing and Payment

- 5.1 Bills will be rendered at intervals of approximately 30 days, according to billing cycles established at the Company's discretion. If the Customer's meter fails to register or a reading of such meter cannot be obtained, a bill will be rendered based upon a reasonable estimate of the gas consumed by the Customer.
- 5.2 Bills for service furnished to the Customer by the Company are due and payable on the date rendered. If a bill is not paid within the maximum period prescribed by the rate schedule, it shall be considered delinquent and the

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\*Indicates new rate or text  
+Indicates change

SEP 15 1991  
91 - 249

Public Service Commission

DATE OF ISSUE AUG 23 1991  
month day yearDATE EFFECTIVE SEP 15 1991  
month day yearISSUED BY Gene C. Koonce, President  
name of officer

title

Brentwood, TN  
address



FORM NO. 13 P.S.C.MO. No. 3 1st {Original} SHEET No. 71  
Cancelling P.S.C.MO.No. 3 {Revised} SHEET No. 71  
United Cities Gas Company For All Districts  
Name of Issuing Corporation Community, Town or City

OCT 28 1994

MO. PUBLIC SERVICE COMM.

RULES AND REGULATIONS (Continued)  
For All Service Areas

- additional charge authorized by the rate schedule shall become payable.
- 5.3 Failure of the Customer to receive a bill shall not relieve him from the obligation of paying the amount owed by him to the Company, nor shall it be necessary for the Company to set aside penalty or discount rules on account of failure of the Customer to receive a bill, it being the intent that the Customer shall call at the office of the Company for the statement when not receiving same.
- 5.4 Each meter shall be billed separately, except in cases where additional meters are installed solely for the convenience of the Company, in which cases the cubic feet consumption shown by all such meters may be combined for billing purposes.
- 5.5 The Company shall not discontinue service unless written notice by first class mail is sent to the Customer at least ten (10) days prior to the discontinuance. If written notice is hand delivered to the customer it shall be done at least ninety-six (96) hours prior to discontinuance. At least twenty-four (24) hours preceding discontinuance of service to a residential customer, the Company shall make reasonable efforts to contact the Customer to advise of the pending action and what steps must be taken to avoid discontinuance. Immediately preceding the discontinuance of residential service, the employee of the 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 the Customer or responsible person then at the premises and shall announce the purpose of his presence. When residential service is discontinued, the employee shall

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Public Service Commission MISSOURI  
Public Service Commission MISSOURI

DATE OF ISSUE October 28, 1994 DATE EFFECTIVE November 30, 1994  
month day year month day year

ISSUED BY Gene C. Koonce, President Brentwood, TN  
name of officer title address

FORM NO. 13

P.S.C.MO. No. 3

{ Original } SHEET No. 71

{ Revised }

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

{ Original }

SHEET No. \_\_\_\_\_

{ Revised }

United Cities Gas Company

For All Districts

Name of Issuing Corporation

Community, Town or City

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**RULES AND REGULATIONS (Continued)**  
For All Service Areas

**MISSOURI**  
Public Service Commission

additional charge authorized by the rate schedule shall become payable.

- 5.3 Failure of the Customer to receive a bill shall not relieve him from the obligation of paying the amount owed by him to the Company, nor shall it be necessary for the Company to set aside penalty or discount rules on account of failure of the Customer to receive a bill, it being the intent that the Customer shall call at the office of the Company for the statement when not receiving same.

- 5.4 Each meter shall be billed separately, except in cases where additional meters are installed solely for the convenience of the Company, in which cases the cubic feet consumption shown by all such meters may be combined for billing purposes.

- 5.5 The Company shall not discontinue service unless written notice by first class mail is sent to the Customer at least six (6) days prior to the date of the proposed discontinuance. If written notice is delivered to the Customer, it shall be done at least forty-eight (48) hours prior to discontinuance. At least twenty-four (24) hours preceding discontinuance of service to a residential customer, the Company shall make reasonable efforts to contact the Customer to advise of the pending action and what steps must be taken to avoid discontinuance. Immediately preceding the discontinuance of residential service, the employee of the 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 the Customer or responsible person then at the premises and shall announce the purpose of his presence. When residential service is discontinued, the employee shall

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91-249

Public Service Commission

DATE OF ISSUE AUG 23 1991  
month day yearDATE EFFECTIVE SEP 15 1991  
month day yearISSUED BY Gene C. Koonce, President  
name of officer

title

Brentwood, TN  
address

FORM NO. 13

P.S.C.MO. No. 3

{ Original } SHEET No. 72  
{ Revised }

Cancelling P.S.C.MO. No.

{ Original } SHEET No.  
{ Revised }

United Cities Gas Company

For All Districts

Name of Issuing Corporation

Community, Town or City

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AUG 23 1991

RULES AND REGULATIONS (Continued)  
For All Service Areas

MISSOURI

Public Service Commission

leave a notice upon the premises in a manner conspicuous to the Customer that service has been discontinued and the address and telephone number of the Company where the Customer may arrange to have service restored.

- 5.6 Where written objection to any bill is filed by the Customer before the delinquent date, and the time required for investigation of such objections extends beyond the delinquent date, the Company will not add a late payment charge if payment is made within five days after the Customer has been notified of the results of such investigation.

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- 5.7 The benefits and obligations of any contract for service shall inure to and be binding upon the successors and assigns of the original parties thereto, respectively, for the full term thereof; provided, that no assignment shall be made by the Customer without first obtaining the Company's written consent and provided, further, that the successor shall execute and deliver to the Company an agreement assuming and agreeing to be bound by the original contract. No agent has the authority to amend, or alter the contract for service or waive any of its conditions, or to bind the Company by making any promises or representations not contained therein.

5.8 Bill Estimating Procedure

When the meter reader on his regular schedule is unable to obtain access to the Customer's premises, he shall leave a card with instructions for the Customer to note the reading and call the Company. In those cases where the Customer fails to call the Company, or there is an apparent inconsistent reading, the Customer's bill will be estimated in the following manner:

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Public Service Commission

DATE OF ISSUE AUG 23 1991

month day year

DATE EFFECTIVE SEP 15 1991

month day year

ISSUED BY Gene C. Koonce, President

Brentwood, TN

name of officer

title

address

FORM NO. 13 P.S.C.MO. No. 3 1st ~~Original~~ SHEET No. 73  
Cancelling P.S.C.MO. No. 3 ~~Revised~~ SHEET No. 73  
~~Original~~  
~~Revised~~  
United Cities Gas Company For All Districts  
Name of Issuing Corporation Community, Town or City

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RULES AND REGULATIONS (Continued) Public Service Commission  
For All Service Areas

- (a) An estimating factor will be calculated for each meter reading book. This factor will be determined by:
1. Selecting the first ten residential accounts in the book on which actual readings are normally obtained; then
  2. Adding the usage of those ten accounts for the current billing period and for the same billing period the previous year; and,
  3. Dividing the total usage this year by the total usage last year to arrive at a percentage factor.
- (b) The factor determined in (a) will be applied to the Customer's usage during the same period the previous year to estimate the usage for the current billing period.
- (c) The estimated usage will be added to the previous meter reading. The result will be the ending meter reading for the current billing period and the beginning meter reading for the next bill.
- (d) The estimated usage will be billed at the current applicable rates. All provisions of 4 CSR 240-13.020, Billing and Payment Standards, concerning estimated bills are included herein by this reference.

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MO. PUBLIC SERVICE COMM.

DATE OF ISSUE July 9, 1993 DATE EFFECTIVE July 17, 1993  
month day year month day year  
ISSUED BY Gene C. Koonce, President Brentwood, TN  
name of officer title address

FORM NO. 13

P.S.C.MO. No. 3

{ Original } SHEET No. 73

{ Revised }

Cancelling P.S.C.MO. No.

{ Original }

SHEET No.

{ Revised }

United Cities Gas Company

For All Districts

Name of Issuing Corporation

Community, Town or City

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## RULES AND REGULATIONS (Continued)

For All Service Areas

MISSOURI

Public Service Commission

- (a) An estimating factor will be calculated for each meter reading book. This factor will be determined by:

1. Selecting the first ten residential accounts in the book on which actual readings are normally obtained; then
2. Adding the usage of those ten accounts for the current billing period and for the same billing period the previous year; and,
3. Dividing the total usage this year by the total usage last year to arrive at a percentage factor.

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JUL 17 1993

- (b) The factor determined in (a) will be applied to the Customer's usage during the same period the previous year to estimate the usage for the current billing period.

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Public Service Commission

- (c) The estimated usage will be added to the previous meter reading. The result will be the ending meter reading for the current billing period and the beginning meter reading for the next bill.

- (d) The estimated usage will be billed at the current applicable rates. All provisions of 4 CSR 240-13.020, Billing and Payment Standards, concerning estimated bills are included herein by this reference.

5.9 No Sale for Resale The Company shall not furnish gas for resale.

5.10 Proration of Customer Charges In the event the meter has not been in service for the entire billing period, the

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Public Service Commission

DATE OF ISSUE AUG 23 1991

month day year

DATE EFFECTIVE

SEP 15 1991

month day year

ISSUED BY Gene C. Koonce, President

name of officer

Brentwood, TN

title

address

FORM NO. 13 P.S.C.MO. No. 3 1st Original SHEET No. 73.1

Cancelling P.S.C.MO.No. 3 Revised SHEET No. 73.1

United Cities Gas Company For All Districts  
Name of Issuing Corporation Community, Town or City

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MO. PUBLIC SERVICE COMM.

RULES AND REGULATIONS (Continued)  
For All Service Areas

5.9 Billing Adjustments

- (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 for the period estimated to be involved as follows (except for as provided in (b), (c) and (d) of this rule) for:

Residential Customers;

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

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

Customers Other Than Residential;

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

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

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MISSOURI  
Public Service Commission

DATE OF ISSUE October 28, 1994 DATE EFFECTIVE November 30, 1994  
month day year month day year

ISSUED BY Gene C. Koonce, President Brentwood, TN  
name of officer title address

United Cities Gas Company  
Name of Issuing CorporationFor All Districts  
Community, Town or City**RECEIVED**

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RULES AND REGULATIONS (Continued)  
For All Service Areas**MISSOURI**  
**Public Service Commission**5.9 Billing Adjustments

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Residential Customers;

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

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

Customers Other Than Residential;

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

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

\*Indicates new rate or text

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MO. PUBLIC SERVICE COMM.

DATE OF ISSUE July 9, 1993  
month day yearDATE EFFECTIVE July 17, 1993  
month day yearISSUED BY Gene C. Koonce, President  
name of officerBrentwood, TN  
title address

FORM NO. 13 P.S.C.MO. No. 3 1st ~~Original~~ SHEET No. 73.2

Cancelling P.S.C.MO.No. 3 ~~Revised~~ Original SHEET No. 73.2

United Cities Gas Company For All Districts ~~Revised~~ RECEIVED  
Name of Issuing Corporation Community, Town or City

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MO. PUBLIC SERVICE COMM.

RULES AND REGULATIONS (Continued)  
For All Service Areas

- (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 within the limits prescribed by Commission rules, no billing adjustment will be made.
- (d) When evidence of tampering is found, or there are misrepresentations of the use of service by the Customer, the Company will calculate the billing adjustment period in accordance with the applicable statute of limitations for the prosecution of such claim after determining the probable period during which such condition existed from all related and available information.
- (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.

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PUBLIC SERVICE COMMISSION  
MISSOURI

5.10 No Sale for Resale The Company shall not furnish gas for resale.

5.11 Proration of Customer Charges In the event the meter has not been in service for the entire billing period, the monthly customer charge shall be prorated by dividing the number of days the meter was in service by the number of days in the billing period.

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Public Service Commission

DATE OF ISSUE October 28, 1994 DATE EFFECTIVE November 30, 1994  
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ISSUED BY Gene C. Koonce, President Brentwood, TN  
name of officer title address



Cancelling P.S.C.MO. No. All Previous Schedules{ Original }  
{ Revised }

SHEET No. \_\_\_\_\_

United Cities Gas Company  
Name of Issuing CorporationFor All Districts

Community, Town or City

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JUL 9 1993

RULES AND REGULATIONS (Continued)  
For All Service Areas**MISSOURI**  
**Public Service Commission**

- (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 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.

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1st R.S. #73.2  
Service Commission  
MISSOURI5.10 No Sale for Resale The Company shall not furnish gas for resale.5.11 Proration of Customer Charges In the event the meter has not been in service for the entire billing period, the monthly customer charge shall be prorated by dividing the number of days the meter was in service by the number of days in the billing period.**FILED**JUL 17 1993  
93-47

MO. PUBLIC SERVICE COMM.

\*Indicates new rate or text  
+Indicates changeDATE OF ISSUE July 9, 1993  
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month day yearISSUED BY Gene C. Koonce, President  
name of officerBrentwood, TN  
title address

FORM NO. 13 P.S.C. MO.No. 3 2nd {Original} SHEET No. 74

{Revised}

Cancelling P.S.C. MO. 3 1st {Original} SHEET No. 74

{Revised }

United Cities Gas Company

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FOR - All Districts -

Name of Issuing Corporation

Community, Town or City

OCT 01 2002

Missouri Public  
Service Commission

Public Service Commission

MISSOURI  
RULES AND REGULATIONS (continued)  
For All Service Areas

REC'D JUL 13 2001

6. Level Payment Plan

This plan is available to all residential customers and other customers whose average consumption is less than two hundred-fifty Ccf per month. The customer may enroll in the Level Payment Plan at any time during the calendar year with the month of entry being the customer's anniversary month. +

The Level Payment Plan allows the customer to make scheduled payments of prearranged amounts. The prearranged amount will be determined by the Company and will be one twelfth of the estimated annual bill. Payments required for any month will vary from the prearranged amount due to late payment, jobbing or other charges due for services rendered, or by refunds due customers through an approved refund plan.

The amount may be recomputed when requested by the customer, or when price or consumption changes result in a new estimate differing by ten percent or more from the current payment amount. When a customer's payment is recomputed, the customer shall be notified of the reason for change not less than 30 days prior to the due date for the first revised payment.

The Level Payment Plan account balance on the anniversary date shall be carried forward and included with the estimated charges for service during the subsequent year's level payment amount. The customer shall have the option of applying any credit balance to future months' Level Payment amounts or obtaining a refund of any credit exceeding \$10.00.

The customer may request termination of the plan at any time but will be required to bring the account to the current balance. If a credit balance remains, the customer

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DATE OF ISSUE July 13, 2001

month day year

DATE EFFECTIVE August 12, 2001

month day year

ISSUED BY Thomas R. Blose, Jr., President

name of officer

Franklin, TN

address

title

United Cities Gas Company For All Districts  
Name of Issuing Corporation Community, Town or City

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JUL 9 1993

MISSOURI  
Public Service CommissionRULES AND REGULATIONS (Continued)  
For All Service Areas6. Level Payment Plan

This plan is available to all residential customers and other customers whose average consumption is less than two hundred-fifty Ccf per month and who sign a Standard Agreement. The customer may enroll in the Level Payment Plan at any time during the calendar year with the month of entry being the customer's anniversary month.

The Level Payment Plan allows the customer to make scheduled payments of prearranged amounts. The prearranged amount will be determined by the Company and will be one twelfth of the estimated annual bill. Payments required for any month will vary from the prearranged amount due to late payment, jobbing or other charges due for services rendered, or by refunds due customers through an approved refund plan.

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The customer may request termination of the plan at any time but will be required to bring the account to the current balance. If a credit balance exists, the customer

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Public Service Commission  
MISSOURI

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93-47  
MO. PUBLIC SERVICE COMM.

DATE OF ISSUE July 9, 1993 DATE EFFECTIVE July 17, 1993  
month day year month day year

ISSUED BY Gene C. Koonce, President Brentwood, TN  
name of officer title address

FORM NO. 13

P.S.C.MO. No. 3{ Original } SHEET No. 74

{ Revised }

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

{ Original }

SHEET No. \_\_\_\_\_

{ Revised }

United Cities Gas Company

For All Districts

Name of Issuing Corporation

Community, Town or City

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RULES AND REGULATIONS (Continued)  
For All Service Areas

MISSOURI

Public Service Commission

monthly customer charge shall be prorated by dividing the number of days the meter was in service by the number of days in the billing period.

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6. Level Payment Plan

JUL 17 1993

This plan is available to all residential customers and other customers whose average consumption is less than two hundred-fifty ccf per month and who sign a Standard Agreement. The customer may enroll in the Level Payment Plan at any time during the calendar year with the month of entry being the customer's anniversary month.

The Level Payment Plan allows the customer to make scheduled payments of prearranged amounts. The prearranged amount will be determined by the Company and will be one twelfth of the estimated annual bill. Payments required for any month will vary from the prearranged amount due to late payment, jobbing or other charges due for services rendered, or by refunds due customers through an approved refund plan.

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The customer may request termination of the plan at any time but will be required to bring the account to the current balance. If a credit balance remains, the customer

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SEP 15 1991

91-249

Public Service Commission

DATE OF ISSUE AUG 23 1991  
month day yearDATE EFFECTIVE SEP 15 1991  
month day yearISSUED BY Gene C. Koonce, President  
name of officer

title

Brentwood, TN  
address

United Cities Gas Company For All Districts  
Name of Issuing Corporation Community, Town or City

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OCT 28 1994

MO. PUBLIC SERVICE COMM.  
CANCELLEDRULES AND REGULATIONS (Continued)  
For All Service Areas

OCT 01 2002

ANNOUNCEMENT  
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may obtain a refund or apply the credit balance to charges for future month's service.

In delinquency for payment, a debit account balance shall be subject to the same collection procedures as other accounts. If the account balance is a credit, the Level Payment Plan may be terminated after not less than 30 days.

7. Discontinuance and Restoration of Service

7.1 The Company may discontinue service to a Customer for one or more of the following reasons:

- (a) Nonpayment of an undisputed delinquent charge. \*
- (b) Failure to post a required security deposit or guarantee acceptable to the Company. \*
- (c) Unauthorized interference, diversion, or use of the utility service situated or delivered on or about the Customer's premises.
- (d) Failure to comply with the terms and conditions of settlement agreement.
- (e) Refusal after reasonable notice to permit access at reasonable times to equipment installed upon the premises of the 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 rules of the Company on file with and approved by the Public Service Commission, which adversely affects the safety of the Customer or

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Public Service Commission

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ISSUED BY Gene C. Koonce, President Brentwood, TN  
name of officer title address

United Cities Gas Company

For All Districts

Name of Issuing Corporation

Community, Town or City

AUG 23 1991

MISSOURI

RULES AND REGULATIONS (Continued) Public Service Commission  
For All Service Areas

may obtain a refund or apply the credit balance to charges for future month's service.

In delinquency for payment, a debit account balance shall be subject to the same collection procedures as other accounts. If the account balance is a credit, the Level Payment Plan may be terminated after not less than 30 days.

7. Discontinuance and Restoration of Service

7.1 The Company may discontinue service to a Customer for one or more of the following reasons:

- (a) Nonpayment of a delinquent account.
- (b) Failure to post a security deposit or guarantee acceptable to the Company.
- (c) Unauthorized interference, diversion, or use of the utility service situated or delivered on or about the Customer's premises.
- (d) Failure to comply with the terms and conditions of settlement agreement.
- (e) Refusal to grant access at reasonable times to equipment installed upon the premises of the 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 rules of the Company on file with and approved by the Public Service Commission, which adversely affects the safety of the Customer or

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Public Service Commission

DATE OF ISSUE AUG 23 1991  
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month day yearISSUED BY Gene C. Koonce, President  
name of officerBrentwood, TN  
title address

FORM NO. 13 P.S.C.MO. No. 3 1st Original SHEET No. 76  
Cancelling P.S.C.MO.No. 3 Revised SHEET No. 76  
Original  
Revised  
United Cities Gas Company For All Districts  
Name of Issuing Corporation Community, Town or City

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RULES AND REGULATIONS (Continued)  
For All Service Areas

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other persons, or the integrity of the utility's delivery system.

(h) As provided by state or federal law.

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7.2 Notice of Discontinuance

(a) The Company shall not discontinue service unless written notice by first class mail is sent to the Customer at least ten (10) days prior to the date of the proposed discontinuance. If written notice is hand delivered to the Customer, it shall be done at least ninety-six (96) hours prior to discontinuance. At least twenty-four (24) hours preceding discontinuance of service to a residential customer, the Company shall make reasonable efforts to contact the Customer to advise of the pending action and what steps must be taken to avoid discontinuance. Immediately preceding the discontinuance of residential service, the employee of the 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 the Customer or responsible person then at the premises and shall announce the purpose of his presence. When residential service is discontinued, the employee shall leave a notice upon the premises in a manner conspicuous to the Customer that service has been discontinued and the address and telephone number of the Company where the Customer may arrange to have service restored.

7.3 Provisions to Avoid Discontinuance of Service

In case a non-residential billing is disputed, the Company will verify the accuracy of the bill, and notify the Customer before disconnecting. Provisions of 4 CSR 240-13

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FORM NO. 13

P.S.C.MO. No. 3{ Original } SHEET No. 76  
{ Revised }

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

{ Original } SHEET No. \_\_\_\_\_  
{ Revised }United Cities Gas Company  
Name of Issuing CorporationFor All DistrictsCommunity Town or City

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RULES AND REGULATIONS (Continued)  
For All Service Areas

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other persons, or the integrity of the utility's  
delivery system.7.2 Notice of Discontinuance

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- (a) The Company shall not discontinue service unless written notice by first class mail is sent to the Customer at least six (6) days prior to the date of the proposed discontinuance. If written notice is delivered to the Customer, it shall be done at least forty-eight (48) hours prior to discontinuance. At least twenty-four (24) hours preceding discontinuance of service to a residential customer, the Company shall make reasonable efforts to contact the Customer to advise of the pending action and what steps must be taken to avoid discontinuance. Immediately preceding the discontinuance of residential service, the employee of the 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 the Customer or responsible person then at the premises and shall announce the purpose of his presence. When residential service is discontinued, the employee shall leave a notice upon the premises in a manner conspicuous to the Customer that service has been discontinued and the address and telephone number of the Company where the Customer may arrange to have service restored.

7.3 Provisions to Avoid Discontinuance of Service

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Public Service Commission

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FORM NO. 13 P.S.C.MO. No. 3 1st {Original} SHEET No. 77  
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Original  
Revised

United Cities Gas Company For All Districts  
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RULES AND REGULATIONS (Continued)  
For All Service Areas

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will apply in cases of disputes registered by residential customers. The Company will postpone the discontinuance of gas service to a residential customer for a time not in excess of twenty-one (21) days if the discontinuance will aggravate an existent medical emergency of the customer, a member of his family, or other permanent resident of the premises where service is rendered. The Company may require a Customer to provide satisfactory evidence that a medical emergency exists.

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7.4 Reconnection of Service

(a) All Customers having their service discontinued for failure to comply with the Company's Rules and Regulations shall not be reconnected until satisfactory assurance is given that said Rules and Regulations will be observed.

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(b) All Customers having their service discontinued for nonpayment of bills shall not be reconnected until all indebtedness due the Company for service shall have been paid. In such cases, the Company may require a cash deposit to secure future payment of bills.

(c) Service which is disconnected by the Company for Customer's nonpayment of bills, failure to comply with applicable service regulations, or at Customer's request may be restored upon payment by Customer of all indebtedness for gas service and a reconnection charge which shall be as provided on Sheet No. 45.

(d) The Company will make every effort to restore service upon the day restoration is requested.

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United Cities Gas Company

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RULES AND REGULATIONS (Continued)  
For All Service Areas

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7.4 Reconnection of Service

- (a) All Customers having their service discontinued for failure to comply with the Company's Rules and Regulations shall not be reconnected until satisfactory assurance is given that said Rules and Regulations will be observed.
- (b) All Customers having their service discontinued for nonpayment of bills shall not be reconnected until all indebtedness due the Company for service shall have been paid. In such cases, the Company may require a cash deposit to secure future payment of bills.
- (c) Service which is disconnected by the Company for Customer's nonpayment of bills, failure to comply with applicable service regulations, or at Customer's request may be restored upon payment by Customer of all indebtedness for gas service and a reconnection charge which shall be \$30.00 for reconnection.
- (d) The Company will make every effort to restore service upon the day restoration is requested.

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91 - 249  
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Cancelling P.S.C.MO. No. 3

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(Revised)

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(Revised)

SHEET No. 78

United Cities Gas Company

Name of Issuing Corporation

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Community, Town or CityPublic Service Commission  
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RULES AND REGULATIONS (Continued)  
For All Service Areas**MISSOURI**  
**Public Service Commission**8. Test of Metering Equipment at Customer's Request

8.1 Upon receipt of written request from the Customer to do so, the Company will make a test as to the accuracy of the metering equipment, subject to the following conditions:

- (a) The Customer shall be notified of the time and place of such test so that he may be present to witness same should he so desire.
- (b) If on test the meter is within two percent (2%) of accurate, then the cost of \$75.00 shall be paid by the Customer. If on test the meter is inaccurate by more than two percent (2%) then the test shall be without cost to the Customer. The Company shall make a test of the accuracy of any gas service meter free of charge upon request of a customer, provided that the meter has not been tested within twelve months previous to such request.

9. Responsibility for consumption; security of facilities

- (a) Loss of gas due to leakage from Customer's piping beyond the point of delivery shall be considered to be consumption by the Customer.
- (b) In the event of tampering or unauthorized use of Company's facilities, the probable gas consumption shall be estimated by Company and billed to Customer. If the duration of such tampering or unauthorized use is not known, it shall be conclusively presumed to have been since the commencement of Customer's service but for a period of not more than twelve months.

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{ ~~REVISED~~ }

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{ Original } SHEET No. \_\_\_\_\_  
{ Revised }

United Cities Gas Company

For All Districts

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RULES AND REGULATIONS (Continued)  
For All Service AreasMISSOURI  
Public Service Commission8. Test of Metering Equipment at Customer's Request

8.1 Upon receipt of written request from the Customer to do so, the Company will make a test as to the accuracy of the metering equipment, subject to the following conditions:

- (a) If requested, tests will be made in the presence of the Customer according to methods prescribed by the Missouri Public Service Commission, and witnessed by a representative of that Commission.
- (b) If on test the meter is within two percent (2%) of accurate, then the cost of \$75.00 shall be paid by the Customer. If on test the meter is inaccurate by more than two percent (2%) then the test shall be without cost to the Customer. The Company shall make a test of the accuracy of any gas service meter free of charge upon request of a customer, provided that the meter has not been tested within twelve months previous to such request.

**CANCELLED**9. Responsibility for consumption; security of facilities

JUL 17 1993

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- (b) In the event of tampering or unauthorized use of Company's facilities, the probable gas consumption shall be estimated by Company and billed to Customer. If the duration of such tampering or unauthorized use is not known, it shall be conclusively presumed to have been since the commencement of Customer's service but for a period of not more than twelve months.

BY let R.S. #78

Public Service Commission

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91-249

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United Cities Gas Company

For All Districts

Name of Issuing Corporation

Community, Town or City

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RULES AND REGULATIONS (Continued)  
For All Service AreasMISSOURI  
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- (c) All property of Company installed in or upon premises of, or occupied by Customer is under Customer's protection. All reasonable care shall be exercised by Customer to prevent loss of or damage to such property, ordinary wear and tear excepted. Customer shall be liable for any loss of property or damage thereto and shall pay to Company the cost of appropriate repairs or replacements for such loss or damage to property.

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10. Extension and Installation of Company Facilities

The Company will, upon written application, extend its gas mains to serve bona fide applicants of a permanent and established character in accordance with the provisions of this Service Regulation. Gas main extensions shall be made only along public streets, roads or highways and upon private property across which satisfactory rights of way or easements have been provided without cost to the Company. All gas mains constructed pursuant to these service regulations shall be owned, operated, and maintained by the Company.

10.1 Free Extension Allowance

Any extension from existing mains to the point of connection with Customer's service line, whether on public property or on private property, is considered to be an extension of a main. Any extension, from existing mains or from an extension of a main as defined above, to Customer's property for service to Customer shall be considered a part of the service line to serve such Customer.

Gas mains will be extended by the Company to supply

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month day yearISSUED BY Gene C. Koonce, President

name of officer

Brentwood, TN

title

address

United Cities Gas Company

For

All Districts

Name of Issuing Corporation

Community, Town or City

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**RULES AND REGULATIONS (Continued)  
For All Service Areas**

**MISSOURI  
Public Service Commission**

new Customers, without additional charge for any extension, provided the length of such extension does not exceed the length calculated using the following formula:

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1. Residential Customers

- a. Free length = 150 feet

This free length allowance is based upon extension of a 2 inch polyethylene main and the use of natural gas for space heating by the customer. If customer(s)' load requires a larger and/or steel main, Customer(s) will be required to deposit the difference between the estimated cost of the main required to serve Customer(s) and the estimated cost of the free extension calculated by this formula.

2. Commercial and Industrial Customers:

- a. For each firm customer whose annual consumption is estimated by the Company to be 500 Mcf or less, the free length shall be computed in accordance with paragraph 1.a. of this section.

b. For each firm customer whose annual consumption is estimated by the Company to be over 500 Mcf, the free length, if any, will be determined on an individual feasibility basis considering the required investment, character, and economic life of the load, and other appropriate information, including, but not limited to, overhead expenses or charges.

3. General

- a. No free length allowance will be made for usage for temporary, standby, auxiliary, or emergency use

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MO. PUBLIC SERVICE COMMISSION

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title

address

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{ Revised }

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{ Original }

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{ Revised }

United Cities Gas CompanyFor All Districts

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**RULES AND REGULATIONS (Continued)**  
For All Service Areas

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Public Service Commission

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- 
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- 
- free length shall be computed in accordance with
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- paragraph 1.a. of the section.

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- 
- is estimated by the Company to be over 500 Mcf, the
- 
- free length, if any, will be determined on an
- 
- individual feasibility basis considering the required
- 
- investment, character, and economic life of the load,
- 
- and other appropriate information, including, but not
- 
- limited to, overhead expenses or charges.

3. General

- a. No free length allowance will be made for usage
- 
- for temporary, standby, auxiliary, or emergency use

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address

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SHEET No. \_\_\_\_\_

{ Revised }

United Cities Gas CompanyFor All Districts

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RULES AND REGULATIONS (Continued)  
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only.

b. The Company is under no obligation to provide a free length allowance under the interruptible rate schedules.

c. In no case will the Company build without cost to the applicant more service line than is necessary to reach the acceptable meter location by the most economical route, even though any additional line would still come within the free allowance.

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10.2 Extensions Beyond the Free Limit - Residential and Commercial

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1. Upon completion of a "Contract for Extension of Distribution Main Beyond Free Length", the Company will extend its mains to a Customer beyond the Free Length provided the Customer deposits an amount of money with the Company sufficient to cover the construction expense for service to the Customer in excess of the free length of 2 inch polyethylene main. All costs of the Company referred to shall include applicable material, labor (contractors or company personnel), and overhead costs. Overhead costs are comprised of (1) labor clearings consisting of transportation, operating construction equipment, stores (construction inventory handling) local supervision, and clerical and corporate administration; (2) non-labor cost consisting of transportation, construction equipment, stores, injuries and damages, small tools and uniforms, and (3) fringe benefits consisting of pensions, vacation, holiday, worker's compensation, medical and life insurance premiums and payroll taxes. Stores loading is based on a predetermined percent derived from budget estimations of stores expenses to be incurred as a ratio to total cost of

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title

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United Cities Gas Company  
Name of Issuing Corporation

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**RULES AND REGULATIONS (Continued)**  
For All Service Areas

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materials to be issued. The non-labor costs are generally charged to construction based on a ratio of actual construction labor hours to total labor hours each month. Fringe benefits are charged to construction based on a ratio of actual construction payroll dollars to total payroll dollars each month. A copy of the Company's estimate of the cost of construction, including direct and overhead costs, shall be furnished to the Customer upon request prior to construction.

2. As additional Customers are served through service lines connected directly to the specifically involved main extension within five (5) years of its completion date, the original Customer(s) shall be refunded an amount determined as follows:

a. The contract with the original Customer(s) shall set forth the estimated cost per foot for a normal 2 inch polyethylene main extension.

b. The Company will estimate the annual gas consumption (Mcf) of each new Customer added to the main extension.

c. The refund shall be determined by the following formula:

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month day year

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name of officer

Brentwood, TN  
title address

Cancelling P.S.C.MO. No.

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SHEET No.

United Cities Gas Company

All Districts

Name of Issuing Corporation

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Community, Town or City

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## RULES AND REGULATIONS (Continued)

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Refund = the estimated cost per foot from (a) times  
the estimated annual gas consumption (Mcf)  
for the new Customer.

d. The refund to the original Customer(s) shall not  
exceed the amount of the original construction  
estimate deposited with the Company.

e. No interest shall be paid on the construction  
estimate deposit.

f. The refund(s) due, if any, to the original  
Customer(s) will be calculated and paid on June 1st of  
every year. Refunds will not be made at any other  
time.

3. In any case in which the owner of property or of an  
existing residence refuses to participate in the funding of  
the deposit, but within five (5) years of the refusal,  
requests gas service, such person shall be billed a  
proportionate amount based upon the total number of services  
estimated to be installed at the time the deposit level was  
derived. Upon receipt of that payment, the Company shall  
refund same to those customers who financed the main  
extension, in proportion to that deposit.

10.3 Meters and Services

1. Upon written application, Company will install  
necessary meter connections and meter without charge subject  
to the provisions of Service Regulation No. 2.

2. New service piping, up to and including a size 3/4  
inch in diameter, will be installed by the Company free of  
charge for residential and for commercial Customers whose  
annual consumption is 500 Mcf or less, from its distribution

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{ Revised }

United Cities Gas Company

For All Districts

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**RULES AND REGULATIONS (Continued)**  
For All Service Areas

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main to the private property line of the applicant or other private property line through which the service shall be constructed, and for an additional length, from such property lines to the point of delivery determined in accordance with Service Regulation No. 2, as is determined by the allowance per Customer for each major use of gas appliances and equipment specified below:

**CANCELLED**Residential and Commercial ServiceAllowance

Gas Space Heating Equipment  
Automatic Gas Water Heater and/or  
Gas Range

60 feet  
40 feet

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This free service piping allowance will not apply for temporary service.

3. For each industrial customer and commercial customer whose annual consumption is over 500 Mcf, the Free Length of service, if any, will be determined on an individual feasibility basis considering the required investment, character, and economic life of the load, and other appropriate information.

4. For service piping in excess of the portion installed at Company expense pursuant to paragraph 2. above, Customer will be charged for such excess footage, based on the average cost to the Company, for installing service piping during the preceding calendar year. The rate per linear foot of service will be the average cost incurred during the preceding calendar year for installing such service pipe. Any charges for installing excess service piping are payable in advance. For excess service piping pursuant to paragraph 3. above, the Customer will be charged for the actual cost of such excess service piping. The Company will attempt to

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Original  
Revised  
United Cities Gas Company For All Districts  
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estimate the cost for the Customer based upon known and observable conditions; however, the Customer shall pay for any additional expense occasioned by any abnormal construction on or conditions of the Customer's property, such as rock excavation.

5. Upon request from the Customer, the Company will provide the following services without charge:

- (i) Leak investigation
- (ii) Burner or Pilot Light adjustment  
(during normal working hours)

**Curtailment of Service**

Service will be curtailed for each category on a pro rata basis in accordance with the order of priorities set forth below, beginning with interruptible sales service and descending as required.

For system supply constraints occurring on Company's distribution system, and for capacity constraints occurring on the transporting interstate pipeline:

1. All interruptible sales services
2. Industrial firm sales services
3. Commercial firm sales services
4. All transportation services
5. Public schools and hospitals on firm service schedules
6. Public housing authorities and residential services

For capacity constraints occurring on Company's distribution system:

1. All interruptible sales services
2. Industrial firm sales services, commercial firm sales services, all special contract and all transportation services.
3. Public schools and hospitals on firm service schedules
4. Public housing authorities and residential services

Notwithstanding the provisions of this paragraph, the Company shall not be liable for any costs, penalties, or damages that may result to Customers or any other person, firm or corporation by reason of the Company's limiting annual, monthly,

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{ Original } SHEET No. \_\_\_\_\_  
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United Cities Gas Company

For All Districts

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RULES AND REGULATIONS (Continued)  
For All Service AreasMISSOURI  
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estimate the cost for the Customer based upon known and observable conditions; however, the Customer shall pay for any additional expense occasioned by any abnormal construction on or conditions of the Customer's property, such as rock excavation.

5. Upon request from the Customer, the Company will provide the following services without charge:

- (i) Leak investigation
- (ii) Burner or Pilot Light adjustment  
(during normal working hours)

11. Curtailement of Gas Service

Service will be curtailed in accordance with the order of priorities set forth below, beginning with interruptible service and descending as required.

- 1. All Interruptible Service
- 2. Industrial Firm Customers
- 3. Commercial Firm Customers
- 4. Essential Agricultural Use
- 5. Public Schools and Hospitals on Firm Service
- 6. Public Housing Authorities and Residential Customers

Notwithstanding the provisions of this paragraph, the Company shall not be liable for any costs, penalties, or damages that may result to Customers or any other person, firm or corporation by reason of the Company's limiting annual, monthly,

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SEP 15 1991

91-249

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month day year

ISSUED BY Gene C. Koonce, President

name of officer

Brentwood, TN

title

address

FORM NO. 13 P.S.C.MO. No. 3 {Original} SHEET No. 85.1  
{Revised}  
Cancelling P.S.C.MO.No. \_\_\_\_\_ {Original} SHEET No. \_\_\_\_\_  
{Revised}  
United Cities Gas Company For All Districts  
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RULES AND REGULATIONS (Continued)  
For All Service Areas

Public Service Commission

or peak day volumes or by curtailing service in accordance with the above order of priorities which may be deemed practicable under existing conditions by Company. Company will make reasonable effort to deliver plant protection volumes to firm industrial customers sufficient to prevent damage to facilities or danger to personnel. This includes the protection of such material in process as would otherwise be destroyed, but does not include deliveries required to maintain plant protection.

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Curtailment Procedures:

Notice of curtailment of service hereunder shall be given by the Company by telephone or otherwise not less than one half (1/2) hour from the time for the curtailment. Upon receipt of such notice, the customer shall immediately proceed to discontinue the use of service at the time and to the extent of the notice. The Company shall notify the customer by telephone or otherwise when service hereunder is to be restored and the customer shall not resume service until such time as stated in the restoration notice. Company personnel shall read the customer meters at the beginning and the end of each curtailment period for the determination of any non-compliance with the required curtailment and for the purpose of billing the following penalties. The requirement to read meters will not apply to items 5 and 6 in list A. above or to items 3 and 4 in list B. above. The Company shall maintain a log of all customer interruptions with the date of curtailment, the length of the curtailment and the reason for all such curtailments.

Curtailment Overrun Penalties:  
Overrun Penalty:

Volumes of gas taken at any time in excess of the amount specified by the Company in the interruption notice as being available to Customer shall constitute overrun gas. If the Customer causes the Company to incur pipeline supplier penalties,

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Name of Issuing Corporation Community, Town or City

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MISSOURI

Public Service Commission

RULES AND REGULATIONS (Continued)  
For All Service Areas

those penalties will be assessed to the customer causing such overrun penalties. Penalty charges of \$500.00 plus \$2.50 per Ccf of such overrun volumes shall be paid by Customer in addition to all other charges payable hereunder. After the third instance within three years of a customer taking overrun gas interruptible service and transportation service shall no longer be available to the customer, and the Customer shall be automatically transferred to a firm rate schedule. The Company shall have the right, in its sole discretion, to waive any portion of the overrun penalties, excluding overrun penalties assessed the Company by the pipeline supplier, on a non-discriminatory basis for good cause. An example of good cause in this instance would be an emergency situation where the Customer cannot immediately comply with the curtailment directed by the Company through no intentional act by the Customer. Another situation would be where, after the Customer was ordered to curtail and did not for reasons beyond the Customer's reasonable control, and the Company did not experience any distribution problems as a result of the Customer's failure to comply. An example that does not constitute good cause is a situation where the customer, after being directed to curtail, intentionally, and with no justifiable reason, refuses to comply. Penalty charge revenues shall be considered Purchased Gas Adjustment revenue recovery for Actual Cost Adjustment factor computations.

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FORM NO. 13 P.S.C.MO. No. 3 1st {Original} SHEET No. 86

Cancelling P.S.C.MO.No. 3 {Revised} SHEET No. 86

United Cities Gas Company For All Districts

Name of Issuing Corporation

Community, Town or City

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Public Service Commission

RULES AND REGULATIONS (Continued)  
For All Service Areas

12. Other Conditions of Service

12.1 The Company shall endeavor to furnish continuous service to the Customer but does not guarantee uninterrupted service. Further, the Company shall not be liable for loss or damage resulting from interruptions or deficiencies in service occasioned by any cause except willful default or willful neglect on its part.

12.2 Gas purchased from the Company shall be used by the Customer at one location and shall not be resold. The term "one location" as used herein, shall include separate buildings only if such separate buildings are immediately adjacent and not separated by either private or public right-of-way.

12.3 The Company will determine the adjustment, if any, to be made for wastage of gas occurring without knowledge to the Customer, on the basis of the circumstances involved in each specific instance.

12.4 Additional Load: Meters and equipment supplied by the Company for each Customer have definite capacities and no major addition to the equipment or load connected hereto shall be made except by consent of the Company. Failure to give notice of additions or changes in load, and to obtain Company's consent for same, shall render the Customer liable for any damage to any of

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United Cities Gas Company

For All Districts

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RULES AND REGULATIONS (Continued)  
For All Service AreasMISSOURI  
Public Service Commission

or peak day volumes or by curtailing service in accordance with the above order of priorities which may be deemed practicable under existing conditions by Company. Company will make reasonable effort to deliver plant protection volumes to firm industrial customers sufficient to prevent damage to facilities or danger to personnel. This includes the protection of such material in process as would otherwise be destroyed, but does not include deliveries required to maintain plant protection.

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FORM NO. 13

P.S.C.MO. No. 3

1st

~~Original~~  
~~Revised~~  
~~Original~~  
~~Revised~~SHEET No. 87Cancelling P.S.C.MO. No. 3SHEET No. 87United Cities Gas Company

For

All Districts

Name of Issuing Corporation

Community, Town or City

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**RULES AND REGULATIONS (Continued)**  
**For All Service Areas**

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

Company's lines or equipment caused by the additional load or changed installation.

- 12.5 The Customer agrees to notify the Company of any material changes in his installation or load conditions. Upon such notification, the Company will assist in determining if a change in rates is desirable. Unless required by substantial changes in the Customer's installation, not more than one change in rates will be made within any twelve month period.
- 12.6 A customer applying for or receiving gas service who also obtains a portion of its gas requirements from a source other than the Company is deemed to have partial service. The customer shall, at its own expense, install and maintain at or after the Point of Delivery in a manner acceptable to the Company, adequate valves, switches or other equipment to segregate the delivery of Company provided or transported gas. This is necessary to Preclude any commingling of gas from other sources with the natural gas delivered by the Company. This provision does not apply to pipeline quality natural gas purchased by the customer from a source other than the Company and transported through the Company system.

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**CANCELLED****OCT 01 2002****MISSOURI**  
**Public Service Commission****FILED****JUL 17 1993**  
**93-47****MO. PUBLIC SERVICE COMM.**

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{ Revised }

United Cities Gas Company

For All Districts

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**RULES AND REGULATIONS (Continued) Public Service Commission  
For All Service Areas**

Company's lines or equipment caused by the additional load or changed installation.

12.5 The Customer agrees to notify the Company of any material changes in his installation or load conditions. Upon such notification, the Company will assist in determining if a change in rates is desirable. Unless required by substantial changes in the Customer's installation, not more than one change in rates will be made within any twelve month period.

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BY Let R.S. #87

Public Service Commission

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FORM NO. 13

P.S.C.MO. No. 3{ Original } SHEET No. 88  
{ Revised }

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

{ Original } SHEET No. \_\_\_\_\_  
{ Revised }

United Cities Gas Company

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All Districts

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By AMES R. SMITH  
Public Service Commission  
MISSOURI

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**PROMOTIONAL PRACTICES  
RESIDENTIAL SECTOR****MISSOURI**  
Public Service CommissionBuilder Program

The intent of the program is to promote the use of natural gas, high-efficiency appliances, and energy conservation measures within the new construction market. The program is implemented by our builder representatives who make personal contact with the builders on a regular basis.

The Company offers the builder and/or the potential homeowner cost comparisons between the utilization of natural gas and alternate energy sources.

The Company makes marketing materials available to the prospective homeowners through the builders. These materials promote the economy of an energy efficient gas home.

Promotion of High-Efficiency Gas Appliances

The Company promotes the use of high efficiency gas appliances by making available educational material. This material explains the advantages of high efficiency natural gas equipment.

The Company merchandises the following gas appliance categories: water heaters, ranges, space heaters, logs, gas lights, clothes dryers, and grills, among various others. The Company offers merchandise financing to our customers, enabling them to make payments on their gas bills. The annual percentage rate of interest will not be on terms more favorable than those generally applicable to sales by non-utility dealers. The pricing structure within our merchandise program is competitive with appliance dealers within the communities we serve.

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(continued on Sheet No. 89) **91-265**

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MO. PUBLIC SERVICE COMM.

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{ Revised }**CANCELLED**United Cities Gas Company  
Name of Issuing CorporationFor All Districts

Community, Town or City

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PROMOTIONAL PRACTICES  
(continued from Sheet No. 88) MISSOURI  
Public Service CommissionDealer Program

The Company may offer builders, heating contractors, etc., upon request, cost comparisons between the use of natural gas and alternate fuels.

The Company may develop and implement various cooperative advertising programs to be made available to builders, developers, heating contractors, etc. Cooperative advertising funds supplied by the Company are limited to one-half of the reasonable cost or value of joint advertising.

Real Estate Program

This program is used to educate real estate agents and brokers through periodic meetings with individual realty companies or realty associations. During the meetings the Company exhibits photographs of various applications for natural gas equipment, makes verbal presentations on how to better serve real estate agents and brokers, and demonstrates the benefits of using natural gas in the home. Educational hand-out materials are also available for each participant.

Promotion of Gas On Main

Through the Company's on-main conversion program, we communicate the advantages and benefits available to prospective customers who convert to natural gas heating equipment.

This program is targeted toward each prospective customer who has a gas main accessible to their property. Supporting media advertising and awareness materials, such as brochures, can also be utilized.

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(continued on Sheet No. 90)

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MO. PUBLIC SERVICE COMM.

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(Original) SHEET No.  
(Revised)

United Cities Gas Company

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For All Districts

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**Public Service Commission**

OCT 18 1991

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**PROMOTIONAL PRACTICES**  
(continued from Sheet No. 89)**MISSOURI****Public Service Commission**Energy Conservation

The Company promotes the conservation of energy. Upon request, the Company will supply to anyone interested a cost comparison showing the energy savings possible through the use of high-efficiency equipment.

The School Range Loan Program

In an effort to familiarize the public with the features and benefits of gas cooking and to provide support to our community schools, the Company offers the School Range Loan Program. We provide and install a modern, high efficiency natural gas range for the purpose of instructing students on the mechanics and economics of gas cooking. The school pays for any gas that is consumed through the use of the range.

Educational Programs

The Company engages in an educational process to familiarize the communities we serve with the benefits of natural gas. We provide educational materials, literature, and programs to our community schools, civic groups and other community organizations.

1. The following is a list of programs which are provided:

- A. A catalog of AGA Natural Gas Teaching Materials is sent to all schools in our service territory. Any printed material may be ordered free of charge by the schools. The charge for this material is paid by the Company.

- B. The Balancing Act: How Utility Rates Are Decided

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United Cities Gas Company

For

All Districts

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PROMOTIONAL PRACTICES  
(continued from Sheet No. 90)

MISSOURI

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This program is designed to give high school students a basic understanding of how utility rates are set. It teaches how regulators, utilities, and utility customers interact to ensure efficient and dependable utility services at fair and reasonable rates.

- C. Power Switch (taught by the classroom teacher) - an energy curriculum kit (for fifth grade level), provides important energy, safety, and conservation information.

- D. Hypothermia (video)

This program is used in meetings with the elderly as well as school groups. It teaches awareness of the dangers associated with exposure to cold weather. It teaches the proper way to dress indoors and outdoors, how to recognize hypothermia, and what to do to prevent it.

2. Other videos are available on a loan basis for use in the schools:

- A. "An Astounding Adventure" (video) - takes viewers on an adventure through time and space to learn about natural gas.
- B. "Rappin' With Gas" (video) - teaches the efficient use of gas in the home, the proper and safe operation of the gas range.
- C. "Gone With The Wash" (video) - explains how to properly do laundry through an exciting detective theme.

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(continued on Sheet No. 92)

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PROMOTIONAL PRACTICES  
(continued from Sheet No. 91)

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D. "Smart House" (video) - explains what  
future housing will look like.

3. A live theater production, "The Clue That Burns  
Blue," is also used and is available. It  
covers the origin, as well as the safe and wise  
use of natural gas.

Various other similar educational programs may be offered  
in the future as supplement or replacement to any of the  
Company's existing programs.

COMMERCIAL/INDUSTRIAL SECTOR

The Company offers the following services:

Fuel Cost Comparisons - Through the use of fuel cost  
comparisons, the Company can evaluate the optimal energy  
to be used for any particular commercial or industrial  
application.

Equipment Selection - The Company provides our commercial  
and industrial customers up-to-date educational informa-  
tion on the latest technical improvements in gas equip-  
ment. This information is communicated to the customer  
through the Company's representatives and through in-  
dustry publications such as Gas Technology Magazine and  
Food Service Newsletter. Various educational publica-  
tions similar to the previously mentioned may also be  
made available to any and all persons of the  
commercial/industrial sector within our service area. In  
addition to information on technological advances, these  
publications provide pertinent safety and energy  
conservation information.

Energy Consulting - The Company provides technical infor-  
mation to any customer, prospective customer, supplier or  
other interested party who may be in need of assistance.

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FORM NO. 13 P.S.C.MO. No. 3

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United Cities Gas Company

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Gas Heat Pump Market Demonstration Pilot Program

Description and Availability

This program is available uniformly to all residential and small commercial customers of the Company who choose to purchase a York Triathlon Gas Heat Pump during the period this program is in effect, install the unit, and operate it under normal conditions while a customer of the Company. Under the program, the Company is authorized to provide a payment as specified below to the manufacturer of York Triathlon Gas Heat Pumps after each sale is made of the gas engine driven, three-ton split system, heat pump to such customers of the Company.

Purpose:

The purpose of this three-year pilot program is to encourage the installation of new technology gas heat pumps in order to evaluate their performance in actual operating conditions in the Company's service areas, and to allow the Company to gain information on their operating characteristics as a potential demand side resource.

Terms and Conditions:

The pilot program will exist for three one-year periods, commencing on July 1, 1994. During the first year, for each Triathlon Gas Heat Pump installed and operated in its service area by a customer of the Company, the Company is authorized to make a \$1,200 payment in escrow to the administrator of the program, who in turn will pay the manufacturer that amount. During the second year, the amount will be \$1,000. During the third year, the amount will be \$270. No payments will be made to the retail purchaser or the appliance dealer. The maximum amount authorized for this program in Missouri is \$7,200. No funds will be disbursed with regard to any Missouri sale prior to the effective date of these tariffs.

The Company will provide training to its employees on the program and have certain of its employees provide information and promotional/educational materials to dealers in its area. It will monitor installation costs, maintenance agreements, and warranty claims from customers purchasing the unit. It will promote the existence of the program. It will develop installation and operational case studies

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United Cities Gas Company For All Districts  
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Public Service Commission

Gas Heat Pump Market Demonstration Pilot Program (Continued)

on the units installed under the program, conduct customer satisfaction surveys, and analyze the effectiveness of the unit as a potential tool to increase off-peak usage of natural gas and at the same time, reduce on-peak usage of electricity.

The marketing efforts for this program are generally described as educational and informational, and will involve primarily a direct marketing strategy instead of traditional paid-media advertising. United Cities' role in the promotion of this technology is primarily to educate prospects, then refer them to authorized York Triathlon dealers who sell the equipment. The Company has developed literature which will be distributed to prospects through appropriate home and trade shows, community/civic programs and activities, and direct contact with end-users by the Company's customer service representatives. Publicity will include press releases to select consumer and trade media in each service area, including local newspapers, radio and television stations, and local/state builder publications.

The evaluation criteria to be utilized by the Company in determining whether this is a cost-effective potential demand-side resource will be presented as part of subsequent Integrated Resource Plan(s) filed with the Missouri Public Service Commission.

The evaluation plan and the schedule for completing the evaluation is a minimum of six months following the completion of this program and/or the filing of an Integrated Resource Plan.

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United Cities Gas Company For Palmyra District  
Name of Issuing Corporation Community, Town or City

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Public Service Commission

Gas Light Refurbishment Pilot Program

Description and Availability

This program is available to customers in the Company's Palmyra, Missouri service area having existing gaslights on their property that are extinguished and in need of repair. Under this program, the Company will provide certain materials and labor equating to a \$50 or less value in an effort to refurbish existing gaslights.

\*

Purpose

The purpose of this program is to enhance the appearance and function of the customer's gas light.

Terms and Conditions

Customers will be informed of the program through the local newspaper as well as through bill inserts. Measures to be taken and materials to be used in fulfilling the intent of this program include: replacing burner tips as needed, replacing mantles as needed, cleaning or replacing glass, checking gas valves, painting the gaslight and relighting. Any customer requiring additional work on their gaslight beyond the standard measures will be responsible for the incremental difference between the standard measures and the total work required.

This program will expire December 31, 1997.

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by *AMES BEMOTH*  
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(Revised)

UNITED CITIES GAS COMPANY  
Name of Issuing Corporation

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Name of Issuing Corporation

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title

address

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

(Original) SHEET No. \_\_\_\_\_  
(Revised)UNITED CITIES GAS COMPANY  
Name of Issuing CorporationFor HANNIBAL

Community, Town or City

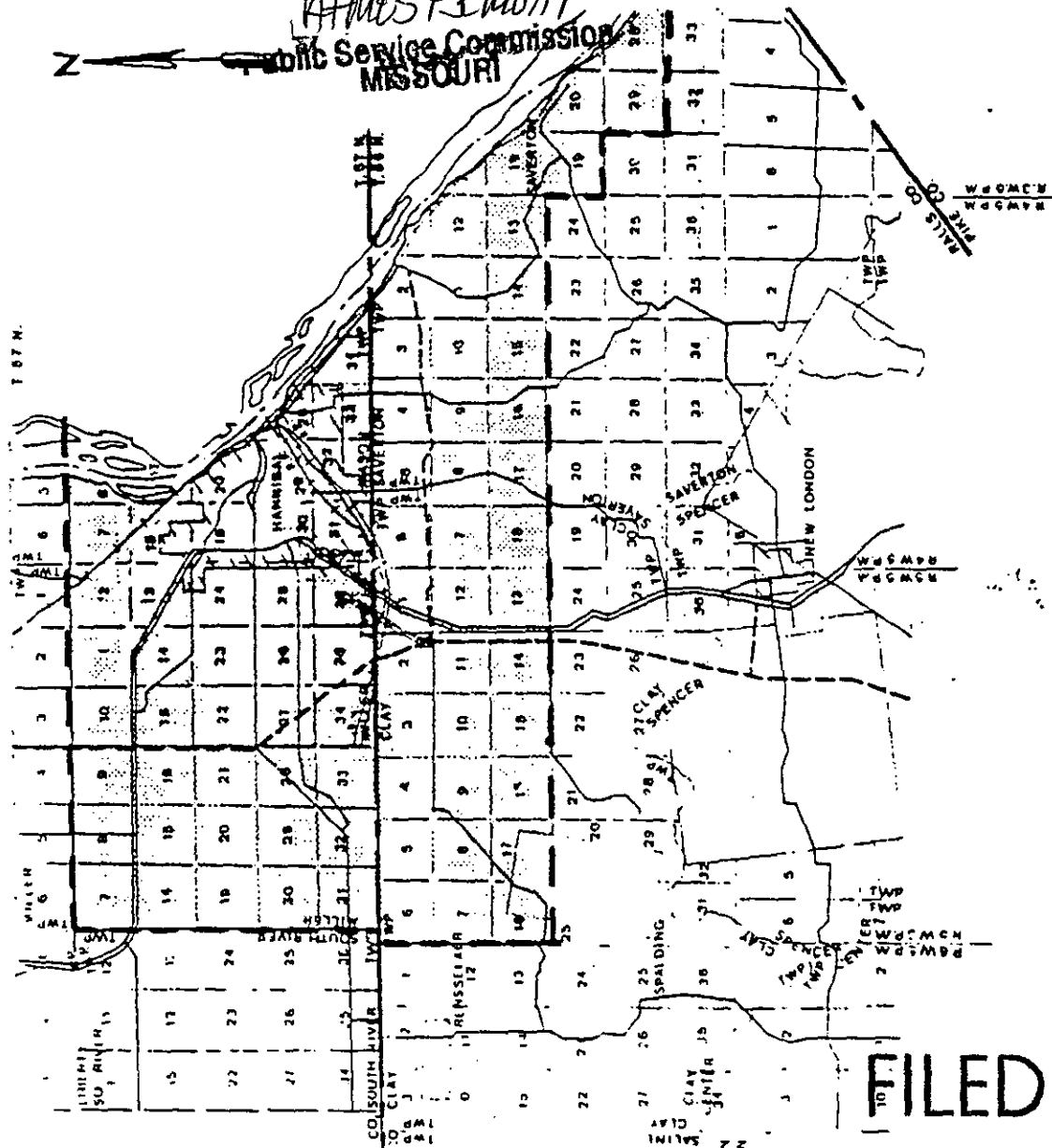
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OCT 26 1992

**CANCELLED**

OCT 01 2002

HMS PSC 1167#1

MISSOURI  
Public Service Commission

\*Indicates new rate or text  
+Indicates change

**FILED**

NOV 30 1992

92 - 246

Public Service Commission

DATE OF ISSUE September 29, 1992  
month day yearDATE EFFECTIVE November 30, 1992  
month day yearISSUED BY Gene C. Koonce, President  
name of officerBrentwood, TN  
title

address

FORM NO. 13

P.S.C.MO. No. 3{ Original } SHEET No. 95.1

{ Revised }

Cancelling P.S.C.MO. No. **CANCELLED**

{ Original } SHEET No. \_\_\_\_\_

{ Revised }

UNITED CITIES GAS COMPANY

Name of Issuing Corporation

OCT 01 2002

HANNIBAL

Community, Town or City

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MISSOURI

Public Service Commission

METES AND BOUNDS DESCRIPTION OF THE AREA  
SURROUNDING HANNIBAL, MISSOURI

Beginning at the Mississippi River and the South line of Section 5, Township 57 North, Range 4 West of the Fifth Principal Meridian and extending Westerly along the South line of said Section 5 and the South line of Section 6, in said Township 57 North, Range 4 West of the Fifth Principal Meridian and extending Westerly along the South lines of Sections 1, 2, 3, 4, 5 and 6, Township 57 North, Range 5 West of the Fifth Principal Meridian to the Southwest corner of said Section 6, in said Township 57 North, Range 5 West of the Fifth Principal Meridian; thence Southerly along the West lines of Sections 7, 18, 19, 30 and 31, in said Township 57 North, Range 5 West of the Principal Meridian and extending Southerly along the West lines of Sections 6, 7 and 18, Township 56 North, Range 5 West of the Fifth Principal Meridian to the Southwest corner of said Section 18, in said Township 56 North, Range 5 West of the Fifth Principal Meridian; thence Easterly along the South lines of Sections 18, 17, 16, 15, 14 and 13, in said Township 56 North, Range 5 West of the Fifth Principal Meridian and extending Easterly along the South lines of Sections 18,

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DEC 16 1992  
92 - 246

Public Service Commission

DATE OF ISSUE November 16, 1992  
month day yearDATE EFFECTIVE December 16, 1992  
month day yearISSUED BY Gene C. Koonce, President  
name of officerBrentwood, TN  
title

address

FORM NO. 13

P.S.C.MO. No. 3{ Original } SHEET No. 95.2  
{ Revised }Cancelling P.S.C.MO. No. CANCELLED{ Original } SHEET No. \_\_\_\_\_  
{ Revised }

UNITED CITIES GAS COMPANY

HANNIBAL

Name of Issuing Corporation

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Community, Town or City

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PUBLIC SERVICE COMMISSION  
MISSOURI

NOV 16 1992

MISSOURI

Public Service Commission

16, 15, 14 and 13, Township 56 North, Range 4 West of the Fifth Principal Meridian to the Southeast corner of said Section 13, in said Township 56 North, Range 4 West of the Fifth Principal Meridian; thence Southerly along the West line of Section 19, Township 56 North, Range 3 West of the Fifth Principal Meridian to the Southwest corner of said Section 19, in said Township 56 North, Range 3 West of the Fifth Principal Meridian; thence Easterly along South line of said Section 19, in said Township 56 North, Range 3 West of the Fifth Principal Meridian to the Southeast corner of said Section 19, in said Township 56 North, Range 3 West of the Fifth Principal Meridian; thence Southerly along the West line of Section 29, in said Township 56 North, Range 3 West of the Fifth Principal Meridian to the Southwest corner of said Section 29, in said Township 56 North, Range 3 West of the Fifth Principal Meridian; thence Easterly along the South line of said Section 29 and the South lines of Sections 28 and 27, in said Township 56 North, Range 3 West of the Fifth Principal Meridian to the Mississippi River; thence Northerly along the Mississippi River to the point of beginning. The aforementioned description includes

Certificated Area granted in Case No. 16,757. Boundary of Area above consists of parts of Marion and Ralls Counties,

Missouri.

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+Indicates change

DEC 16 1992

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Public Service Commission

DATE OF ISSUE November 16, 1992  
month day yearDATE EFFECTIVE December 16, 1992  
month day yearISSUED BY Gene C. Koonce, President  
name of officerBrentwood, TN  
title

address



FORM NO. 13 P.S.C.MO. No. 3 1st {Original} SHEET No. 96  
Cancelling P.S.C.MO.No. 3 {Revised} SHEET No. 96  
United Cities Gas Company For Bowling Green {Original} ~~REVISEx~~  
Name of Issuing Corporation Community, Town or City

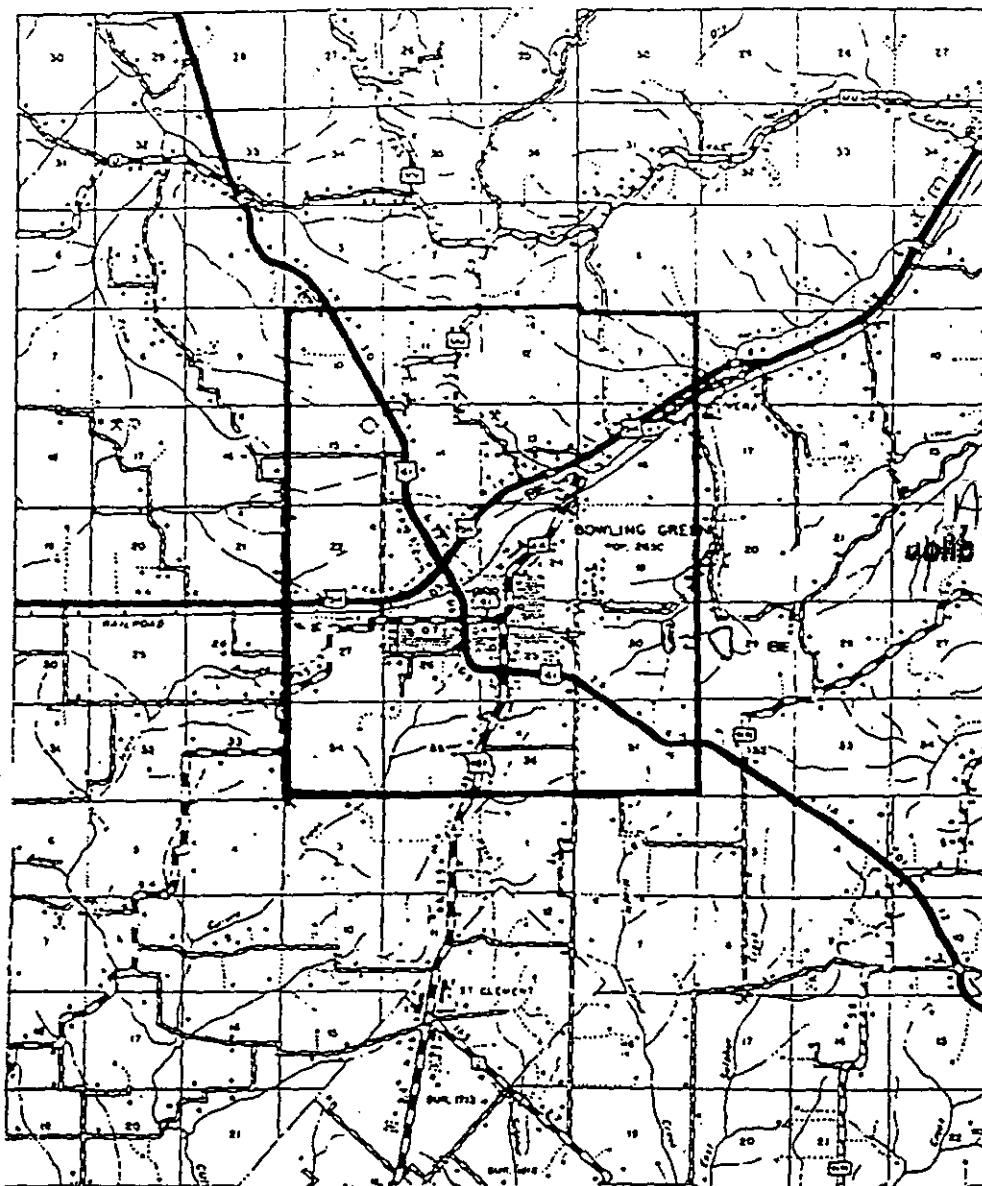
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Certificated Area Including  
and Surrounding Bowling Green

JAN 31 1997

MISSOURI

Public Service Commission



T54N  
T53N

CANCELLED

OCT 01 2002

ATLANTA PSC MO #1  
Public Service Commission  
MISSOURI

T53N  
T52N

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MAR 4 1997  
97 - 76

MISSOURI PUBLIC SERVICE COMMISSION

DATE OF ISSUE January 29, 1997 DATE EFFECTIVE March 4, 1997  
month day year month day year

ISSUED BY Gene C. Koonce, President Brentwood, TN  
name of officer title address

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

UNITED CITIES GAS COMPANY

For BOWLING GREEN

Name of Issuing Corporation

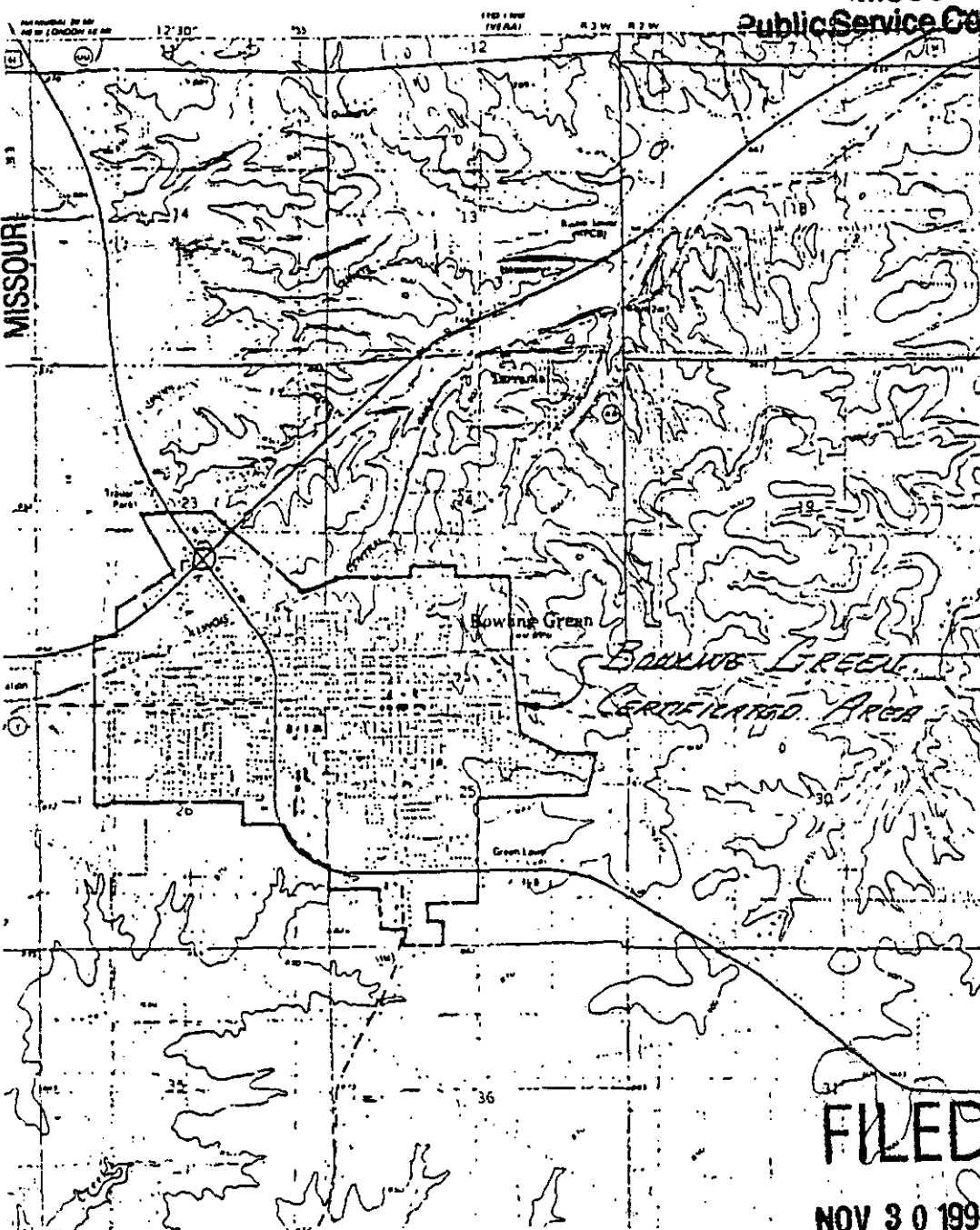
Community, Town or City

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OCT 26 1992

MISSOURI

Public Service Commission

Public Service Commission  
MISSOURI

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92 - 246

Public Service Commission

DATE OF ISSUE September 29, 1992  
month day yearDATE EFFECTIVE November 30, 1992  
month day yearISSUED BY Gene C. Koonce, President  
name of officerBrentwood, TN  
title address

CANCELLED

MAR 4 1997

P. 1st Re 96

FORM NO. 13 P.S.C.MO. No. 3 {Original} SHEET No. 96.1  
{Revised} {XXXXXX}  
Cancelling P.S.C.MO.No. \_\_\_\_\_ {Original} SHEET No. \_\_\_\_\_  
{Revised}  
United Cities Gas Company For Bowling Green RECEIVED  
Name of Issuing Corporation Community, Town or City

JAN 31 1997

A METES AND BOUNDS DESCRIPTION  
OF THE AREA SURROUNDING BOWLING GREEN, MISSOURI

MISSOURI

Beginning at the Northwest corner of section 10, T-53-N, in Pike County, Cuivre Township, Missouri; thence Easterly along the North line of said Section 10 and the North lines of Sections 11 and 12, T-53-N, R-3-W, and the North line of Section 7, T-53-N, R-2-W, to the Northeast corner of said Section 7; thence Southerly along the East line of said Section 7 and the East lines of Sections 18, 19, 30, and 31, T-53-N, R-2-W, to the Southeast corner of said Section 31; thence Westerly along the South line of said Section 31 and the South lines of Sections 36, 35, and 34, T-53-N, R-3-W, to the Southwest corner of said Section 34; thence Northerly along the West line of said Section 34 and the West line of Sections 27, 22, 15, and 10, T-53-N, R-3-W, all in Pike County, Cuivre Township, Missouri.

CANCELLED

OCT 01 2002  
AFMOS PSC/MO#1  
Public Service Commission  
MISSOURI

FILED

MAR 4 1997  
97 - 76

MO. PUBLIC SERVICE COMM

\*Indicates new rate or text  
+Indicates change

DATE OF ISSUE January 29, 1997 DATE EFFECTIVE March 4, 1997  
month day year month day year

ISSUED BY Gene C. Koonce, President Brentwood, TN  
name of officer title address

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

**CANCELLED**United Cities Gas Company

Name of Issuing Corporation

For: All Districts

Community, Town or City

OCT 01 2002

ATMOSPHERIC  
PUBLIC SERVICE COMMISSION  
MISSOURIMissouri Public  
Service Commission

FILED APR 29 1999

## GENERAL TERMS AND CONDITIONS FOR GAS SERVICE

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

Notice shall be provided in writing to home construction companies, new home builders, and residences where the service line is scheduled to be replaced. The customer must return the notice to accept the installation of the EFV. Installation of the EFV is not required.

Installation of an EFV shall be made by the Company only in the case of a new service line or a scheduled replacement service line, upon the customer's request and upon payment by the customer of the installation costs. Installation of an EFV shall only be available where service is provided to a residential single family dwelling served from a delivery system with a pressure not less than ten (10) pounds per square inch and where the service line is connected directly to the gas distribution main.

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

Maintenance Cost: \$900.00

Maintenance costs associated with the repair, removal or replacement of an EFV at a premise shall be the responsibility of the customer and include the cost of excavation and construction necessary. EFV maintenance costs shall be re-evaluated periodically by the Company. The maintenance cost is based on excavation and constructions costs under unobstructed surface and soil conditions. Additional costs due to obstructed surface conditions (i.e. buildings and fences) and underground conflicts (i.e. other utility lines and sprinkler systems) will be charged to the customer. Prior to the repair, removal or replacement of an EFV, the Company shall make a reasonable attempt to inform the customer of any additional charge due to known obstructions.

Missouri Public  
Service CommissionDATE OF ISSUE: April 28, 1999FILED JUN 01 1999  
DATE EFFECTIVE: June 1, 1999ISSUED BY: Mark G. Thessin Vice-President, Rates & Regulatory Affairs, Franklin, TN

Name of Officer

Title

Address