FORM NO. 13 P.S.C. No. 2 (original) Sheet No. 34

**N**-Indicates New Rate or Text

**C**-Indicates Change

Cancelling P.S.C. MO No. 1 ~~(original)~~ Sheet No. 34

1st (revised)

**C**

Summit Natural Gas of Missouri, Inc. **C** SNG-MO SMNG Certificated Service Area **C**

Name of Issuing Corporation Community, Town or City

**RULES AND REGULATIONS (cont.)**

(5) Deposits

Residential Customers

The Company may require a security deposit or other guarantee from residential customers as a condition of newservice due to any of the following:

1. The customer has outstanding with a utility providing the same type of service, an unpaid service account which accrued within the last five (5) years and, at a time of request for service, remains unpaid and not in dispute.
2. Thecustomer 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 (5) years.
3. The customer’s Experian National Risk Model Score is above 100. Those customers without an Experian National Risk Model Score shall be deemed to have established an acceptable credit rating if the customer meets any of the following criteria: owns or is purchasing a home; is and has been regularly employed on a full time basis for at least one (1) year; has an adequate regular source of income; or, can provide adequate credit references from a commercial credit source. **C**
4. The company may require a security deposit or other guarantee as a condition of continued service due to any of the following:
5. The service of the customer has been discontinued by the Company for nonpayment of a delinquent account not in dispute, or the customer has a history of utility service disconnections known to the Company.
6. In an unauthorized manner, the customer interfered with or diverted the service of the Company on or about or delivered to the customer's premises. **C**

**N**-Indicates New Rate or Text

**C**-Indicates Change

FORM NO. 13 P.S.C. No. 2 (original) Sheet No. 35

(revised)

Cancelling P.S.C. MO No. 1 (original) Sheet No. 35

~~(revised)~~

**C**

Summit Natural Gas of Missouri, Inc. **C** SNG-MO SMNG Certificated Service Area **C** Name of Issuing Corporation Community, Town or City

**RULES AND REGULATIONS (cont.)**

(3) The customer has failed to pay an undisputed bill on or before the delinquency date for five (5) billing periods out of twelve (12) consecutive billing periods. Deposits for gas service assessed under the provisions of subsections (d)(I) or (d)(3) of this Section 5 during the months of November, December and January may, if the customer is unable to pay the entire deposit, be paid by installments over a six (6) month period. Prior to requiring a customer to post a deposit under this subsection, the Company shall send the customer a written notice explaining the Company’s right to require a deposit or include such explanation with each discontinuance notice. **C**

1. No deposit shall be required by the Company because of a customer's race, sex, creed, national origin, marital status, age, number of dependents, source of income, disability, or geographical area of residence. **C**
2. A security deposit required pursuant to these rules is subject to the following terms and conditions:
3. A deposit shall not exceed two (2) times the highest bill for the Company charges actually incurred or estimated to be incurred by the customer during the most proximate twelve (12) month period at the service location or in the case of a new customer, who is assessed a deposit under subsection (c) of this rule, one-sixth (1/6) of the estimated annual bill for monthly billed customers at the requested service location. **C**

(2) The customer deposit interest during the calendar year will be simple interest of one percentage point (1.0%) above the prime rate published in the Wall Street Journal on the last business day in December of the prior year. Interest shall either be credited to the service account of the customer on an annual basis or paid upon return of the deposit, whichever occurs first. Interest shall not accrue on any deposit after the date upon which the Company has made a reasonable effort to return such deposit to the customer. This Rule shall not preclude the Company from crediting interest upon each service account during one (1) billing cycle annually. **N**

**N**-Indicates New Rate or Text

**C**-Indicates Change

FORM NO. 13 P.S.C. No. 2 (original) Sheet No. 36

(revised)

Cancelling P.S.C. MO No. 1 (original) Sheet No. 36

~~(revised)~~

**C**

Summit Natural Gas of Missouri, Inc. **C** SNG-MO SMNG Certificated Service Area **C**

Name of Issuing Corporation Community, Town or City

**N**-Indicates New Rate or Text

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**RULES AND REGULATIONS (cont.)**

1. Upon disconnection or termination other than for a change of service address, the deposit, with accrued interest, shall be credited to the final bill and the balance, if any, shall be returned to the customer within twenty-one (21) days of the rendition of the final bill. **C**
2. Upon satisfactory payment of all undisputed Company 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 Company may withhold refund of a deposit pending the resolution of a dispute with respect to charges secured by the deposit. **N**
3. The Company shall maintain a record of all deposits received from customers, showing the name of each customer who posted the deposit, the current address of the customer, the date and amount of the deposit, the amount of interest paid and information to determine the earliest possible refund date. **C**
4. Each customer posting a security deposit shall receive in writing at the time of tender of deposit or with the first bill a receipt as evidence thereof, unless the Company shows the existence or non­existence of a deposit on the customer's bill in which event the receipt shall not be required unless requested by the customer. The receipt shall contain the following minimum information: name of the customer, date of payment amount of payment identifiable name, signature and title of the Company employee receiving payment; and statement of the terms and conditions governing the payment, retention and return of deposits.
5. The Company shall provide means whereby a person entitled to return of a deposit is not deprived of the deposit even though he may be unable to produce the original receipt for the deposit, provided he can produce adequate identification to insure that he is the customer entitled to refund to the deposit.

FORM NO. 13 P.S.C. No. 2 (original) Sheet No. 37

(revised)

Cancelling P.S.C. MO No. 1 (original) Sheet No. 37

~~(revised)~~

**C**

Summit Natural Gas of Missouri, Inc. **C** SNG-MO SMNG Certificated Service Area **C**

Name of Issuing Corporation Community, Town or City

**RULES AND REGULATIONS (cont.)**

(8) The Company shall provide means whereby a customer, required to make a deposit, may pay such deposit by installments unless the Company can show likelihood that the customer does not intend to pay for such service. **C**

1. In lieu of a security deposit required by these rules, the Company may accept the written guarantee of a responsible party as surety for a customer service account. The limit of the guarantee shall not exceed the amount of a cash deposit. **N**
2. A guarantor shall be released upon satisfactory payment of all undisputed Company charges during the last twelve (12) billing months. 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. **N**

Nonresidential Customers

A cash security deposit, surety bond, irrevocable letter of credit, expedited billing agreement or other guarantees acceptable to the Company as may be required on all nonresidential customers. A new nonresidential customer is a customer that is not currently receiving nonresidential service from the Company at another location.

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