

P.S.C. MO No. 1	Second Revised	Sheet No. <u> 6 </u>
Cancels	First Revised	Sheet No. <u> 6 </u>
<u>Missouri Gas Utility, Inc.</u> Name of Issuing Company	For: <u>All Towns and Communities</u> <u>Within MGU Certificated Service Areas</u> Community, Town or City	
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* Indicates New Rate or Text		
+ Indicates Change		

Issue Date: July 15, 2009 Effective Date: August 14, 2009
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Issued By: Timothy R. Johnston 7810 Shaffer Parkway, Ste. 120
Vice President Littleton, Colorado 80127
Name and Title of Issuing Officer Company Mailing Address

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RULES AND REGULATIONS (CONT'D.)			
<p>(d) Estimated bills shall not be rendered as a customer's initial or final bill for service unless conditions beyond the control of the Company prevent an actual reading.</p> <p>(e) If the Company underestimates a customer's usage, the customer shall be given the opportunity, if requested, to make payments in installments.</p> <p>(f) Estimated bills should not be rendered for more than three consecutive billing periods except under conditions described in Section 6 (b) (1) and (b) (2) above, but if for some reason actual readings cannot be obtained, the Company shall advise the customer of the following: The bills being rendered are estimated;-such estimation may or may not reflect actual usage; and, the customer may read and report his usage to the Company.</p> <p>(7) <u>Metering for Billing/ Billing Adjustments</u>*</p> <p>(a) Metering for Billing. If Company owns and installs more than one metered supply, except for the convenience of Company, on the customer premises, the rate for service furnished through each metered supply shall be determined as if such service were rendered to a separate customer.</p> <p>(b) Billing Adjustments.* The Company will resolve billing errors from all related and available information during the probable period during which conditions existed and shall make the appropriate billing adjustments for the period estimated to be involved as follows:</p> <p style="margin-left: 40px;">(1) Residential Customers:</p> <p style="margin-left: 80px;">(a) Overcharges: The Company shall refund to or credit the Customer for the overcharge, based upon actual usage for the period not to exceed sixty (60) consecutive monthly billing periods, calculated from the date of discovery, inquiry or actual notification of the utility, whichever comes first.</p> <p style="margin-left: 80px;">(b) Undercharges: In cases that do not involve meter tampering, fraud, or denial of access to Company equipment, the Company shall bill the customer for the amount of the undercharge for a period not to exceed twelve (12) monthly billing periods. The Company shall bill the Customer for the undercharges, calculated from the date of discovery, inquiry or actual notification of the utility, whichever comes first.</p> <p>* Indicates New Rate or Text + Indicates Change</p>			

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RULES AND REGULATIONS (CONT'D.)

(2) Other than Residential Customers:

(a) Overcharges: The Company shall refund to or credit the Customer for the overcharge, based upon actual usage for the period not to exceed sixty (60) consecutive monthly billing periods, calculated from the date of discovery, inquiry or actual notification of the utility, whichever comes first.

(b) Undercharges: In cases that do not involve meter tampering, fraud, or denial of access to Company equipment, the Company shall bill the customer for the amount of the undercharge for a period not to exceed sixty (60) monthly billing periods. The Company shall bill the Customer for the undercharges, calculated from the date of discovery, inquiry or actual notification of the utility, whichever comes first.

(3) Tampering or Fraud: In cases that involve meter tampering or fraud the Company shall bill the customer for the amount of the undercharge during the period not to exceed sixty (60) monthly billing periods. The Company will also bill the Customer for the costs included in identifying and resolving the meter tampering and related under billing. If a meter does not register for any period, Company may estimate and charge for the gas used by averaging the amount registered over similar period(s) preceding or subsequent to, or over corresponding periods in previous years.

(4) Customer Payment: A Customer will be allowed to pay the amount due on a billing adjustment in equal payments without interest over a period equal to the time period over which the account has been adjusted. No charges will be accessed where the full amount of the adjustment is less than one dollar (\$1).

(8) Resale

The gas supplied to a customer shall be for the use of the customer only and shall not be re-metered or sub-metered for resale to another or others.

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